

New Members

You can join SUSU+ by downloading the app and completing the registration process using either the “Sign in with Microsoft” option or choose “Register with email”. If you choose to “Sign in with Microsoft” you should use your University of Southampton credentials to sign in. The app will recognise you are a student or member of staff. You must be over the age of 16 at the time of registration.

Existing Members

You can log in to the SUSU+ app using the method with which you signed up originally. This will either be via “Sign in with Microsoft” (using your University of Southampton credential) or using the “Login” button on the “Register” tab and using the email address and password you chose when you registered. If you have forgotten your login details, please contact susuplus@soton.ac.uk.

What being a member of SUSU+ means

For the purposes of the SUSU+ Terms & Conditions, both new and existing members shall be referred to as “members”.

Your Membership can only be registered in the name of an individual and an individual may only register one Membership.

Your Membership enables you to earn “points” in SUSU outlets (listed below) and on the SUSU+ app. Once you have earned enough points you can redeem their value against the cost of goods in SUSU outlets or on the SUSU+ app. Points can be redeemed in accordance with the ‘Redeeming Rewards’ section below.

You will be able to manage your membership on the SUSU+ app (under the “More” tab) or on the SUSU+ website, <https://plus.susu.org/> under the “My Account” section. This is where you will be able to update personal details such as address and phone number, as well as communication preferences.

SUSU+ Outlets

For the purposes of the SUSU+ terms & conditions, the SUSU+ outlets are as follows:

- ✓ The Stag’s
- ✓ The Bridge
- ✓ The Plant Pot
- ✓ Redbrick Kitchen
- ✓ The (SUSU) Shop
- ✓ The Locker
- ✓ Online ordering using the app (SUSU+)
- ✓ Online ordering using the website (<https://plus.susu.org/>)

Earning Points

Points can only be earned in person at the outlet if the QR code on your app is scanned at the till or self-service kiosk at the time of purchase. Points can also be earned automatically when logged in using the SUSU+ app or website. Points will not be added retrospectively if the QR code was not scanned at the time of purchase for any reason.

For each full £1 spent at a SUSU+ outlet (listed above) you will receive 3 points. See below for examples:

- | | |
|--|--|
| ✓ £0.95 spend at a SUSU+ outlet
0 Points | ✓ £3.95 spent at a SUSU+ Outlet
9 Points |
| ✓ £3 spent at a SUSU+ Outlet
9 Points | ✓ £4 spend at a SUSU+ Outlet
12 Points |

Points cannot be earned at any outlets other than those listed above as SUSU+ Outlets. University of Southampton catering and retail are not part of SUSU+.

No physical card will be issued for collecting points, this can only be done using the QR code in the SUSU+ app.

Redeeming Rewards

Once you have earned enough points you can redeem their value against a purchase in store using the QR code in the SUSU+ app at a till or self-service kiosk in a SUSU+ physical outlet. You can also redeem your rewards in the app by first converting them to a voucher. To do this choose the “Convert to Voucher” option in the “Rewards” tab of the app.

You can view the number of points you have at any given time by checking the SUSU+ app home page or by asking a member of staff in a SUSU+ physical outlet to check on a till.

Each point you have is worth £0.01.

Points and vouchers have no cash value and can only be earned, redeemed or converted at SUSU+ Outlets and as set out in these terms & conditions.

Points are personal to you and cannot be combined with points earned by another SUSU+ member.

The same points cannot be redeemed more than once.

Points cannot be redeemed anywhere other than the SUSU+ outlets listed above. University of Southampton catering and retail are not part of SUSU+.

All points, rewards and vouchers expire on 31st July each year. On 1st August vouchers and rewards will no longer be valid, and your points balance will be reset to 0. It is your responsibility to use your points, rewards or vouchers before they expire. No points or vouchers will be carried over.

SUSU+ Offers

On occasion we may make other offers available to SUSU+ members via the app. These will be subject to their own terms & conditions. Examples of the offers we may make available include but are not limited to % discounts in specific outlets, free items and birthday treats.

SUSU+ and the wider SUSU offer

There may be times when areas of SUSU other than the SUSU+ Outlets listed above offer points, rewards or vouchers via the SUSU+ app. These offers will be subject to their own terms and conditions. Examples of these wider SUSU offers include but are not limited to, incentives to encourage engagement with SUSU processes, rewards for purchasing tickets to SUSU events and rewarding volunteers.

Expiry & Cancellation

SUSU+ membership does not have an expiry date.

As mentioned above all points, rewards and vouchers expire on 31st July each year. On 1st August vouchers and rewards will no longer be valid, and your points balance will be reset to 0. It is your responsibility to use your points, rewards or vouchers before they expire. No points or vouchers will be carried over.

Where possible we will try and notify you in advance that the expiration date is approaching but it remains your responsibility to have used points, rewards or vouchers.

You may delete the app at any time. You may also delete your account at any time by clicking on the “More” tab in the SUSU+ app and selecting “Delete account”. If you do this you will lose any points earned, vouchers and rewards and you will not be able to retrieve them in the future.

If you are not able to access your account to delete it, please email susuplus@soton.ac.uk.

If you choose to delete your account, you can rejoin at any point by following the process outlined in the “New Members” section of these terms & conditions.

If we find you are in breach of these terms & conditions or have reasonable grounds to suspect you are engaged in fraudulent or criminal activity relating to us, the app or your participation we may:

- ✓ Forfeit all points, vouchers and rewards accrued by you.
- ✓ Suspend your right to earn or redeem points, rewards and vouchers.
- ✓ Terminate you SUSU+ membership.

Changes to your details

If any of your personal details change, please use the SUSU+ app to update your account. This can be done by clicking the “More” tab and selecting the relevant category to amend. If you are

unable to do this for any reason, please contact susuplus@soton.ac.uk or speak to a member of the team in one of the SUSU+ outlets.

Suspicious activity on your account

If you notice any suspicious activity on your account, you should let us know immediately by emailing the details of the suspicious activity to susuplus@soton.ac.uk.

We will monitor SUSU+ usage using reports available to us. If we notice anything suspicious, we may contact you or temporarily or permanently disable your account. Suspicious activity may include:

- ✓ An abnormally high number of points earned or redeemed in a time frame
- ✓ Visits to multiple venues in a short space of time
- ✓ A high number of refunds in a short space of time
- ✓ Anything else not in keeping with typical usage trends

Customer Service & Complaints

If you have an enquiry or complaint regarding any element of your SUSU+ membership, please contact susuplus@soton.ac.uk

Compensation

Points, rewards and vouchers earned through SUSU+ are not covered by any compensation scheme.

Variation

It may be necessary to make change to these terms & conditions from time to time. Please check these regularly to ensure you understand the up-to-date terms that apply to SUSU+ membership.