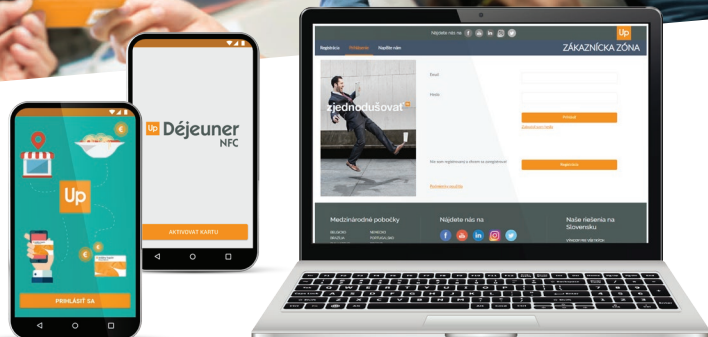


UP CARD: RULES OF USE

Up déjeuner



(„Rules“) associated with the Electronic Meal Voucher Catering Agreement intended for the users of Up Card



The card is intended solely for purchasing food and drink. It cannot be used to purchase consumer goods, alcohol or cigarettes.

- 1 Card number
 - 2 Validity
 - 3 Cardholder name
 - 4 Cardholder's employer
 - 5 Chip
 - 6 CVV
 - 7 Employer's logo
 - 8 Bar code
- standard items printed additionally and in black



Important notice:

- Please make sure to carefully read these Rules before using the Up Card
- By activating your Up Card (if you are to activate it) or using it for the first time (if your Card was activated by your employer), you're confirming that you have read these Rules, you understand them and agree with them.

If you have any questions, please contact Customer Services:

Phone: **+421 02 32 55 35 45**

Email: info@up-dejeuner.sk

www.up-dejeuner.sk





Electronic meal voucher (“EMC”) is a meal voucher issued in electronic form and intended to secure catering for the employees as defined in the labour legislation. The balance of the EMC is stored in your Up Card User account and linked to your Up Card. The EMC is used to pay all or part of the Catering Services provided at Acceptance Sites.

Up Card is a plastic, non-embossed debit card with a chip. It permits PIN-authorized contact payments and contactless payments up to 50€ without PIN authorisation. The Up Card is issued by the company Up Déjeuner, s. r. o. (“UpDJ”) and is the company’s property.



An Acceptance Site is an establishment managed by a natural person or a legal entity authorised to provide catering services and listed in the registry published on the website <https://www.up-dejeuner.sk> and/or labelled with the label Meal Voucher Up Déjeuner with the symbol for electronic payments, wherein it is possible to pay the price, or a part thereof, for the provision of EMC catering services using the Up Card.



Activation

- The Up Card cannot be used unless it has been activated.
- The Up Card might have already been activated by your employer, who should notify you of this fact.
- If you need to activate the Up Card yourself, you can do so using your access to the User Customer Zone on the website <https://www.up-dejeuner.sk>.



Using the Up Card

- Once activated, the Up Card is ready to be used for whole or partial payments at Acceptance Sites. Using the Up Card in other establishments is not possible.
- Along with the Up Card, you will receive your PIN. During each contact payment, an authorised person will ask you to enter your PIN. Payments up to 50€ can remain contactless and do not require you to enter your PIN.
- If you enter the wrong PIN 15 times in a row, the card will be irretrievably blocked and you will need to request a new one. ATTENTION! If your card was issued before 3 January 2018, the limit for the wrong PIN is 3 attempts.
- Please treat your EMC on the Up Card as you would treat cash. You should never allow another person to use your card, nor should you share your PIN with anyone else.
- The minimum amount eligible to be paid for by the Up Card can be as low as 0.01€.
- When paying with the Up Card, you may not request the amount over the price for Catering Services to be returned in cash.
- It is not possible to use the Up Card to withdraw cash from an ATM.
- Acceptance Sites will not accept damaged, altered or invalid Up Cards and the transaction will be denied.



Mobile payments with Up Card

- If you have Android smartphone with NFC , download app Up Déjeuner NFC from Google Play store.
- Activate your Up Card with activation code, which you can find in your account in the zone for users.

- Before payment, unblock your device, turn on NFC and hold the back of your phone close to the payment reader of POS terminal.
- Pay wherever you can use Up Card for contactless payments.
- See the result of transaction on POS terminal.



Expiration of the Up Card

- The Up Card expires on the last day of the month of expiration indicated on the card. After the expiration date, the remaining valid EMC balance in your account will be transferred to a renewed Up Card.
- The remaining EMC account balance associated with your Up Card expires on the last day of the calendar year in which the EMC balance was placed in the account, excluding the balance placed in the account during the last calendar quarter, which does not expire until the last day of the following calendar year. The expiration date of the remaining EMC balance on the Up Card can precede the expiration date of the Up Card itself. You can check the remaining account balance and its expiration date in the User Customer Zone or in the mobile app.



Replacing, blocking, unblocking and cancelling an Up Card

- If you need your Up Card replaced for some reason, send a request to your employer, who is authorised to communicate with UpDJ.
- If you suspect that your Up Card is being used in a negligent or unauthorised way, or if the invoice for the EMC has not been paid by your employer, UpDJ reserves the right to temporarily block your card or permanently cancel it.
- If you lose your Up Card, if it has been stolen or if you suspect that it was used without your knowledge, you can temporarily deactivate it online in the Customer Zone or using the mobile app.
- If you happen to eventually find the card, please make sure to notify your employer, the only entity authorized to reactivate your Up Card.



Responsibility for damage or injury

UpDJ is not liable for any damage or injury caused by the misuse of the Up Card or its use by another person. Moreover, UpDJ is not liable for any damage caused without any fault on its part.



Claims and recompense

If you have any claims related to the use of the Up Card, please contact Customer Services as stated above. You can also file a complaint at www.up-dejeuner.sk.



General provisions

- UpDJ is authorized to transfer its rights and obligations arising from these Rules to a third party. These Rules are governed by Slovak law and you agree to the exclusive competence of the courts in the Slovak Republic.
- UpDJ provides all marketing services related to the Up Card.
- UpDJ reserves the right to change, amend, replace or repeal these Rules, or terminate the use of Up Cards by reasoned notification. The current text of the Rules is published on the website www.up-dejeuner.sk