

Campus Life Cash Terms and Conditions

Residential Students

1. Campus Life Cash Program Overview

- 1.1 The new program established as *Campus Life Cash* utilises a non-cash payment facility. Campus Life Cash is currently available at the Federation University Australia Mt Helen Campus.
- 1.2 A stored-value account established with Federation University Australia allows the cardholder to deposit, or be credited with Campus Life Cash by the University. The card may be used by the cardholder to pay for goods and services sold by the University at participating on-campus retail outlets; The Hub, FedUni Store Mt Helen and Ruby's.
- 1.3 The Campus Life Cash Card is not a credit card and the cardholder's account is not permitted to have a negative balance. Cash withdrawals and cash advances cannot be made with the Campus Life Cash Card.
- 1.4 There are two types of Campus Life Cash Cards: a FedUni Living Residential Student Card, a Federation University Australia Campus Life Rewards Card. These terms and conditions relate to residential student Campus Life Cash members. Additional information about the uses of Campus Life Cash Card accounts, benefits and the terms and conditions for staff and non-residential students are available on the Campus Life website at federation.edu.au/campuslife.

2. Campus Life Rewards

- 2.1 The Campus Life Cash program and Campus Life rewards program operate separately. Campus Life Rewards program members may continue to utilise their Campus Life Rewards member card to accumulate and redeem point on eligible transactions.
- 2.2 Residential students Campus Life Cash transactions are **not eligible** to accumulate Campus Life Rewards points.

3. Liability for all financial transactions, including unauthorised transactions

- 3.1 The cardholder is responsible for and bears the cost of all transactions made with their Campus Life Cash Card. The cardholder must ensure the safe keeping of their Campus Life Cash 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.
- 3.2 If a cardholder's Campus Life Cash Card is lost or stolen or allowed to be used by another person there is a risk that the balance, if any, may be stolen or misappropriated. If a cardholder's Campus Life Cash Card is lost, stolen or misplaced the cardholder should report this immediately to the Campus Life Office at feduniliving@federation.edu.au or 03 5327 9480 so the card can be deactivated.
- 3.3 Federation University Australia is not responsible for any unauthorised use of a Campus Life Cash Card. Nor is the University responsible for any loss arising from the failure of the cardholder to abide by these terms and conditions.

4. Dispute resolution

- 4.1 If a cardholder wishes to dispute any matter in relation to their Campus Life Cash (including a claim that an account has been charged in error), the cardholder should contact the Campus Life Office and provide details of the disputed matter.
 - 4.2 The Campus Life Office will investigate and respond to the matter. All information reasonably required by the Campus Life Office should be provided. This includes the cardholder's name, card number, contact details (email address and/or phone number) and the details of any disputed transaction (e.g. location, date and time).
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5. Card Balance and Transaction Record

- 5.1 The Campus Life Cash balance can be viewed at all point of sale terminals accepting the Campus Life Cash Card for transactions- The Hub, FedUni Store Mt Helen and Ruby's.
 - 5.2 Card holders may also request their current balance by contacting the Campus Life office.
 - 5.3 Should a card holder require a printed statement of transactions, the Campus Life Office will provide a transaction record for the 3-month period immediately preceding the request.
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6. Campus Life Cash plans and loading credit to your account

- 6.1 FedUni Living residential students located in Ballarat can choose a Campus Life Cash plan as part of their residential agreement. Three packages are available as outlined below.

Gold- Cost: \$2,000, Value \$2,500 (includes \$500 Campus Life Cash Bonus Dollars)
Silver – Cost: \$1,500, Value \$1,750 (includes \$250 Campus Life Cash Bonus Dollars)
Bronze – Cost: \$800, Value \$800 no Bonus Dollars)

- 6.2 Peter Lalor first year residents have the gold package (academic year residents) or bronze package (one semester only applicants) included as part of their licence agreement.
 - 6.3 International Students who have accepted a commencing student scholarship, have a campus life cash plan included as a compulsory component to their scholarship.
 - 6.4 Top ups and credit is available online via the Campus Life portal shopping cart (credit card payment), or via the FedUni Store Online fedunistore.federation.edu.au (credit card or paypal payment). This service is available 24/7 and the Campus Life Cash will be available to you within one business day.
 - 6.5 Top ups and credit may be purchased in \$50 increments.
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7. Fees

- 7.1 **Establishment fees:** The Campus Life Cash Card program is free to join. Residents wishing to join the program need to purchase credit or a Campus Life Cash plan as part of their application to live on Residence.
 - 7.2 **Replacement card fees:** Damaged or lost cards or cards printed with errors may be exchanged at no cost provided information reasonably requested by the Campus Life Office is provided. Please refer to section 13, Lost, stolen or misplaced cards.
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8. No Refunds and Expiry Dates

- 8.1 No refunds are available.
 - 8.2 Campus Life Cash accounts, credit and bonus dollars, expire:
 - 8.2.1 at the end of the academic year for academic year residential students; and
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8.2.2 at the end of the semester for semester only residential students.

8.3 For academic year residential students, the balance will transfer from semester 1 to semester 2 while the student remains a current resident.

8.4 If a student is no longer a resident, but remains a Federation University Student, they may apply in writing to feduniliving@federation.edu.au to convert their residential student account to a non-residential student account. A \$25 administration fee will apply. Before the account conversion is approved, the remaining Campus Life Cash balance may be applied to existing debts held with Federation University Australia.

9. Campus Life Cash Bonus Dollars and incentives

9.1 Campus Life Cash Bonus Dollars may be credited in the following circumstances;

9.1.1 Campus Life Cash Bonus Dollars are available on selected FedUni Living Residential Campus Life Cash plans.

9.1.2 Campus Life Cash Dollars may also be awarded to students, or utilised within various promotions, and credited to member's accounts.

9.2 When a cardholder makes a purchase using Campus Life Cash, their credit balance will be utilised prior to the use of any available Campus Life Cash Bonus Dollars.

10. Privacy Statement

10.1 Personal information is handled in accordance with the Federation University Australia privacy policy. Please refer to the University privacy policy available http://policy.federation.edu.au/university/general/information_privacy/ch01.php

11. Interest

11.1 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.

12. Cancellation

12.1 If a cardholder no longer wishes to participate in the scheme, the cardholder can withdraw by notifying the Campus Life Office in writing via the contact details as listed on the website federation.edu.au/campuslife. No refunds are available.

13. Lost, stolen or misplaced cards

13.1 Campus Life Cash cards should be kept safe and secure at all times. Cards should be treated as cash. The cardholder must not permit any other person to use their card.

13.2 Cardholders must immediately report a lost or stolen card to the Campus Life Office on (03) 5327 9480 during business hours or feduniliving@federation.edu.au.

13.3 If a Campus Life Cash 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 Campus Life Office.

13.4 To request a replacement card residential students must contact the FedUni Living office.

14. General

- 14.1 The University reserves the right to change the terms and conditions applying to the Campus Life Cash Card on 20 days prior notice.
- 14.2 Notification of changes to the terms and conditions will be made to all cardholders via the Campus Life website federation.edu.au/campuslife, the weekly Campus Life Rewards email, and a notification to residential students.
- 14.3 Campus Life will not be responsible for lost, stolen, illegible or damaged Cards.
- 14.4 The Card and the technology utilised by the program depend on third parties. Campus Life is not responsible for computer or technological errors or failures, or for fraud.
- 14.5 Third parties involved in the program do not have any authority, express or implied, to make any representation, warranty or statement on behalf of Campus Life Cash and the University accepts no liability in respect of such representations, warranties or statements.
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15. Acceptance of terms and conditions

- 15.1 The cardholder agrees to these terms and conditions for use of the Campus Life Cash when they accept their accommodation offer and Schedule of Fees and regulations.

Federation University Australia is not responsible for any unauthorised use of the Campus Life Cash 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 Campus Life Cash account by notifying the Campus Life Office on 5327 9480 or feduniliving@federation.edu.au.

Contact Details

Campus Life Cash and Campus Life Rewards programs are administered by Federation University Australia Campus Life.

Enquiries may be directed to:

Campus Life Office,

Residence Drive, Mt Helen VIC 3350

Phone 03 5327 9480

Email feduniliving@federation.edu.au

Web federation.edu.au/campuslife