Campus Life Cash
Terms and Conditions

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Introduction

A Campus Life Rewards Card may also be used as a stored-value card. The terms and conditions that apply to this feature are set out in Part 2 of this document. If you choose to use the stored-value feature of the Campus Life Rewards Card you will be able to use it to pay for various goods and services available on campus at our Campus Life Traders - on-campus cafes, shops and retail outlets, using your Campus Life Cash.

The Campus Life Rewards Card may also be used by the University to grant awards or prizes to students in the form of credits, known as Campus Life Points, that are loaded onto the student's Campus Life Rewards Card. Campus Life Points may only be used at Federation University Australia Campus Life Traders and cannot be redeemed for cash. At the end of every Calendar Year the Campus Life Points are cleared. Campus Life Cash is currently only available to Residential Students at the Ballarat Campuses.

Further information on how Campus Life Rewards Card and the Terms and Conditions of Campus Life Rewards can be viewed at http://federation.edu.au/about-feduni/facilities-and-services/campus-life/campus-life-rewards

Loading Campus Life Cash to your card

Funds can be loaded to a valid Campus Life Rewards Card online by using the StarRez Shopping Cart available on the Housing Portal. Payment is by Visa or MasterCard and can be purchased in values of $100, $250, $500. This service is available 24/7 and the Campus Life Cash will be available to you within 24 hours. Family and friends can load funds online to a Campus Life Rewards Card by the same method.
Terms and Conditions

1. Campus Life Cash

A feature of the Campus Life Rewards Card is that it may be used as a non-cash payment facility. The card is linked to a stored-value account (Campus Life Cash) established with Federation University Australia into which the cardholder may deposit cash on their card with a maximum balance of $1000. The Campus Life Cash may be used by the cardholder to pay for goods and services sold by the University and by participating vendors on Federation University Australia campuses.

Note: The Campus Life Rewards Card is not a credit card. The cardholder’s account is not permitted to have a negative cash balance. Cash advances cannot be made from Campus Life Cash. In addition withdrawals of cash against the card are not permitted except as set out in the Refunds section of these terms and conditions.

2. Liability for all financial transactions, including unauthorized transactions

The cardholder is responsible for and bears the cost of all transactions made with their Campus Life Rewards Card. The cardholder must ensure the safe keeping of their Campus Life Rewards Card and must not release card details to anyone, other than authorised Federation University Australia personnel. The Cardholder must not permit any other person to use their card.

This is because if a cardholder’s Campus Life Rewards Card is lost or stolen or allowed to be used by another person there is a risk that the cash balance and/or points balance, if any, may be stolen or misappropriated. If a cardholder’s Campus Life Rewards Card is lost, stolen or misplaced the cardholder should report this immediately to feduniliving@federation.edu.au or 03 5327 9480 so the card can be deactivated. A 24-hour message recording facility is available for all reports that are made outside the business hours of the FedUni Living Office.

Federation University Australia is not responsible for any unauthorised use of a Campus Life Rewards Card. Nor is the University responsible for any loss arising from the failure of the cardholder to abide by these terms and conditions.

3. Dispute resolution

If a cardholder wishes to dispute any matter in relation to their Campus Life Rewards Card (including a claim that an account has been charged in error), the cardholder should contact the FedUni Living Office and provide details of the disputed matter.

The FedUni Living Office will investigate and respond to the matter in accordance with Campus Life Dispute Resolution (DR) procedures, which can be viewed on the Campus Life website http://federation.edu.au/about-feduni/facilities-and-services/campus-life/campus-life-rewards. All information reasonably required by the FedUni Living Office should be provided. This includes the cardholder’s name, FedUni student card number, contact details (email address and/or phone number) and the details of any disputed transaction (e.g. location, date and time).

The FedUni Living Office will take all reasonable steps to investigate the matter and will endeavour to inform the cardholder of the outcome of its investigation within 10 business days from the date the disputed matter(s) is reported. If an error has occurred, the balance will be adjusted accordingly.
4. Card Balance and Transaction Record

The Campus Life Rewards balance (cash or points) can be viewed at all point of sale terminals and most other machines accepting the Campus Life Rewards Card for transactions.

Card holders may also request their current balance by contacting the FedUni Living office. Should a card holder require a printed statement of transactions, the FedUni Living Office reserves the right to limit a transaction record to the 3-month period immediately preceding the request.

5. Privacy Statement

The purpose for Campus Life Rewards collecting personal information is for a member to participate in the program. The information will be held by the University and may be accessed and used by people employed or engaged by the University to communicate information to you regarding the Program. The information may be made available to Commonwealth and State agencies and to other organisations, where permitted by relevant Privacy legislation. The provision of the information is voluntary but if a person does not provide Campus Life Rewards with information required in the enrolment form, he or she may not be eligible to become a member or participate in the program. Persons have a right of access to and correction of, personal information in accordance with privacy legislation and the University's Information Privacy Policy. Persons should direct any enquiries they may have regarding privacy to the University Privacy Officer, telephone 5327 9021.

All information collected is stored in secure databases and accessed only by authorised Federation University staff in undertaking their normal duties. Personal information about a cardholder, account balances and transaction records are available at the FedUni Living Office, and will be disclosed to the cardholder on request and with presentation of proper identification.

6. Maximum Stored Value

The maximum amount that may be stored under the Campus Life Cash program is $1000.

7. Interest

The cardholder acknowledges and agrees that no interest will be paid on, or other amounts credited to, the cardholder’s stored-value Campus Life Rewards Card account.

8. Fees

Establishment fees

The Campus Life Rewards Card is currently only available to Residential Students (Ballarat) and is free. The Card is embedded in the Residential Student ID Card.

Replacement card fees

Damaged cards or cards printed with errors may be exchanged at no cost provided information reasonably requested by the FedUni Living Office is provided.

9. Cancellation

If a cardholder no longer wishes to participate in the scheme, the cardholder can withdraw by notifying the FedUni Living Office in writing via the contact details as listed on the website.
10. Refunds
A cardholder may apply, in person or in writing, for a refund of their Campus Life Cash balance at the end of the calendar year or, if they are a student, at the end of the semester in which they graduate, or at any time during the semester if they officially withdraw from enrolment at Federation University Australia. An administration fee of $5 per refund will automatically be deducted from the remaining balance. Once processed, a refund cheque will be mailed to the student. For a request made in person, the FedUni Living Office reserves the right to refund the account balance either by cheque mailed to the cardholder or by cash.

If a card remains unused for a period of years the balance of the account may be dealt with in accordance with the Unclaimed Money Act 2008.

11. Lost, stolen or misplaced cards
Cardholders must immediately report a lost or stolen card to the FedUni Living Office on (03) 5327 9480 during business hours. They can also take immediate steps to deactivate the card themselves by accessing the Campus Life website http://federation.edu.au/about-feduni/facilities-and-services/campus-life/campus-life-rewards, clicking on the link ‘Report a lost/stolen card’ and following the instructions.

If a Campus Life Rewards Card is lost or stolen, the cardholder is responsible for all transactions up until the time a lost/stolen card report is received and acknowledged by the FedUni Living Office or the Campus Life Rewards Card is deactivated via the Federation University Australia website.

To receive a replacement card, cardholders must contact the FedUni Living Office. When a replacement card has been issued, the cardholder is required to contact the FedUni Living Office (during business hours) to reactivate their card.

12. Changes to terms and conditions
The University reserves the right to change the terms and conditions applying to the Campus Life Rewards Card on 30 days prior notice.

Notification of changes to the terms and conditions will be made to all cardholders via the Federation University Australia staff and student portals and also on the Campus Life website http://federation.edu.au/about-feduni/facilities-and-services/campus-life/campus-life-rewards, where the current version of the terms and conditions may be viewed at any time.

13. Acceptance of terms and conditions
The cardholder agrees to these terms and conditions for use of the Campus Life Cash at the point when the cardholder loads money to their Campus Life Rewards Card.

Important Disclaimer
Federation University Australia is not responsible for any unauthorised use of the Campus Life Rewards Card.

Each cardholder is responsible for ensuring the safe keeping of their card and must not release the card details to anyone nor authorise any other person to use the card.

If the cardholder loses, misplaces or has their card stolen, the cardholder should immediately deactivate the card online and notify the FedUni Living Office on 5327 9480.