

FAQs

General Questions

How do I check my balance?

We will be sending monthly member newsletters out which will contain your latest balance and any pending balance on your account. You can also check your balance in store at the Stadium Shop or the Covered Market Store.

Can I combine my U's Cash with any other fan?

No. This scheme operates on an individual supporter basis.

Can I transfer my U's Cash balance to another season ticket holder to spend?

No. Only the cardholder is able to earn and redeem U's Cash and all Cash is non-transferable.

Will supporters be warned when their balance is about to expire next June 2019?

Yes. We will send you email reminders as to when your balance will expire. Please make sure that we have registered your email address with your account and to make sure that it is kept up to date. If you do need to update your email, please contact the Ticket Office on 01865 337533.

Eligibility

Can everyone receive U's Cash?

2018/19 Season Ticket Holders and 2018/19 U's Members are automatically enrolled into the U's Loyalty Cash Scheme. The scheme does not currently apply to Season Ticket Holders who hold a 'complimentary' season ticket.

When does the Scheme run from?

The 2018/19 U's Cash scheme runs from the 1st of July 2018 to 30th of June 2019 in line with the U's Membership.

Earnings

How long does it take for my U's Cash to be added to my balance after I purchase something from the shop?

U's Cash earned from your purchases takes 28 days from the date of your purchase to be added to your balance in line with our returns policy.

Spending

Where can I spend my U's Cash?

You can spend your U's Loyalty Cash at the Stadium Club Shop, in the Covered Market Store and online at www.oufcshop.co.uk. To spend your Cash in stores, please show your card at the till when you make your purchase. Oxford United reserve the right to ask for valid identification along with

your card during redemption. To spend your U's Cash online, please log in under your Season Ticket/Membership account.

How long do I have to spend my U's Loyalty Cash?

U's Cash for the 2018/19 season is valid from 1st July 2018 until 30th June 2019.