

Looking after your TCard

TCard is a multifunctional smartcard issued to you as part of your relationship with the University. The TCard has a number of “purse” facilities for you including topping-up, making payments, and such other facilities or enhancements as may be attached or added to the TCard by us from time to time.

You must:

- keep your TCard secure;
- keep access to your TCard portal secure

You must not:

- let anybody else use your TCard
- let anybody else know your TCard portal login details
- Write, record or disclose in any other manner your portal login allocated to you.

Restrictions

A TCard must not be used:

- if the Agreement is ended;
- after a TCard has expired or been reported lost, copied or stolen or has been cancelled or Blocked;
- For any illegal purchase or purpose whatsoever.

Loss or misuse of a TCARD

You will take reasonable steps to ensure the safety of your TCard. If your TCard is lost, stolen, used, or likely to be used, for a fraudulent or improper purpose, you must immediately “hotlist” your TCARD on the TCard portal and contact us immediately.

Written notification of loss or theft of a TCARD will be accepted by us via email tcard@tcd.ie

By reporting a TCard as lost, copied, mislaid or stolen or as being used, or likely to be used, for a fraudulent or improper purpose, you will be deemed to have thereby authorised us to cancel that TCard.

TCard Purse

Transactions that result in a debit on your Purse will usually be debited immediately following receipt by us of the transaction record.

Usage information will be made available to you on your Purse transactions through your TCard portal. Information will consist of data on all payments and top-ups on your TCard purse for the period covered by the transaction listing. Further usage reporting can be requested at tcard@tcd.ie

Payment for goods or services

The TCard holder will be liable to pay all sums that are charged to the Purse in respect of or resulting from all Transactions. You should therefore check the amount of every Transaction before you authorise it.

Once authorised a Transaction cannot be subsequently revoked as we guarantee payment.

The entries relating to a Transaction recorded in your Purse are conclusive evidence that the Transaction occurred as so recorded.

Issue of new TCards

New and replacement TCards are issued by Academic Registry and are subject to their terms and conditions.

Refunds

If a Merchant initiates a refund we will only credit the Purse with the amount due upon receipt and processing of the refund amount by us from the Merchant.

Leftover TCard balances

Any leftover credit remaining on the TCard will remain for one year following departure from the college. Once one year has passed, the balance will be recycled into student services. TCard offer a balance transfer platform whereby remaining balances can be transferred to another TCard upon request to tcard@tcd.ie Cash refunds cannot be carried out.

General

If you use TCard you will be presumed to have agreed to the terms.