



Royal
Agricultural
University

Unicard Terms and Conditions 2019-2020

The following terms and conditions apply to the use of an RAU Unicard by students and staff. The RAU Unicard will provide users with a range of entitlements.

General

The RAU Unicard is valid for the entire duration of employment at the university, or for the duration of study for students, and may be required for identification when collecting official letters, attendance at examinations and queries relating to libraries or Academic Services.

- Faults or problems including lost or stolen cards should be reported at the earliest opportunity to the Porters Lodge or the IT Service Desk
- All reasonable precautions must be taken by RAU Unicard holders to prevent loss or damage to the RAU Unicard, including tampering, defacing or misuse in any University system or in any other way
- If you lose your RAU Unicard, or if it is stolen, you must log into the RAU Unicard WebCentre and cancel your card as soon as possible
- Lost RAU Unicards can be replaced at a cost of £10. You will need to purchase replacements from the on-line shop and take the receipt to the Registry department or the Porters Lodge to collect. If your personal details change, such as your name, your RAU Unicard will be replaced free of charge
- RAU Unicard holders who can produce an official Police crime number in respect of a stolen Unicard will not be charged for a replacement card
- Students and Staff may be asked to produce their RAU Unicard as proof of identity when on University premises
- The University reserves the right to terminate, cancel or temporarily suspend an RAU Unicard without the prior agreement of the RAU Unicard holder
- Fraudulent use of the RAU Unicard may result in the cancellation of the RAU Unicard and is the responsibility of the card holder
- RAU Unicards remain the property of the RAU and must be returned on demand or when you cease to be a member of the University
- The University reserves the right to change the terms and conditions for the use of the RAU Unicard and will publish in advance these changes via the Student Portal and the Intranet

- The University shall not be liable for any delay or non-performance of these terms arising from any cause beyond its reasonable control, including, but not limited to, any of the following: acts of God, government act, war, fire, flood, and telecommunication breakdown, loss of power, explosion, accident, civil commotion, industrial dispute or impossibility of obtaining materials

Data protection

From 25 May 2018 the University will process your data in compliance with the General Data Protection Regulation (GDPR) and its enactment into UK law.

Personal information held on the RAU Unicard database will be treated confidentially and will only be used for the purposes of card administration and, where necessary, extracted and shared with other departments to enable members of staff, students and associates to access University facilities and services

The University may share information held on the RAU Unicard database with other departments of the University and/or appointed agents:

- To provide users with the service applied for
- To help resolve a complaint, for analysis and/or Management Information
- For purposes of fraud prevention, audit or debt collection
- Other cardholders, but only where it is considered necessary for resolution of fraud or dispute and for the investigation of a crime or in connection with disciplinary investigations

Please read the RAU's data protection policy and Privacy Notices found on our main web site for further information.

- As an RAU Unicard user, you are entitled to make a Subject Access Request for a copy of any personal data about you held on computer. Users wishing to make such a request should write to the University's Data Protection Officer for a copy of the application form. The fee for each subject access request is £10. This fee is set by the Information Commissioner, not by the RAU

University liability

- The University's liability is limited to replacing RAU Unicards with a faulty computer chip
- The University does not accept liability for lost, stolen, user damaged or destroyed RAU Unicards, nor for loss of monetary value through unauthorised use
- The University is not liable for any loss you may suffer arising from any malfunction of the RAU Unicard system or if a card reader or terminal equipment is unavailable for use or unable to be used
- The University is not liable for any indirect or consequential loss incurred by you
- Unless required by law, the University is not liable for the availability, quality or fitness for purpose of any of the services not provided by the University or any goods or services purchased with your RAU Unicard not provided by the University

Cashless transactions

The RAU Unicard account can be used to hold funds for use in making payments to, and purchases from the RAU's Porters Lodge, catering outlets and shops. Use of the RAU Unicard for such cashless payments and purchases is subject to these terms and conditions, which may be amended from time to time.

- The RAU Unicard is not a cheque guarantee card or credit/debit card
- Funds added to an RAU Unicard account are a gift to the cardholder. Any money that may be refunded in accordance with the refund provisions set out below will go to the cardholder and not to other persons who may have uploaded funds to the cardholder's RAU Unicard account
- When funds are added to an RAU Unicard account using the RAU Unicard WebCentre, the transaction is processed securely by a specialist payment processing provider. The RAU does not see or store the details of the credit/debit card used to make the payment
- Once an online payment has been made funds are transferred into the user's RAU Unicard account straight away
- The RAU Unicard can only be used for purchases and transactions while the cardholder remains at the University as a student or employee
- An RAU Unicard which is damaged, defaced, altered or subject to misuse is not valid and cannot be used. In these situations, any purchases will be required to be paid for by other means
- If an RAU Unicard is stolen, lost, damaged or otherwise unusable the holder must notify the RAU as soon as reasonably practicable by contacting the Porters Lodge. On receipt of notification, the RAU will cancel the card at the earliest practicable opportunity. The RAU cannot prevent the unauthorised use of the card until the card has been cancelled but any transactions undertaken after a card has been reported lost or stolen will be at the RAU's risk. To help ensure no one else can use lost or stolen cards users are urged to log in the RAU Unicard WebCentre and click 'Cancel My Unicard' and follow the instructions carefully
- A damaged or unusable RAU Unicard must be returned to the RAU as soon as reasonably practicable
- Unauthorised use of another's RAU Unicard to obtain goods, services or other benefits will be treated as serious misconduct and may result in disciplinary action being taken

Refund policy

The following Terms and Conditions apply to the policy of redeeming any outstanding money left in an RAU Unicard account, known in this policy as a refund. The University recommends that all users spend any remaining money left in their RAU Unicard account before leaving and thus avoid the administration charges associated with refunding unspent money.

- Refunds of unspent funds held in an RAU Unicard account will be provided only in the following situations:
 - when the student graduates or formally leaves the University
 - when the member of staff is no longer employed by the University
- The University will require that, prior to any refund being made, the user settles any outstanding debt owed to the University, using the remaining balance in the RAU Unicard account if necessary

- To obtain a refund of unused funds held on a Unicard, the cardholder must request the refund within eight weeks of ceasing their involvement with the University. An RAU Unicard Refund form should be completed.
- A signed Refund form must be returned to the Finance Office. The Refund process may take up to 30 working days and once complete users will be notified by email
- Any refund will be limited to funds uploaded via the RAU Unicard WebCentre, or added in person at a till, and will not include any unused discounts or non-cash benefits which may have been given or applied to the RAU Unicard account by the University including Meal Plan Credits
- Money refunded back to a user's nominated bank account will not exceed the total amount credited to an RAU Unicard account by the user or by a nominated parent or guardian
- An administration fee will be applied to any request for an RAU Unicard refund due to the amount of work required to process the request. The administration fee is currently £10 and will be deducted from any remaining balance on the RAU Unicard account, prior to the refund being paid by the University
- Any RAU Unicard account balances that have not been redeemed after 6 months from the user's official leaving date will be donated to an RAU Alumni charitable fund
- The University reserves the right to add or amend the current refund terms and conditions at any time providing 3 months' notice of the implementation of any change
- The Electronic Money Regulations 2011 do not apply to the RAU Unicard due to the exclusion under section 3a(i)

Meal Plan Token Scheme T&Cs

The RAU Unicard can be used to exchange tokens for meals under the Meal Plan Credit Scheme. Use of the RAU Unicard for such Schemes is subject to these terms and conditions, which may be amended from time to time.

- The Meal Plan Tokens will be available to exchange for meals via the RAU Unicard which you will be given during on-site registration and is available to use on the designated Meal Plan Scheme. The RAU Unicard can only be issued once a student has fully registered
- Tokens added to the scheme can be used for 'purchasing' meals but do not have a cash value
- Each day during term time tokens are added to the students RAU Unicard to use for that day. The tokens added will depend on the Meal Plan requested and the tokens will only be valid during specified meal times. Any unused tokens will not be carried forward to future meals
- No tokens will be added to your Unicard for the four weeks at Christmas and the four weeks at Easter and you are not charged a meal plan element in your accommodation for these weeks
- Students may have a Meal Plan token and also top up the Unicard for cashless transactions. The students Meal Plan token will be used first during meal times
- Changes to the Meal Plan Scheme can only be updated at the end of a term
- The Meal Plan tokens on your Unicard can be used in the Restaurant only
- Meal Plan tokens cannot be used by anyone other than the Unicard holder
- The University will not be responsible for any losses incurred on lost or stolen cards

- The University retains the right to freeze cards not being used by the registered Unicard holder
 - Unauthorised use of another's RAU Unicard to obtain goods, services or other benefits will be treated as serious misconduct and may result in disciplinary action being taken
 - The Meal Plan tokens will only be available where the Accommodation Fees, which are inclusive of the Meal Plan tokens value, have been fully paid or an approved payment plan is in place
 - These terms and conditions apply to the 2019 academic year only and will be subject to change for the 2020 academic year
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Contact us

For any queries concerning these T&Cs please contact ITS ITS.Service.desk@rau.ac.uk

For any queries concerning payments and refunds please contact Finance student.fees@rau.ac.uk