

## ***Reedley College – Tiger One Card User Agreement Terms and Conditions***

**The agreement:** The Tiger One Card is the official identification card used at the Reedley College campus. This agreement describes and governs the use of the Tiger One Card. The cardholder agrees to the terms and conditions set forth in this document. The college may change any or part of these terms and conditions. It will notify college cardholders by e-mail at least 30 days before the change becomes effective, and by posting the new agreement on the college One Card website and using the Tiger One Card on or after the effective date of change means that the cardholder accepts and agrees to the change. Prior notice need not be given where an immediate change in the terms and conditions is necessary to maintain or resolve the account's security. This Agreement supersedes all other prior Tiger One Card user agreements with Reedley College.

**Establishing the Account:** Reedley College will issue one active card to each authorized user for each academic school year at Reedley College. The issuance of the Tiger One Card will be based upon the individual's primary affiliation with the College. The name appearing on the Tiger One Card will be the cardholder's official name of record with the College. As this is a photo ID card, cardholders will not be allowed to wear any article of clothing or eyewear that obscures their physical features. Any exception will be made on a case-by-case basis.

**This Account is non-transferable:** The Tiger One Card remains the property of Reedley College at all times, and the College governs all uses of the card. The card is not transferable; only the person to whom the card has been issued shall be allowed to use the card. Unauthorized use, sharing, alteration, or duplication will immediately lead to confiscation of the card and may result in disciplinary or legal action. Students shall show their identification card when requested by Reedley College officials performing their official duties and must be surrendered upon request.

**Privacy Policy:** Disclosure to third parties: by the Family Education Rights and Privacy Act (FERPA), your photograph is part of your educational record. As directory information, it can be released to campus officials for educationally related and College purposes. The College will not release the cardholder's photograph outside the institution unless permitted or required by law or with the cardholder's permission. Information regarding the cardholder's account or transactions may be disclosed to third parties when: (1) necessary to complete transactions initiated by the cardholder, (2) when the condition or existence of an account must be verified to comply with government agency or court orders, or (3) with the cardholder's written permission.

**Account Duration:** The duration of this Account shall be from the opening date of the account until one of the following occurs:

1. The end of the academic year.
2. There is no account activity for one calendar year.
3. The cardholder fails to follow the terms and conditions of this agreement.
4. Separation from Reedley College, such as withdrawal, graduation, or transfer to another college or university. In the case of a faculty or staff member, this also includes resignation or termination.

**Lost or Stolen Cards:** Lost or stolen cards should be reported immediately for deactivation.

You will receive 1 replacement card at no cost, a \$3.00 fee will apply thereafter.

This can be done by calling the Business Services Office during business hours at (559) 494-3042. Damaged or mutilated cards must be surrendered at the time of replacement. Upon issuance of a replacement card, the remaining balances will be transferred to the new Tiger One Card. The College reserves the right to establish daily spending limits at unattended locations to minimize misuse of funds on stolen cards.

**Refunds:** Upon separation from Reedley College through withdrawal, graduation, transfer, or termination of employment, refunds must be requested in writing. Proof of separation from the College may be required. All college debts must be satisfied before a check is processed for a refund. All refund checks will be mailed to the last known address on file with the College and may take 4-6 weeks to be processed. Refunds will not be issued for accounts of \$20.00 or less in value. If no refund is requested within one year, funds will be forfeited to the campus' co-curricular account for its ongoing operation.

**No Interest on Funds:** The Tiger One Card acts as a stored value account, not a credit card. Negative balances, cash withdrawals, or cash advances are not permitted. Account balances do not accrue interest or other earnings. For continuing cardholders, Tiger Bucks remaining at the end of a semester will automatically be rolled over to the next semester.

**Negative Balances:** If the cardholder's balance goes below zero due to the system being off-line, the cardholder is still responsible for paying for all purchases made. The College will use any means available to collect amounts due, including, but not limited to, placing a hold on the card. The card will be reactivated upon restitution. The College reserves the right to suspend an account and/or the Tiger One Card privileges if the account remains delinquent.

**Returned Checks:** A check deposited into the cardholder's account, which is returned for any reason, will cause the account to be reduced by the check amount. The cardholder will be charged a returned check fee of \$25.00. The College will use any means available to collect amounts due, including, but not limited to, placing a hold on the card. The card will be reactivated upon restitution.

**Statements of Account:** A statement of activity on the account will be provided upon request at the Business Services Office. Notify the Business Services Office immediately if there are transactions that the cardholder questions. If the cardholder does not inform the Office within 30 days of the statement date, the cardholder is liable for all transactions on the account.

**Error resolution:** If the cardholder suspects an error on a receipt or transaction, contact the Business Services Office at (559) 638-0342. Contact must be made within sixty (60) days of the transaction(s) in question. Failure to request error resolution promptly could result in the loss of a refund.