

Hospitality Services Express Plus Credit Account Agreement

The Express Plus Credit Account holder is responsible for adhering to the rules and regulations outlined in this Agreement. If the Agreement obligations are not met, your Express Plus Account can be cancelled by Hospitality Services at anytime.

Liability for Credit Charges and Credit Limit

Hospitality Services provides Electronic Statements for Account holders. You will receive an email notifying you when your statement is ready for viewing. Click on the email link and enter your Central Login username and password.

Payment is due by the 25th of the current month.

If the Account holder does not receive an email notification to view the monthly statement within five (5) business days after the first (1) of the month, the account holder is responsible for contacting Anette Rigby (Hospitality Services Administration) by phone ext. 58638 or by email arigby@uoguelph.ca. The Account holder is also responsible for notifying Anette Rigby regarding any errors or omissions on the monthly statement. If the Account holder does not do so within five (5) business days of receiving statement notification, it will be considered complete and correct.

The Account holder is responsible for notifying Anette Rigby of any changes to personal contact information (e.g. home address, email address, Department etc.)

If your employment at the University of Guelph terminates for any reason, the balance of your Express Plus Credit Account must be paid in full.

Delinquency Assessment

Unpaid balances are subject to an interest charge of 1.5% per month. No interest is charged if payment is received in full by the 25th of each month.

Payment

Account payment is required in Canadian currency. Payments can be made Online via the Hospitality Website www.hospitality.uoguelph.ca using VISA or MasterCard or in person at Drew Hall using Cash, Cheque, Debit, VISA or MasterCard or in person at any cash register in the U.C. Food Court or OVC Cafeteria using Cash or Cheque.

Dishonoured / Post - dated Cheque

For each cheque or draft that is returned or not honoured for its full amount, Hospitality Services may charge the Account holder \$50.00 to cover collection costs unless when prohibited by law. You waive presentment amount, notice of dishonour, protest and notice of protest for any cheques sent to us.

Lost or Stolen University I D Cards

The Account holder agrees to invalidate their University ID Card immediately if it is lost, stolen or the card owner suspects it is being used without their permission. An ID Card can be invalidated immediately by any Hospitality Services cashier or by the Account holder personally via Hospitality's website www.hospitality.uoguelph.ca. Click "Online Services".

The Account holder will not be responsible for any unauthorized use of the Account, once it has been invalidated. If the Account holder fails to invalidate a lost or stolen ID Card, the Account holder will be responsible for all charges to the Account.

Online Services also allows you to: View Account Balance/History, View Statement, Make Payment, Request Statement, Change Address, Cancel Account, View Plan Description and Card Holder Agreement