

Terms of Service Agreement

Welcome to Sustain SU's Reusable Dish Program

Thanks for your interest in our products and service. This service is provided by Sustain SU, a sustainability engagement unit of the University of Alberta Students' Union. We are a not-for profit, volunteer operated service. We are located at 8900 - 114 Street Edmonton Alberta, Canada, T6G 2J7 - SUB 0-78. By using our Services, you are agreeing to these terms. Please read them carefully.

Using our Service

The Reusable Dish Program is a service offered primarily to University of Alberta's undergraduate population and then to the greater community. The service is free to clients whose usage is associated with any University of Alberta function. Otherwise we ask clients for a \$5 - \$10 user fee based on the number of items ordered.

The Reusable Dish Program retains the right to deny services to clients for any of the aforementioned reasons: not repaying the service for lost or missing dish items, forfeited checks, disrespectful behaviour, or compromising the students' union space inclusivity and safety.

Bookings and Confirmations

We ask all potential clients to book their orders in advance, in order for us to confirm or deny an order based on our capacity to deliver. Clients should expect an email response within five business days.

To best ensure your order please book in advance! For under 100 items we ask that requests are made 1 week in advance. For 100+ items please request 2 weeks in advance.

Costs and Fees

Reusable Dish Program's operating budget is maintained through an on-going relationship with the University of Alberta, and specifically the Office of Sustainability. The costs and fees associated with the program are to ensure that the program can maintain a certain level of financial stability, to maintain and grow its reusable item fleet, and to give back to devoted volunteers.

All clients agree to the times and item amounts set by the confirmation email. All potential fees are relative to the item amounts, pick-up and drop-off times associated with this confirmation email.

Clients will be barred from the service until a payment has been received. All notifications of pending fees must be addressed by clients within 5 business days.

Missing Dishes - A \$5.00 fee for every missing item.

Clients are responsible for the exact number of dishes that have been confirmed by the Reusable Dish Project. Please ensure you have the correct number of dishes before taking them away and before returning them. Clients will be charged for all items missing and not returned. Clients will be barred from the program until a payment has been received.

Late Returns - A \$5.00 fee for every hour late.

As a means to ensure that the time of our staff and volunteers are respected we ask that clients return their dishes within one hour of the time to which they have specified.

External Organizations or Non-University Related Usage

For all orders under fifty items we ask for a \$5.00 user fee. For all orders above 100 items we ask for a \$10.00 user fee.

Payment of Fees

Once a client has received a notification of a pending fee, payments can be made through the following methods. Please notify us if you require an invoice or receipt

before making the payment. Clients may resume with the service once payments are received.

Paying by Cash or Cheque:

Cheques should be written out to: University of Alberta Students' Union. We ask that clients write "RDP missing dishes" in the memo section.

All cash and cheque payments are to be sealed in an envelope direct to:

Reusable Dish Program - Sustain SU
Room 2-900
Students' Union Building
University of Alberta
8900 - 114 Street NW
Edmonton, AB
T6G 2J7

Cash and Check: Payable at Student Life Central InfoLink location at SUB 0-81 (Sub Lower Level).

Speed Codes: Payable through email. We require the name of the client, name of their U of A department, the department's mailing address, and the speed code number. The department will be sent an invoice for the required amount. The transfer will take place in 2 to 3 weeks.

Pick-Ups & Returns

Pick-Ups - Arrive at the Student Life Central InfoLink SUB 0-81 in the lower level. Tell the service agent about your awaiting dish order pick-up.

Dirty Dish Drop offs - Ask InfoLink to access the space. Place your dishes below the table.

Hours of Operation

InfoLink is open during the Fall and Winter Semester from 9AM - 5PM.

- Summer hours are 9:30AM - 4:30PM.

Reusable Dish Program is open Monday - Friday 9AM - 5PM

- Summer hours are susceptible to change from May until July

Contact Us

Email: sustain@su.ualberta.ca

Phone: 780-492-7134

Location: Students' Union Building, 8900 - 114 Street, Edmonton, Alberta. SUB 0-74.