

## **Student Safe Journey Home Scheme**

### **TERMS & CONDITIONS**

### **Safe Journey Home Scheme**

There is a £10.00 deposit to join the Safe Journey Home Scheme. Should you lose your wallet you can call the office 24/7 and use our Safe Journey Home scheme.

You must give all the information requested by the operator including your PIN password. We will then ensure we get you home safely.

Your £10.00 deposit will be used towards your fare.

In the event you do not use your deposit and scheme we can cancel the scheme and refund this to you within 10 working days.

### **Lost, Stolen, Damaged or Destroyed Cards**

If your Card is lost, stolen, damaged or destroyed or a transaction is incorrectly executed you must notify us immediately by telephoning the Loyalty Card hotline 02380 719204 and quoting the Card number. Upon receipt of the Card number we will immediately cancel the Card.

You are liable for all losses in respect of an unauthorised payment transaction where you have acted fraudulently or you have with intent or gross negligence failed to notify us without delay on becoming aware of the loss, theft, misappropriation or unauthorised use of your Card.

We will either (at our complete discretion) arrange for a replacement card to the value of the balance on the Card at the time it is reported lost, stolen, damaged or destroyed to be issued to you, or refund such balance to you.

Valid claims will be completed within 5 working days and if a replacement Card is issued there is a £2.50 charge.

### **Use of card as Pre-Paid Loyalty Card**

If the amount of a metered journey is greater than the available balance, you can pay the difference in cash or by any other payment method acceptable to the driver.

The Card must not be sold by the purchaser, but, you may give the Card to another person to use, but if you do, you are responsible for all use of the Card and you must ensure that such person understands and keeps to the

obligations contained in these Terms and Conditions, particularly those relating to the security and use of the Card.

### **Payment**

During the checkout process, you will be asked to enter your payment details. By completing your payment details you confirm that the credit or debit card being used is yours. All fields indicated as compulsory must be completed.

All card payments are subject to authorisation by your card issuer. We take payment immediately; the card details are entered onto a secure page and are transferred using SSL.

In some instances we will require the payment of a non-returnable deposit on any booking that requires a deposit i.e. a booking outside of our operating area, which is the City of Southampton.

### **Method of Delivery**

When you have applied for a Pre-Paid Loyalty Card the normal delivery will be within four working days. If it fails to arrive, then contact us either by telephone on 02380 719204 or email [support@radtax.co.uk](mailto:support@radtax.co.uk)

When you top up your Pre-Paid Loyalty Card by using a credit or debit card the funds will be available within 1 hour, but can take up to 12 hours. Our office hours are 24 hours a day, 7 days a week.

### **Age Limit**

Any person with a credit or debit card over the age of sixteen can apply for a Pre-Paid Loyalty Card and use it.

### **Refunds>Returns/Cancellation**

You can cancel your card at any time. If you wish to cancel your card we can give you a full refund. This can take up to 10 working days.

### **Accounts Department**

Email: [accounts@radtax.co.uk](mailto:accounts@radtax.co.uk) or [support@radtax.co.uk](mailto:support@radtax.co.uk)

### **Discount Scheme**

We offer many discounts at a number of restaurants, shops, hotels, bars and clubs, these offers can be withdrawn at any time without notice.

Please see our up to date offers on our website.