



## PRIDE CARD TERMS AND CONDITIONS

The Pride Card (the "Pride Card" or "Card") is the official Springfield College ID card. The individual to whom the card is issued is considered the "Cardholder."

By using the Pride Card, the Cardholder agrees to be bound by the terms and conditions outlined below:

### GENERAL TERMS:

- The Pride Card is the official Springfield College ID card and is the property of the College.
- The Card is non-transferrable and may not be altered in any way.
- The Card should be in the Cardholder's possession at all times and presented upon request of any College official.
- The Card may be confiscated from a Cardholder for inappropriate or illegal use.
- For College employees, the Card must be returned to the College upon cessation of employment.
- The Card provides access to facilities, programs and services offered by Springfield College.

### CARDHOLDER RESPONSIBILITIES:

The Cardholder is responsible for use of the Card in accordance with the instructions at all locations where the Card is accepted. The Card must be presented at the time of purchase/delivery and shall be the only means of accessing a Cardholder's account. Signature of receipt may be required for goods and services received.

"Pride Dollars" accounts act as a debit-like account, not as a credit card. Deposits can be made online by credit card at <https://get.cbord.com/springfield>. Credit card payments will incur a \$1.00 website fee and funds will be available immediately. Check and cash payments may be made through the Business Office during the posted Cashier's Window hours. Check and cash payments will not incur a fee, but will take 1-2 business days to be available on account. The deposit minimum per account is \$10 and maximum is \$5,000.

No negative balances, cash withdrawals or cash advances are permitted. Account balances do not accrue interest or other earnings. For continuing Cardholders, Pride Dollars remaining at the end of a semester will automatically be rolled over to the next semester. In the event a Cardholder's deposit payment is returned due to insufficient funds, a returned payment charge of \$35 will be charged, and the Cardholder's account will be suspended until the returned payment and the fee have been paid. If the Cardholder's balance goes below zero, the Cardholder is still responsible for payment of all purchases and fees. As a condition of a Cardholder placing funds on the account, the College reserves the right to suspend the Pride Dollars account and/or transfer negative balances against a student's tuition and fees billing account (for students), and/or deduct negative balances from the employee's paycheck (for faculty and staff).

Cardholders may obtain information regarding Pride Dollars and Dining Dollars usage through their online Pride Card account at <https://get.cbord.com/springfield>, using their PrideNET username and password to login.

### CARD CARE:

Cardholders are responsible for the proper use and care of their Pride Card. Cards should be protected and treated as you would a driver's license or credit card.

### DO NOT:

- Mark or bend your Card
- Punch holes in your Card
- Scratch the magnetic strip on your Card
- Use your Card as an ice scraper

- Add stickers to your Card

#### **LOST, STOLEN, DAMAGED AND UPDATED CARDS:**

The College is not liable for lost or stolen cards. The Cardholder is responsible for unauthorized transactions resulting from a lost or stolen Card.

Lost or stolen Cards should be reported and deactivated immediately as follows:

- Online through your Pride Card account at <https://get.cbord.com/springfield>
- In person or by phone to the Pride Card Office during office hours at (413) 748-4723.

Replacement cards can be requested through the Technology Solutions Center (“TSC”) during office hours at (413) 748-4872. There is a \$35.00 replacement fee for a lost, stolen or damaged Card. No fee will be charged for a Card that is not functioning properly due to normal wear and tear or deemed defective.

If you have deactivated your Card, but find it prior to being issued a new Card, you can reactivate it at no charge by logging into your Pride Card account at <https://get.cbord.com/springfield>, or in person at the Pride Card Office. Cards will not be reactivated over the phone. Once a new Card is issued, previous Cards cannot be reactivated nor will a fee be refunded.

#### **REFUNDS, RETURNS AND ERROR RESOLUTION:**

Merchandise may be accepted for return in accordance with the refund policy in effect at the place of purchase of the products(s) and/or service(s). Any refund accepted by the place of purchase shall be credited to the Cardholder’s account. No cash refunds will be made for purchases made with the Card.

If the Cardholder suspects an error on a transaction, they should contact the sales location involved for additional information and resolution.

#### **ACCOUNT CLOSURE:**

Refunds of Pride Dollars can be requested upon graduation or separation from the College. Proof of separation from the College may be required. All debts on accounts due the College must be satisfied prior to a refund being processed. The Pride Dollar account balance will first be applied against any outstanding balances due the College, if applicable, and any remaining balance will be processed as a refund to the Cardholder. Please also note that a refund for under \$5.00 will not be processed and the Cardholder waives any reimbursement request for said amount. Refund Request forms can be found on the Pride Card website in PrideNET.

The College reserves the right to close any Pride Card account that has been inactive for a period of twelve (12) months. Any refund due, after all other debts to the College are satisfied, will be made in full to the Cardholder for any remaining balance of \$5.00 or greater.

#### **DISCLOSURE:**

The College will disclose information about a Cardholder’s account to third parties for only the following reasons: (1) in order to complete a transaction requested by the Cardholder; (2) in order to comply with a court order; (3) to fulfill a lawful College department or program request; (4) in conjunction with all other Cardholder accounts in the aggregate but not specific in regard to a particular account; or (5) with the Cardholder’s permission.

#### **CHANGES IN TERMS AND CONDITIONS:**

The terms and conditions of the Card are effective and remain binding until the Cardholder is no longer affiliated with the College. If any changes are made to the terms and conditions, the College will provide the Cardholder with notice of change(s) at least thirty (30) days in advance of the effective date. Prior notice need not be given where immediate change in terms and conditions is necessary to maintain or restore the security of the account.

#### **GOVERNING LAW:**

These terms and conditions shall be governed by and construed in accordance with the laws of the Commonwealth of Massachusetts.