

EAGLECARD TERMS AND CONDITIONS

APPLICATION

All members of the School.

PURPOSE

The EagleCard has been designed to provide a single, centrally-managed, multi-purpose identity card that serves as a form of identification and allows current affiliated users access to a range of school services including library, access to campus facilities, F&B services and more.

POLICY

School identification

- The EagleCard is to be used to identify an individual as an affiliated user at UTS.
- The Card remains the property of UTS and expires when the user is no longer affiliated with UTS.
- The card is non-transferable, thus, must not be loaned or given to anyone else at any time.
- The card must be carried at all times to verify an individual's identity to UTS officials.
- School personnel may request additional identification to ensure that a card belongs to the individual presenting the card.
- The Card must not be accepted if the photo on the Card does not resemble the individual presenting it.
- The Card must be used as identification to access number of areas and services across the facility.

School services

- The Card will allow users the ability to put monetary value on to the Card called campus cash.
- Each card holder is responsible for managing his/her balance. It is not a credit card, charge card, cheque guarantee card, or debit card and the balance on your card will not earn any interest. Card balance cannot be exchanged for cash in part or full.
- Campus cash can only be spent on campus at participating locations including F&B services & more.
- Users will have access to a balance management system, which will allow for the funding and consumption of services.
- At the end of their association with the School, individuals are entitled to a one-time refund of funds left on his/her EagleCard.

Library – to be updated

Misuse and fraud

In cases of misuse, School Services Office must be notified and use of the Card will then be suspended.

If you witness misuse of a card or card reader, please call School Services hotline on 0919 28 1551 or email to office@utschool.edu.vn.

Change in EagleCard policy

- UTS reserves the right to make reasonable changes in the EagleCard Policy.
- Changes in the EagleCard policy will apply to all card holders.

- New policies will supersede policies in effect when the card was issued and/or validated.
- UTS will notify card holder of any changes in the EagleCard Policy and of the date on which the changes will become effective.

PROCEDURES

Card issuance

- The first Card issued for each user will not incur any charge. In case of lost, a replacement card will incur a 500,000 VND fee.
- A new card needs to be obtained when you make a classification change (example: Grade 5 to Grade 6). Next bring your current card to School Services Office for a new card. There is no replacement fee for these changes, as long as the card turned in is not damaged and is your current valid card.
- The card holder is responsible for maintaining a valid card, which is in proper working condition. A replacement fee will be charged for lost, stolen, misplaced or abused cards. Defective cards will be replaced at no charge when turning in your current valid ID card.
- If the Card can be shown to have a manufacturing fault, it is required to return the faulty card to School Services Office before a replacement card is issued.

Lost of stolen Card

- By reporting your card as lost or stolen, you are suspending the functionality of your card. If you find your card subsequently, you can reactivate it as long as you have not replaced it already.
- Until notice has been received, you will be responsible for all use of your EagleCard, whether or not such use is authorized by you until the card is suspended.
- Upon issuance of a replacement EagleCard, any existing campus cash balance will be accessible through the new card. Note - once your old EagleCard is replaced due to theft or loss, it is de-activated and cannot be re-activated should you find it at a later date.

Termination of the Card

- Your card will be terminated in the event of discontinuing affiliation with the School. You need to bring your current card to School Services Office.

Digital photograph

- The photograph provided for a Card will be taken by the School at the time of enrollment.
- For identity purposes, hats and head coverings must not be worn for the photograph on the EagleCard, unless it is worn daily for religious beliefs or medical reasons.
- However, the individual's full face must be clearly visible, and the head covering must not cast any shadows on the individual's face.
- Your photograph image will be used on your EagleCard and may also be used on various other UTS systems to identify you.