

## Cashless Loyalty Scheme

The cashless/loyalty scheme is operated by BaxterStorey Limited, TVP2, 300 Thames Valley Park Drive, Reading, Berkshire RG6 1PT, Registered Number 1962583 (“**BaxterStorey**” or “**we**”).

These Terms and Conditions apply to your participation in, and use of the features on offer by, the cashless/loyalty Scheme at the location (University of Stirling) at which BaxterStorey provides catering services to its clients (which, for the purposes of these terms and conditions, is the “**Employer**”).

The key features of the cashless/loyalty Scheme are as follows:

- (a) At participating Locations, you may be able to use your student/staff card for the collection and redemption of loyalty points, and to potentially benefit from promotional vouchers (“**Vouchers**”) at participating Locations. See sections 1 and 2 below for the relevant terms and conditions.
- (b) At participating Locations, your student/staff card may be used to purchase products on your Card via a cashless system (“**Cashless System**”). See sections 1 and 3 below for the relevant terms and conditions.

Use of your student/staff card will constitute acceptance of these Terms and Conditions, which together with our Privacy Policy govern our relationship with you in relation to cashless/loyalty scheme

You must reside in the UK and be aged 16 or over to participate in the cashless/loyalty card and access any of the features described above.

Your Card is not a credit or charge card and remains the property of The University of Stirling.

### 1. YOUR LOYALTY POINTS

If you choose to use your student/staff card, points collected will be accrued after each transaction with a purchase of food/cold drink over £1.00 at any BaxterStorey outlet on campus

Loyalty points can be accrued and redeemed against certain purchases made at the Location. We reserve the right to restrict the products against which loyalty points may be redeemed at our discretion (and as may be advised to us by the Employer). Please ask a BaxterStorey employee at the Location for more information.

Points cannot be accrued or redeemed against any functions.

The points will be earned at the time of purchase, provided your student/staff is registered and is presented at the point of sale. If the loyalty terminal is not working and/or if our systems are down due to an event beyond our control, you should still be able to accrue points. However, we will not be responsible for any loss suffered by you in such circumstances particularly if you are unable (in these circumstances) to collect or redeem points against your current transaction. If you forget your student/staff card we cannot add points to your Account at a later date.

Points will accrue on the entire transaction (provided no excluded items are being purchased). Points can only be collected against purchases where a till and card reader is present. An Account can hold an unlimited number of loyalty points.

You can check how many points you have and also redeem points at the Location. You can also check the number of loyalty points you have collected on-line by visiting <http://stirling.orbispay.co.uk>

You will earn a specific number of loyalty points for each complete pound spent as may be advised to you at the Location. We may, however, change the number of points you can collect and will display notices at the Location, should that happen.

You will only be able to redeem your loyalty points against purchases made at the Location, each point has a redemption value of 1 pence. The number of points used will be deducted from your Account.

When using your points to make a part of full payment, all available points must be redeemed against the purchase.

If you have a discrepancy regarding the number of points on your Account, we may require you to provide receipts as proof of purchase to back up any claim. If the evidence is satisfactory (to us), we will change the points allocated to the applicable Account to reflect the correct position.

We will not exchange points for cash and reserve the right to remove from your Account any points that have not been redeemed for over 12 months.

## **2. CASHLESS SYSTEM**

At participating Locations, your student/staff card may also be used for a Cashless System. You can ask at the Location whether the Location offers a Cashless System.

To use your student/staff card for the Cashless System, the card will need to be registered prior to use by visiting <http://stirling.orbispay.co.uk>

There is no minimum amount that can be loaded on to your Account and it is your responsibility to ensure that the figure entered for authorisation is correct. The Card can be topped up online using a credit or debit card and manually at your Location. You can check your balance online via your Account or at the Location.

There is also the ability to auto top up your Account from a nominated credit or debit card. You can choose the minimum and top up values on your Account, and the nominated credit or debit card will be charged automatically back to the top up value when the balance on your Account falls below the minimum value.

You will only be able to redeem your pre-paid credit against future purchases at participating Locations of your Employer. The transaction total will be deducted from the balance on your Account. By using the Cashless System, you will still automatically accrue loyalty points on your Account on purchases made.

If you have a balance from the previous University of Stirling catering cashless scheme this balance will be automatically transferred to your new account when you register on-line at <http://stirling.orbispay.co.uk>

### **3. GENERAL**

We may also change these Terms and Conditions as is necessary by updating them on our Website. You should therefore check the Website from time to time to review these Terms and Conditions, because they are binding on you.

We shall not be responsible or held liable for any default or event arising directly or indirectly from any cause or event beyond our control. To the extent permitted by law, we also will not be liable for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract or otherwise) in connection with your student/staff card including but not limited to loss or damage due to viruses that may infect your computer equipment, software, data or other property on account of your access to, use of, this Website or otherwise connected with your student/staff card. To the extent that we may be liable, our aggregate liability to you shall not exceed the amount directly paid by you to

If any provision of these Terms and Conditions shall be found by any court or administrative body of competent jurisdiction to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of these Terms and Conditions, which shall remain in full force and effect.

We may transfer the benefits of these Terms and Conditions to a company in the same group as BaxterStorey and if we do so, your rights will not be affected in any way.

### **CONTACT**

**Email:** [catering@stir.ac.uk](mailto:catering@stir.ac.uk)

**Tel:** 01786 473171

### **PRIVACY POLICY**

To view our privacy policy [click here](#)

### **CHANGES TO OUR PRIVACY POLICY**

We keep this policy under regular review. Any changes we may make to our privacy policy in the future will be posted on this page. Please check this page regularly to keep up to date with any necessary changes.