



University
of Exeter



Quick Guide to Cashless Purse, Vouchers & Loyalty Points

Cashless Purse

Your Eat & Shop account comes with a Cashless Purse.

You can top up your balance and use it to pay at participating outlets through the Eat & Shop Apps.

It's a closed-loop system – your balance can only be used within the Eat & Shop service.

If you decide to close your account:
Any balance over £10 can be refunded on request (email: csmarketing@exeter.ac.uk).

Balances £10 or less are non-refundable – you are encouraged to spend these at participating outlets before closing your account.

Refunds are returned to your registered

Promotional Vouchers

From time to time, you may receive promotional or goodwill vouchers.

These vouchers can be applied automatically when you meet the qualifying conditions (e.g. “buy X, get Y”).

Only one voucher per order unless otherwise stated.

Vouchers are valid only for the period shown and may be withdrawn at any time.

No cash value – vouchers cannot be exchanged for money.

Loyalty Points

Every time you spend through the Eat & Shop Apps, you'll **earn Loyalty Points**.

You get **1 point for every full £1.00 spent** on eligible purchases.

Points can be **redeemed on future orders** through the Apps.

Loyalty Points are:
Non-transferable (only valid for your account).
Non-refundable and **have no cash value**.

We may update or withdraw the Loyalty Points scheme, but we'll always tell you if anything changes.

In summary:

Cashless Purse = Top-up account balance, refund only if closing account & over £10.

Vouchers = Special offers, applied automatically, no cash value.

Loyalty Points = Earn 1 point per £1 spent, redeem on future orders, not exchangeable for cash.