

The Reusable Cup Exchange – Terms and Conditions

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The Reusable Cup Exchange

1. Introduction

Canterbury Christ Church University is committed to supporting and encouraging all employees to reduce their carbon footprint and support the University's strategic objectives in building a more sustainable future. The Catering and Hospitality Services Department are a crucial part of this and the department is always looking at new and innovative ways to change consumer behaviours and promote a more sustainable future.

As part of a range of measures to reduce single use products we are introducing the Reusable Cup Exchange, an opportunity for customers to purchase reusable cups that they are able to keep or exchange at participating outlets for Exchange Cards (see appendix 1). This should increase the rate of adoption of reusable cups whilst offering a flexible, convenient and cost effective way for customers to reduce their carbon footprint.

2. Scope

This Policy applies to all customers who are wishing to become part of the University's Reusable Cup Exchange scheme (referenced as scheme participants in this document) and covers the responsibilities of both the 'scheme participants' and the University Catering and Hospitality Department. The 'scheme participants' are defined as customers who are taking part in the scheme that are in possession of a Reusable Cup or Exchange Card.

3. Reusable Cup Sustainability Credentials

The Zero Waste Cups provided under this scheme are designed to be used over 1000 times; however, due to the nature of the Reusable Cup Exchange Scheme, these cups will be replaced by the Catering Department as natural attrition arises giving lifetime use to scheme participants. The cups are 100% recyclable polypropylene with insulated core technology and contribute 96% less Co2 than standard cups.

4. Reusable Cup Collection, Return and Exchange Policy

Concept

The Reusable Cup Exchange Scheme offers customers the opportunity to purchase a reusable cup from participating outlets that can be exchanged for an Exchange Card after each use. When purchasing the cup, customers are provided with the cup and lid, in order to exchange the cup after use they must present both cup and lid back to Catering staff. The cup provided on the very first purchase will be new from the manufacturer; however, scheme participants should note any subsequent cup provided when using their Exchange card may already have been in circulation as part of the scheme.

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The Exchange card should be presented at participating outlets on the next purchase to redeem this for another reusable cup. The concept offers the option for the 'scheme participant' to either keep their cup or exchange it for the Exchange Card. This offers the cup owner the flexibility to choose whether they want to keep their original cup or exchange their cup and comes with some great benefits:

- Scheme participants do not need to carry their cups around with them all day and can simply keep their card on them to exchange on their next purchase.
- Scheme participants do not need to worry about washing their cup each time (subject to the rinse and return policy) – we have this covered!
- Scheme participants do not need to worry about the lifecycle of the cup – as long as you have the Resuable Cup or Exchange Card – we have this covered!

Participating outlets

The following outlets are participating in the Resuable Cup Exchange allowing scheme participants to exchange their cups for Exchange Cards:

- Touchdown
- Food Court
- Augustine House Atrium Café
- Medway Touchdown
- Verena Holmes Coffee Dock

Scheme participants are welcome to use the cups in any other outlets; however, they will not be able to use their Exchange Card and must ensure the cup is clean and ready for use as you would with a standard keep cup.

Loss of cup or lids

If scheme participants lose their cup or there lid they will need to purchase another. Cups cannot be exchanged without both cup and lid in any outlet to ensure we maintain stock levels of both elements.

Loss of Exchange Card

If scheme participants lose their Exchange Card they will need to purchase another Resuable Cup.

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5. Cleaning and Sanitization Policy

Rinse and Return Policy

- The Scheme operates under a rinse and return policy, this requires the cup 'owner' to ensure that cups are returned in a state whereby they can be cleaned via a dishwasher without the need to manually clean the product. Customers must ensure that dried on debris or any contaminants are not present on the cups return. Leaving cups for an extended period of time without washing may lead to the cups becoming unsalvageable. If this is to occur, the Catering and Hospitality Services Department reserve the right to refuse the return at no cost to the department. The scheme operates under the assumption that cup owners will be responsible for the regular sanitastion of the cup if used for extensive periods of time.

Catering and Hospitality Services Cleaning and Sanitization Responsibilities

- The Catering and Hospitality Services Department will be responsible for the cleaning and maintenance of returned cups through University owned dishwashers. When users exchange their cup after use, the Catering and Hospitality Services Department will inspect the cup to ensure it will easily pass through a dishwasher. This will generally be the case for any cups that are used in an outlet and returned straight away after use.

6. Removal from the scheme

Participants no longer wishing to take part in the scheme can simply keep their cup, continue to use this for drink purchases if they wish and simply no longer exchange their cups for Exchange Cards.

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