



## PENRYN CARD OFFICE

### IMPORTANT INFORMATION

**It is the policy of the University to charge £10.00 for replacement UniCards. To avoid this cost we advise that you do not store your card:**

In your wallet or purse  
Alongside other cards with chips or magnetic strips  
Near your mobile phone  
Near anything magnetic

Unicard holders and lanyards may be purchased from the Campus shop.

**Replacement UniCards may be purchased from the on-line store at <http://store.exeter.ac.uk>**

Please find enclosed your **UniCard** which serves as:

Official University ID

IT Access

Building Access

Sports Membership Eligibility

Library Borrowing

Lost or Stolen UniCard? Any UniCard related queries? Please contact the Info Point – see details below.

### Terms and Conditions of Use:

**The UniCard is the property of the University and must be returned to the Info Point in the Peter Lanyon Building on completion of your term.**

You will be required to produce the UniCard when accessing University facilities.

In the event that your UniCard is lost or stolen please notify the Penryn Card Office immediately ([cc-registry@exeter.ac.uk](mailto:cc-registry@exeter.ac.uk)). A non-refundable fee (currently £10) is charged to replace damaged or lost cards. Replacement fees do not apply to cards that are stolen, but only where a valid police report / crime numbers is provided.

We are unable to reactivate a UniCard reported lost or stolen if it is recovered. You should not allow anyone else to use your UniCard.

Your UniCard will act as your Library Card; users of the Library must comply with Library Regulations.

**Data Protection Act 1998:** Personal information held on the University Card Database will be treated confidentially and will only be used for the purposes of card administration, identity checking purposes and, where necessary, shared with other departments in the University / Falmouth University / FX Plus / FXU to enable members of staff and students to access University or campus services.

### Penryn Card Office

Info Point, Peter Lanyon Building  
Penryn Campus, Cornwall, TR10 9EZ

**Tel:** 01326 371816

**Email:** [cc-registry@exeter.ac.uk](mailto:cc-registry@exeter.ac.uk)

**Opening Hours:** Monday to Friday 9am to 5.00pm

## **IMPORTANT Communication Etiquette**

Help us to provide the best possible service to our students and staff by:

- Ensuring your voicemail is activated and correctly set at all times.
- Checking your details are correct on Trent and the Staff Directory.
- Activating out of office auto reply when on holiday.
- Informing IT Services of your extension number.
- Forwarding calls to colleague when away from your desk.