

## UTM Skyhawk Card Account Terms and Conditions

These Terms and Conditions apply to the accounts listed below if applicable:

- Skyhawk Card Silver, Bookstore, & Free Print Accounts
- Skyhawk Card Dining Services Plan (These terms and conditions are in addition to those stated by the University's Dining Service Provider).

This identification card is your OFFICIAL UTM IDENTIFICATION. It may be required to access certain campus services. IT IS ALSO SURRENDERABLE UPON DEMAND BY AUTHORIZED CAMPUS OFFICIALS. You are required to you keep your ID with you at all times you are on campus or at campus activities, per the student handbook.

By applying for the debit option of your Skyhawk Card, you agree to be bound by the following terms and conditions. The Skyhawk Card Account is a prepaid debit account only; however, the cardholder shall be responsible for the repayment of any charges to the account for which there may be a delay in or failure to receive credited funds. Once your application has been approved, processed, and funds deposited to your account, you may use your Skyhawk Card to pay for purchases at participating campus locations, up the amount available on your Skyhawk Card Account (some locations have daily spending limits). You can not withdraw cash from your Skyhawk Card Accounts. There is no fee to establish or use your account; the full amount of your deposit will be available on your Skyhawk Card Account.

### Terms and Conditions

1. **Use of the Skyhawk Card:** You agree to use the Skyhawk Card for identification purposes, and for access to goods and services to which you are entitled as a UTM student or employee after having paid the appropriate fees for that term of study. If you cease to be a UTM student or employee, your account becomes inactive. You will not have access to account funds or campus services via the Skyhawk Card while it is inactive status. [No other person is permitted to use the card for purchases, identification, or any other reason. The card and its rights, privileges, and balances are not transferable and are governed by all UTM rules and regulations.]
2. **Liability:** You are responsible for all charges or transactions billed or accessed by the Skyhawk Card and any of its various accounts as part of the Skyhawk Card System. To minimize potential loss to the participant, unattended locations/applications such as vending, copiers, and printers may carry a daily spending limit.
3. **Collection:** You are responsible for all book loans and other charges that are applied to your Skyhawk Card account. In the event litigation is necessary for collection of any charges due the University, you agree to pay all collection fees, court costs, and reasonable attorney fees.
4. **Lost or Stolen Cards:** You agree to notify the Skyhawk Card Office immediately at 731-881-7825 if your Skyhawk Card is lost or stolen. After 4:30pm during the week days and anytime on the weekends, call Public Safety at 731-881-7777. If you fail to notify the Card Office of a lost or stolen card, you will be held responsible for any charges that occur until we are notified. Lost or stolen cards can be replaced for a \$15.00 replacement fee. If your Skyhawk Card is stolen and you provide a Police report of the loss, the replacement fee will be waived.
5. **This account is non-transferable.** The cardholder may be charged a fee or the card may be confiscated by authorized University Personnel or Dining Services Personnel if the card has been loaned to another individual. Additional ID may be required to ensure that only the authorized participant uses the account. The participant may be required to sign a receipt for goods.
6. **Refunds.** A refund for accounts with refundable balances can be requested in the Skyhawk Card Office and will be subject to a \$15.00 service fee. The refunded balance will be transferred to the cardholders Student Banner Account and will be subject to the refund procedures of the UTM Office of Business Affairs.

7. **Leaving the University and Account Balances:** Upon leaving the University, refundable accounts will be subject to the following policy:

Method of University Exit	Policy for Refund
Graduation	Within 7 days of Graduation Ceremonies, the Skyhawk Card Office will obtain a graduation roster from the UTM Registrars Office and will automatically transfer all refundable balances to the cardholder's UTM Banner Account. These funds will be subject to the refund procedures of the UTM Office of Business Affairs.
Official Withdrawal	Upon official withdrawal from the University; any balances on refundable Skyhawk Card accounts will be automatically transferred to the cardholder's UTM Banner Account. A service fee of the lesser of \$15.00 or the card balance will be incurred for closing the account. The service fee will be no more than \$15.00. All funds remaining after the service fee will be transferred to the cardholders UTM Banner Account and will be subject to refund procedures of the UTM Office of Business Affairs.
12 Months of Inactive Student Status	Skyhawk Card accounts will be deactivated for campus use if cardholders no longer appears on the active student roster (and have not graduated or officially withdrawn.) However, cardholders may request a refund per card terms. After 12 months of inactive student status, such accounts will be closed and any funds remaining on refundable Skyhawk Card accounts will fall subject to the policy stated above for official withdrawal.

8. **Ownership of Cards:** The Skyhawk Card remains the property of the University of Tennessee and is governed by all its rules and regulations. Upon withdrawal from the University of Tennessee, the Skyhawk Card must be surrendered.

### Skyhawk Card Accounts

**Skyhawk Silver Account:** The Silver is account is accepted at any participating Card System vendor. Currently, Silver is accepted at the UTM Bookstore, the UTM Computer Store, all Dining Service Locations, the UTM Department of Public Safety, many of the Campus Vending Machines, UTM Student Health, and most of the campus copier machines. (Participant vendors are subject to change without notice). The funds deposited to the Skyhawk Silver account will continue to roll over from semester to semester until the card holder withdraws or graduates from the University. Funds in the account are refundable for a \$15 service fee (see above). The fee is only waived upon graduation.

**Bookstore Account:** The Bookstore account is a restricted usage account only available for use in the UTM Bookstore in the Boling University Center. These funds are transferable to the Skyhawk Silver account, but only in \$20 increments per day, unless approved by Card Office Supervisor. These funds also roll over from semester to semester until withdrawal or graduation from the University by the card holder. Funds in the account are refundable for a \$15 service fee (see above). The fee is only waived upon graduation.

**Free Prints Account:** The Free Prints account is a restricted account that is good only at printing stations in UTM Computer Labs. These funds are supplied by the UTM Tech Fee and each student is automatically deposited a set value based upon their enrollment level. The deposit is normally made by the end of the first week of classes each semester. These funds do roll over from Fall Semester to Spring Semester, but do not roll over from Academic Year to Academic Year. For the current deposit level of the Free Prints account and the prorating schedule for varying levels of enrollment, please contact the UTM Computer Center. Funds from this account are not refundable or transferable.

**Dining Services Meal Plan:** This account is used to access the Meal Plan that is purchased from the University's Dining Service Vendor. This account tracks the usage of the plan, based upon the number of weekly meals purchased. This plan is only good at the main dining hall, unless otherwise directed by Dining Services. The meals applied to this account are good only from week to week and do not roll over from semester to semester. This account has daily spending limits. Funds from this account are not refundable or transferable.

**Dining Services Declining Balance:** This account coincides with the Meal Plan that is purchased from the University's Dining Services provider. The funds applied to this account are a predefined amount that is packaged with the meal plan that is purchased. These funds are only accepted at Dining Service locations (vending machines are not dining service locations). These funds are good only for the semester for which they are purchased and do not roll over. Funds from this account are not refundable or transferable.

### **General Procedures and Policies**

- When a student withdraws or graduates, he or she, without a service fee, has the option to donate any refundable balances the University's Alumni Office to help future UTM students. You may also transfer any refundable balances to any other current UTM student without penalty.
- Execution of a Skyhawk Card Account application is not a commitment of admission to the University.
- Information regarding the participant's account or transactions may be disclosed to third parties when necessary to complete transactions, when the conditions or existence of an account must be verified, to comply with government agency or court orders, or with the participant's written permission.
- While this application is in effect, the student will be required to meet all financial obligations under the terms of this agreement.

### **Defective Cards**

- The Skyhawk Card Office will replace up to (2) cards for free due to defective product or normal wear and tear. It is up to the discretion of Card Office personnel to decide upon normal wear and tear. Purposely defacing the card, such as punching holes through the card, is not considered normal wear and tear and will be subject to a \$15.00 replacement fee if the card becomes unusable.

### **Excess Financial Aid and Book Loans**

- The card holder and only the card holder can authorize up to \$500 of excess financial aid be applied to the Skyhawk Card. These funds must be in excess of all fees and charges due the University for the current term. First-time students can only apply these funds to the Bookstore Account. Upper-class students can apply these funds to either the Silver or Bookstore account. The Skyhawk Card Office is the only place the request for such authorization can be made. This option is only available to students if their student Banner account holds a refundable balance. Once the UTM Business Office has issued a refund, the Skyhawk Card Office cannot apply these funds. Amounts of more than \$500 can be applied under certain circumstances. Please inquire in the Skyhawk Card Office about this policy.

Any time financial aid funds are applied to a cardholder's account and, for any reason, the funds fail to reach the University, the cardholder is still responsible for the debt to the card office.

### **Federal Financial Aid Funds**

You authorize UTM to apply your Federal Title IV funds to the charges you will incur at the University. You understand that this authorization will remain on file at the Skyhawk Card Office and that you may rescind this authorization at any time.