



Dining Services

UNIVERSITY OF CENTRAL FLORIDA

Please read and acknowledge this Agreement before using your Dining Dollars account. It contains the terms and conditions of the UCF Dining Services account linked to Your UCF Card. By adding value, registering for online account access and/or using Your Dining Dollars account, You agree to be bound by the terms and conditions contained in this agreement, which will govern Your use of the Dining Dollars account. Please read this agreement. The term of this contract begins when these terms are acknowledged and ends at the end of the acknowledged dining membership term.

1 Definitions

- a. You and Your each mean the Cardholder.
- b. We, Us and Our each mean UCF Dining Services.
- c. Cardholder means an individual in whose name and for whose benefit a UCF Card is to be issued or has been issued by the University of Central Florida.
- d. Contributor means an individual other than the Cardholder who loads value to a Dining Dollars account for a Cardholder.
- e. Authorized Guest User means an individual designated by the Cardholder to have online account management privileges at the Card Program Website.
- f. College means the University of Central Florida.
- g. Service Provider means a third party contracted by the University of Central Florida that provides certain support and marketing services for Your UCF Card and UCF Dining Services account.
- h. UCF Card means the Official University of Central Florida ID Card issued by the University of Central Florida to Cardholder.
- i. Dining Dollars account means an account with pre-paid value that can be accessed using Your UCF Card. A UCF Card may have one or more accounts.
- j. Card Program Website means the Website containing information about the UCF Dining Services Program.
- k. Web Account Care Center means the area of the UCF Card Program Website where Cardholders may login and manage their individual UCF Card and UCF Dining Services account.
- l. Card Payment Service means a service whereby a Cardholder can access value associated with one or more Dining Dollars account linked to his/her UCF Card.
- m. Registration means the electronic process used by Cardholder to set-up online Dining Dollars account access at the UCF Dining Services Program Website.
- n. Accepting Location means a point-of-sale location that is authorized to accept the Dining Dollars account for the purchase of goods and services.
- o. Web User Account means the account that enables You to access and manage Your Dining Dollars account via the Web Account Care Center.

2 UCF Card Description

Your UCF Card is a multiple function card that can be used for the following applications with participating UCF Dining Services locations:

- a. Official University of Central Florida Identification
- b. Access device for board plan accounts.
- c. Access device for one or more pre-paid Dining Dollars accounts.

3 Eligibility

- a. You are an authorized member of the University of Central Florida.
- b. You have the following data on record with the University of Central Florida: First Name, Last Name, Date of Birth.
- c. You are at least sixteen 16 years of age, if you are under 18 your parent or legal guardian is responsible for reviewing and acknowledging these terms and conditions on your behalf.
- d. You agree that You have read and understood this Agreement and that You will be bound by and will comply with all of its terms and conditions.

If You do not agree with all of these statements, You cannot activate and/or use the Dining Dollars Account feature of Your UCF Card.

4 Contact Information

If You have questions regarding Your Dining Dollars account You may call 407-823-2651 or email ucfdining@ucf.edu. You may also get support by visiting Our Website at www.ucfdining.com.

5 Card Accounts

Your Dining Dollars can be linked with and used to access value in Pre-Paid Accounts. There is no credit card, credit account or deposit account associated with the UCF Card for Dining Dollars use. Dining Dollars account funds are aggregated in a bank account maintained by UCF Dining Services. Cardholder, Card and Account information are kept on computer systems maintained by UCF Dining Services and Service Providers contracted by the College. You agree and give UCF Dining Services permission to share your personal information with such Service Providers to enable them to perform data processing required to provide these and other Card related services.

The University of Central Florida is not acting as a trustee, fiduciary or escrow with respect to value in Dining Dollars accounts, but is acting only as an agent and custodian. No interest, dividends or other earnings or return will be paid on any value loaded in Accounts. Value associated with individual Cardholder Accounts is not insured by the Federal Deposit Insurance Corporation (FDIC).

6 Registration

You can register for online account access to Your Dining Dollars account at the Web Account Care Center. In order to register Your Dining Dollars account You must validate personal information, provide information from Your UCF Card, agree to these UCF Dining Services account Terms & Conditions, and create a Web User Account including a login and password.

You agree to provide true, accurate and complete registration information and to maintain and promptly update Your information as applicable. You agree not to impersonate any other person or use a name that You are not authorized to use. If any information You provide is untrue, inaccurate, not current, or incomplete, without limiting other remedies, UCF Dining Services has the right to terminate Your use of the Service and UCF Dining Services, its agents, suppliers, and subcontractors have the right to recover from You any costs or losses incurred as a direct or indirect result of the inaccurate or incomplete information.

7 Password & Security

You should not reveal Your account login information or password(s) to anyone else. You must safeguard and protect the confidentiality of Your password to keep Your Dining Dollars account secure. You will be responsible and liable for all instructions received at the UCF Dining Services Program Website that are accompanied by Your password, regardless of whether those instructions actually come from You. UCF Dining Services is not responsible for losses incurred by the Cardholders as the result of their misuse of passwords.

8 Unauthorized Use

If You use, or attempt to use Your UCF Card or the Card Payment Service for purposes other than permitted uses (i.e. making payments, managing Your accounts), including but not limited to tampering, hacking, modifying or otherwise corrupting the security or functionality of the Service, Your Dining Dollars account will be terminated and You will be subject to damages and other penalties, including criminal prosecution where available.



Dining Services

UNIVERSITY OF CENTRAL FLORIDA

9 Electronic Statements & Communications

To the fullest extent permitted by applicable law, this Agreement and any other agreements, notices or other communications regarding Your Dining Dollars account and/or Your use of the Service ("Communications"), may be provided to You electronically and You agree to receive all Communications from UCF Dining Services in electronic form. Electronic Communications may be posted on the pages within the UCF Dining Services Program Website and/or delivered to Your email address. You may print a copy of any Communications and retain it for Your records. All Communications in either electronic or paper format will be considered to be in "writing," and to have been received no later than five (5) business days after posting or dissemination, whether or not You have received or retrieved the Communication. UCF Dining Services reserves the right but assumes no obligation to provide Communications in paper format. Your consent to receive Communications electronically is valid until You revoke Your consent by notifying UCF Dining Services in writing at the email address in the Contact Section of these Terms & Conditions. If You revoke Your consent to receive Communications electronically, UCF Dining Services will terminate Your right to use the Dining Dollars account.

You agree to inspect Your electronic statements and to notify us of any erroneous, improper or unauthorized transactions. If Your electronic statement indicates transactions that You did not make, you agree to notify us immediately using the information of the Contact section of this agreement.

10 Correct Email and Mailing Address

You agree and warrant that You have access to the Internet and to a current functional personal email address. You have the sole responsibility for providing UCF Dining Services with a correct and operational email address. UCF Dining Services will not be liable for any undelivered email communications or any costs You incur for maintaining Internet access and an email account. You must promptly notify UCF Dining Services of any change in Your email.

If your mail or postal address changes, you must access the Web Account Care Center immediately and change your address.

11 Using the Dining Dollars Account

You may use the UCF Card for the following purposes:

- a. Pay for goods and services at accepting locations on and around campus
- b. Obtain balances and review transaction activity online.
- c. Access telephone customer support.
- d. Add value to Dining Dollars account using a credit card or debit card.

11.1 Multiple Accounts

Your UCF Card may be associated with multiple Accounts. Each Account has its own policies and rules pertaining to acceptance, online account access and funds loading. We reserve the right to restrict the use of Accounts to certain qualifying locations. When authorizing a UCF Card purchase We will search for funds across all of Your eligible UCF Dining Services Accounts in a specific order consistent with Our acceptance policies. You agree that We may use value from more than one account to complete a single purchase.

11.2 Dining Dollars Account Spending &-Value Add Limits

Account Rule	Limit
Daily Spend Limit	\$250
Minimum Value Add	\$50.00
Maximum Value Add	\$3,000
Minimum Transaction Amount	\$0.01
Maximum Transaction Amount	\$250
Accepting Locations	All participating UCF Dining Services location

12 Adding Value to Dining Dollars Accounts

You, Contributors and Authorized Guest Users may add value to select UCF Card Accounts at ucf.campuscardcenter.com, subject to the limitations provided herein.

We reserve the right to accept or reject any request to add additional value to UCF Card Accounts, in Our sole discretion. If any transfer of value to a Dining Dollars account becomes subject to any stop payment order or chargeback after value has been credited to the Dining Dollars account, We will be entitled to recover the full amount of the stopped or charged-back payment plus any applicable fees by deducting an equivalent amount from the Dining Dollars account.

12.1 Value Availability

Credit Card and Debit Card Payments will be made available to the Cardholder on the same business day as the payment is received.

12.2 Quick Re-Value

Contributors (i.e. parents, family, friends) can add value to Your Dining Dollars account via the UCF Dining Services Program Website without logging-in to Your account by entering unique personal information, then following prompts on the web site. You acknowledge and agree that Contributors may add value in this manner.

12.3 Saved Payment Methods

You and Authorized Guest Users may save payment methods on file for convenient future use. If a saved Payment Method is determined to be invalid for any reason We will notify You and ask that You update the payment method information. We reserve the right to remove invalid or expired cards from Your account at Our discretion. You or Authorized Guest Users may edit saved payment methods at any time at the Web Account Care Center.

12.4 Automatic Recurring Payments

You and Authorized Guest Users may provide instructions to automatically add value to Your Dining Dollars account on a recurring basis using a payment method saved on file. You or Authorized Guest Users may edit or delete these instructions at any time at the Web Account Care Center.

13 Making Purchases with Dining Dollars

You must have sufficient value available in Your Dining Dollars account to pay for each transaction. Each time You use Your Dining Dollars account, the amount of the transaction will be debited from the Account. You may not spend more value than You have on any given Account. Should your purchase amount exceed the remaining balance in your Dining Dollars account, you are responsible for providing a secondary form of payment to complete the transaction.

14 Dining Dollars Receipts

You agree to sign a receipt for any transaction made with Your Dining Dollars account where requested by the accepting location. You may not receive a receipt at dining halls and certain retail locations.

15 Overdrafts & Negative Accounts

If an Accepting Location attempts to process a transaction for more than the value available in Your eligible Dining Dollars account, the transaction will be declined. Your account will be charged only the amount of the purchase actually selected; however your transaction history may temporarily show the transaction at the higher amount. If, for any reason, a transaction is processed for more than the value in the Dining Dollars account, You are liable for that entire amount and agree to pay any overdraft immediately on demand. We reserve the right to (i) automatically debit such overdrafts from any available value present now or in the future on this Dining Dollars account or any other UCF Card Accounts or Payment Methods You have on file at UCF Dining Services, (ii) suspend Your Dining Dollars account until payment on negative account is made in whole. All financial obligations for tuition, room, board,



Dining Services

UNIVERSITY OF CENTRAL FLORIDA

fees and other costs and charges of a student to all departments or enterprises of the College must be satisfied in full before the student will be permitted to receive transcripts, to receive a diploma, or register for or enter classes in any succeeding term.

If any funds to which You are not legally entitled are credited to Your Account by mistake or otherwise, You agree that such amounts are debts owing from You to Us and You authorize Us to deduct such amounts from Your Account to the extent permitted by law. You authorize Us to take this action without Notice or demand to You.

16 Loyalty and Discount Programs

From time to time, We may, at Our sole discretion, offer loyalty and discount programs that allow You to accumulate and receive benefits, awards and discounts from accepting locations. You agree that Your Dining Dollars account use with individual locations may be tracked and recorded by us so that You may participate and benefit from these programs.

17 Lost or Stolen UCF Cards

You agree to notify us immediately if (i) Your UCF Card has been lost or stolen or (ii) You believe someone has made a purchase using Your Dining Dollars account without Your permission. You may be responsible for the unauthorized use of the Dining Dollars account if You fail to notify Us that the UCF Card has been lost or stolen. You can suspend Your Dining Dollars account at the Web Account Care Center or by calling us at 407-823-2651. When Your UCF Card has been reported lost or stolen, We will suspend the Dining Dollars account to prevent unauthorized use. You must also request a replacement card from UCF Card Services.

17.1 Re-Activating Dining Dollars Account

If You find Your UCF Card after it has been reported lost, You may re-activate the Dining Dollars account if (i) the re-activate request is received within two days of the card being suspended and (ii) a new card has not been issued. You can re-activate Your Dining Dollars account at the Web Account Care Center.

18 Disputes/Returns

You agree to work to resolve all disputes about purchases made using the Dining Dollars account with UCF Dining Services. If You are entitled to a refund for any reason for goods or services obtained with the Dining Dollars account, You agree to accept credits to the Dining Dollars account in place of cash.

19 Error Resolution

If You think Your statement or receipt is wrong or if You need more information about a transaction listed on Your statement or receipt, please contact us as soon as possible using the information in the Contact section of this agreement.

We must hear from You no later than 60 days after We made available the First electronic statement on which the problem or error appeared. When calling or notifying us You must:

- a. Include the account holder name and account number
- b. Describe the transaction in question and explain as clearly as possible the discrepancy.
- c. Indicate the dollar amount of the transaction.

If You make an oral request, We will require You to send the question in writing within 10 business days via email.

We will make best efforts to complete Our investigation within 10 business days after We hear from You and will correct any error promptly. However, We may take up to 45 days to investigate the discrepancy. If the account holder is asked to put the discrepancy in writing and We do not receive it within 10 business days, We may not re-credit the account.

If We decide that there was no error, We will send You a written explanation within three business days after We finish Our investigation. You may ask for copies of the documents used in the investigation.

20 Account Refunds

Eligible refunds are processed upon request and will be completed within 4-6 weeks of a written request. Refund requests must be submitted in writing to: UCF Dining Services to Approve
ucfdining@ucf.edu

- 1. Refund To You:
 - a. Refunds are processed when:
 - i. The accounts balance is \$15.01 or more AND
 - ii. A written refund request is submitted
 - b. A \$15.00 refund service fee will be deducted from the refund.
 - c. No refunds will be issued for amounts less than \$15.00.
 - d. Refund Methods:
 - i. Student Bill: Refund will be posted as a credit to Your student bill.
 - ii. Credit Card: If a credit card was used to add value to Dining Dollars the refund can be posted to the same credit card if: 1. the add value was performed within the last 6 months and 2. refund amount is less than last add value transaction.

21 Inactivity

If You do not use or re-load a Dining Dollars account for twelve (12) consecutive calendar months, the Account will be considered inactive and You may be charged a monthly Inactivity Fee. If a Dining Dollars account is inactive and has zero value it will be closed.

22 Service Fees

We will charge You the fees and charges set forth on the Schedule of Fees and Charges attached hereto and incorporated herein by reference. All fees and charges will be deducted automatically from the Dining Dollars balance at the time the fee or charge is incurred.

Returned Payment/Check	\$35.00/each
Inactive Account Fee	\$5.00/month
Account Closing Fee	\$15.00/account
Paper Statement Fee	\$15.00/statement
Account Refund Fee	\$15.00/refund

Fees are subject to change at our sole discretion.

23 Cancellation; Suspension of Use

UCF Dining Services and Service Providers, in their sole and absolute discretion, may limit, suspend or cancel Your use of the UCF Card and/or Dining Dollars account. UCF Dining Services may revoke the UCF Card privileges with or without cause or notice. If You would like to cancel use of the Dining Dollars accounts, You may do so by contacting UCF Dining Services in writing at ucfdining@ucf.edu. You agree not to use or attempt to use an expired, revoked or otherwise invalid UCF Card. You agree to surrender the UCF Card to us upon request.

We reserve the right to assess an Account Closing Fee.

24 Liability for Failure to Make Transfers

If we do not complete a transfer to or from Your Dining Dollars account within a reasonable period of time or in the correct amount according to our agreement with you, we will be liable, to the extent permitted by state law, for your losses or damages. However, there are some exceptions. We will not be liable, for instances including, but not limited to, the following:



Dining Services

UNIVERSITY OF CENTRAL FLORIDA

- a. If, through no fault of ours, You do not have enough money in his or her account to make the transfer.
- b. If circumstances beyond our control (such as fire or flood) prevent the transfer, despite reasonable precautions that we have taken.
- c. If, through no fault of ours, there is a delay in transferring data between computer systems.
- d. If the terminal or system was not working properly and you knew about the breakdown when you started the transfer.
- e. If an accepting location refuses to honor the UCF Card.

25 Disclosure of Account Information to Third Parties

We will disclose information to third parties about Your Dining Dollars account or the transactions You make only:

- a. where it is necessary for completing transactions
- b. in order to comply with government agency or court orders
- c. if You give us Your written permission
- d. to carefully selected service providers who perform data processing, records management, collections, and other services for us, in order that they may perform those services.
- e. in order to prevent or investigate possible illegal activity
- f. in order to issue payment authorizations for transaction on the Dining Dollars account; or
- g. where otherwise provided by law or Our privacy policy.

26 Changes in Terms and Conditions

We reserve the right to change the terms of this Agreement in our sole discretion and from time to time. Any such change will generally be effective immediately without notice to You unless We are required by applicable law to provide You with advance written notice of the proposed change. In such instances, those changes will be effective immediately after We have provided You with the required advance written notice following the effective date stated in such notice. If, however, the change is made for security purposes, We will implement the change without any notice to You. If You do not accept any change to this Agreement, You have a right to terminate this Agreement in a manner provided for herein.