

U's Cash Terms and Conditions

Terms & Conditions – U's Cash

1. In these terms and conditions, the following words shall have the following meanings:

Online Store means the official Oxford United online store at <https://www.oufcshop.co.uk/>

Net Spend means the total price paid by a Qualifying Member after the value of any U's Cash redemption has been excluded from the transaction. For example, if a Qualifying Member bought a £45 home shirt which was partly paid for using £5 of U's Cash, the Qualifying Member's Net Spend would be £40.

Season Ticket Holder means Oxford United FC Season Ticket Holders 2018/19 in general admission areas of the Kassam Stadium.

U's Member means U's members who have purchased a 2018/19 U's Membership. Once signed up, they will be able to start earning U's Cash with their U's Membership card.

Qualifying Member means all of the members listed above.

Scheme means the Oxford United Loyalty Cash Scheme 2018/19 known as U's Cash which will run from 1 July 2018 to 30 June 2019. The Scheme will entitle the Qualifying Members to earn and spend U's Cash from merchandise.

U's Cash means the amount of loyalty cash earned on qualifying purchases as set out in clause 6 of these terms and conditions.

Club Shop means the shop situated at The Kassam Stadium, Ozone Leisure Park, Grenoble Road, Oxford, OX4 4XP

Covered Market Store means the shop situated at The Covered Market, Market Street, Oxford, OX1 3DZ

2. These terms and conditions apply to membership of the Scheme.

3. Membership in the Scheme is automatic for all Season Ticket Holders. If you do not wish to take part in the Scheme, please opt-out by contacting the Ticket Office on 01865 337533. By taking part in the Scheme, you agree to comply with these terms and conditions.

4. Membership of the Scheme cannot be combined with any other Oxford United FC offers or promotions. Exceptions may be decided by the club and will be communicated in situations where U's Cash is available.

5. The Club's decision as to the amount of the initial balance issued to Season Ticket Holders and Members is at the club's discretion. The Club's decision is final and no correspondence will be entered into.

6. Subject to clause 7 below, Qualifying Members will earn U's Cash as set out below:

Season Ticket Holders will receive the following:

- 10% of Net Spend on merchandise (at the Club Shop, in the Covered Market Store and online on www.oufcshop.co.uk)

U's Members will receive the following:

- 5% of Net Spend on merchandise (at the Club Shop, in the Covered Market Store and online on www.oufcshop.co.uk)

In most cases, U's Cash balances will be updated 28 days after the relevant qualifying purchase. Between the date of the qualifying purchase and the date of U's Cash being issued, all U's Cash will be treated as "pending". Season Ticket Holders must produce their season tickets at the time of purchase, U's Members must show their U's membership card. As a reminder, supporters have 28 days to return their items if they are unhappy with them to get a refund or to exchange the goods with a valid receipt as proof of purchase.

7. U's Cash will not be issued (or will be cancelled) in circumstances where a purchase of any kind has been refunded after purchase.

8. U's Cash can only be redeemed on official Oxford United FC Merchandise in increments of £1 from the following locations:

- www.oufcshop.co.uk
- Club Shop
- Covered Market Store

U's Cash cannot be exchanged for any other Club vouchers. Exclusions to redemption may apply from time to time and will be displayed on the Club's website at www.oufc.co.uk where applicable.

9. When redeeming U's Cash in person Qualifying Members must produce their Season Ticket or U's Membership card at point of sale in order to redeem U's Cash. The Club reserves the right to ask for photo identification upon redemption of U's Cash.

10. Once a Qualifying Member has redeemed a certain value of U's Cash, their U's Cash balance will be reduced by that amount. If a Qualifying Member accrues and redeems all of their U's Cash, their U's Cash balance will reduce to and restart from zero.

11. The Club reserves the right without liability to any Qualifying Member or any other third party:-

- a) to vary the Scheme, and these terms and conditions, from time to time; and/or
- b) to discontinue the Scheme at any point without notice; and/or
- c) to exclude any individual or class of Qualifying Members from membership of the Scheme from time to time; and/or
- d) to suspend or terminate any Qualifying Members U's Cash account and/or cancel any U's Cash collected by a Qualifying Member at any time where reasonable e.g. where there has been a breach of these terms or conditions or in cases of suspected fraud.

12. If a Qualifying Member's season or Cash Card is replaced for any reason (e.g. lost or stolen) then the balance of their U's Cash will be added to the new card within 24 hours of issue. If the U's Cash has already been redeemed at the point that the season ticket becomes lost or stolen, then the newly issued card will have no U's Cash included.

13. If any product purchased with U's Cash is exchanged or refunded, any money owing as a result of such exchange or refund will be added to the balance of U's Cash on the Qualifying Member's loyalty cash account. Cash refunds are not available in these circumstances.

14. U's Cash is non-transferable between Qualifying Members and any other individual.

15. U's Cash cannot be exchanged for cash or for a paper voucher.

16. The minimum spend required in-store or online to redeem U's Cash is £1.

17. If a season ticket is cancelled for any reason then the U's Cash balance related to that Season Ticket Holder will be void and the Club accepts no liability in these circumstances.

18. The Scheme will expire automatically on 30th June 2019. Any U's Cash not redeemed before that date will be null and void.

19. Purchase of the 2018/19 U's membership product is strictly non-refundable and non-transferable.

20. U's Members who go on to become a Season Ticket Holder will have their U's Cash balance transferred to their season ticket card and from then onwards will receive the benefits a Season Ticket Holder receives in this Scheme, as set out in clause 6.

22. U's Members who are also Season Ticket Holders will only receive the highest percentage of U's Cash, at the Season Ticket Holder rate (i.e. they will receive 10% on Net Spend on merchandise as stated in clause 6).