

**STUDENT ACCOUNTS – TERMS & CONDITIONS**  
**Important Information Regarding the Use of Your VolCard, the Campus I.D. Card, at the**  
**University of Tennessee**

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These Terms & Conditions apply to your current VolCard Agreement for the below listed accounts if applicable:

- Dining Meal Plans
- Dining Dollars Debit Plan
- AllStar Plan

**Use of the VolCard:** You agree to use the VolCard for identification purposes only or for the purchase of or access to goods and services to which you are entitled as a University of Tennessee student after having paid the appropriate fees for that term of study. No other person is permitted to use this card for purchases, identification, or for any other reason. The card and its rights and privileges are not transferable and are governed by all University of Tennessee rules and regulations. When requested, the card must be submitted to University of Tennessee Administration for identification or other investigative procedures.

**Liability:** You are responsible for all charges or transactions billed or accessed by the VolCard and any of the various accounts as part of the VolCard system.

**Lost or stolen cards:** You agree to notify the VolCard Office immediately at 974-3430 (24 hours/day 7 days/week) if your VolCard/ID is lost or stolen. You can report your VolCard lost or stolen on line at [www.utk.edu/volcard](http://www.utk.edu/volcard). A replacement fee of \$30.00 will be charged. A police report listing your UTID as stolen will result in no charge to replace your stolen card. If you fail to notify the VolCard Office, you will be liable for the unauthorized charges to your accounts until notice is given.

**Ownership of Cards:** The VolCard remains the property of the University of Tennessee and is governed by all its rules and regulations. Upon withdrawal or graduation from the University of Tennessee the Card must be surrendered upon request. The University reserves the right to establish and/or change the credit limits of accounts accessed by this card at any time with or without cause and without giving you notice.

## **ALLSTAR ACCOUNT**

Minimum Deposit of \$15.00 is required to open this account. It is not refundable, except in the case of withdrawal or graduation from the University.

Additional deposits of \$15.00 or more can be made to the account throughout the semester. (Transaction fee may be applied).

AllStar Accounts may be cancelled at your request and a full refund of balance in the account less a \$15.00 service fee will be made.

The balance in the account will carry over from term to term until you graduate or are no longer enrolled at the University. If you withdraw from school, any balance may be refunded for a \$15.00 service fee providing a written request is received within thirty (30) days following the date of official withdrawal.

If you are not enrolled as a student and your account remains inactive for 12 months, a service fee of the lesser of \$15.00 or the card balance will be incurred for closing the account on funds that are not paid with Financial Aid. The service fee will be no more than \$15.00. All funds remaining after the service fee, including unclaimed Financial Aid, will be transferred to the State of Tennessee as abandoned property after the due diligence effort has occurred.

## **GENERAL PROCEDURES AND POLICIES**

The University does not assume any legal obligation to pay for the damage to items of personal property of students which occurs in its buildings or on its grounds, prior to, during or subsequent to the period of this agreement. Students or their parents are encouraged to carry appropriate insurance to cover such losses.

Execution of a VolCard Account application is not a commitment of admission to the University.

While the application is in effect, the student will be required to meet all financial obligations under the terms of this agreement.

## **MEAL PLANS AND DINING DOLLARS**

Terms and conditions are included in the University Housing Agreement signed on admission to Residence Halls and those included in UT Dining Services printed guidelines for meal plans.