

Terms and Conditions - e+ Smartcard Scheme

- Any person who lives, studies, works in or regularly visits the Borough can apply, membership of the e+ scheme is free and there is no age limit.
- The e+ card is valid for use by the person to whom it is issued and is not transferable. Those applying for a card need to provide proof of their address and signature
- The e+ card is not valid if altered or defaced in any way. It remains the property of Bracknell Forest Borough Council and must be returned to the Council upon request. Any breach of these conditions may result in the withdrawal of the e+ card
- The e+ card has your photograph on it which will be taken at the time of your application
- Anyone under 16 years of age will need to be with a parent, grandparent or legal guardian to enrol who must provide proof of their details as guarantor
- Applicants aged 25 and under can also verify their date of birth allowing it to be used as a Proof of Age card. Those aged 12-25 can have a PASS hologram printed
- Anyone can provide proof of their date of birth, which will then be encoded into the card's chip and entitle cardholders to access age related services however no date of birth will be printed on the e+ card for people over 25
- When further e+ card services are added to your card you may need to provide additional proofs and will be issued with Terms and Conditions for the service added.
- The personal details used to produce the card will be held in a Bracknell Forest Borough Council database. They are processed in accordance with the Data Protection Act 1998 and are confidential to the Council or its contractors and shall not be made available to any third party without obtaining your explicit permission.
- When using the e+ card to access discounts and offers listed in the e+ Discount Directory the card must be presented prior to a negotiation or purchase. Failure to do so may lead to a discount being refused
- Old style edge cards are no longer valid to access services within the scheme. There is no charge to upgrade to an e+ card
- The cardholder must take every reasonable precaution to ensure the safety of the card. A charge of £5 is levied for a replacement card
- All card problems should be reported to the e+ Helpdesk on 0845 6011632
- The council reserves the right to alter or withdraw the scheme at any time without notice
- The council will not be liable if: a) the e+ card is not honoured by any participating merchant in the e+ discount scheme or b) for any subsequent withdrawal of the scheme or the card
- The council does not act as agent or representative of any individual or company listed in the Discount Directory, gives no guarantee or warranty whatsoever regarding the quality of the goods or services offered nor regarding the status or reputation of any retailer or company included.