

# Frequently Asked Questions

make a purchase,  
make a difference

Hamilton  
Health Sciences  
Volunteer Association  
Shops & Services  
www.hamiltonhealthsciences.ca/hsva



## What is the **ontheGO** card?

- The **ontheGO** card is a pre-paid, reloadable cash card that you can use to pay for purchases at participating HHSVA Shops & Services including gift shops, cafes and cafeterias (excluding parking services).
- It is the convenient and easy way to pay for your every day purchases!
- The **ontheGO** card makes a great gift for co-workers or patients. All ontheGO cards being given as a gift come with a complimentary gift card presenter and envelope.

## How do I use my **ontheGO** card?

- Simply present your **ontheGO** card to the Sales Associate at the point of purchase as you would a debit or credit card. Your card will be swiped through the terminal and the amount of your purchase will be deducted from your **ontheGO** card balance. The balance remaining on your card will be printed on your receipt.

## Where can I get an **ontheGO** card?

- The **ontheGO** card is available at participating HHSVA Shops & Services:
  - o Chedoke Hospital: Evel, Oasis or Wilcox coffee shops
  - o General Hospital: Barton Bean, Bean Express, General Gift Shop, Marketplace on Victoria
  - o Juravinski Cancer Centre: Hummingbird Café
  - o Juravinski Hospital: Atrium Café, Juravinski Gift Shop and Nora's Fresh Cafe
  - o McMaster Hospital: Corner Café, McMaster Gift Shop & Floral Design, Marketplace on Main
- Please note that **ontheGO** cards are not available for purchase or redeemable for Parking Services at HHS.

## How do I purchase an **ontheGO** card?

- Simply request to purchase an **ontheGO** card at any HHSVA gift shop, café or cafeteria. You may load any balance from \$5.00 up to a maximum of \$500.00 onto your **ontheGO** card. The balance on your card will be confirmed on your receipt.

## What happens if I don't have enough money on my card to pay for my purchases?

- The balance of your **ontheGO** card can be applied towards your purchase and the remainder can be paid by cash, debit, VISA, MasterCard or AMEX (where accepted).

## How do I reload my **ontheGO** card?

- Simply bring your card to any HHSVA gift shop, café or cafeteria and request to load additional funds onto your **ontheGO** card. You may load any balance from \$5.00 up to a maximum of \$500.00 onto your **ontheGO** card. The balance on your card will be confirmed on your receipt.

## Why can't I load more than \$500 on my card?

- The maximum one time loadable amount has been set at \$500.00 to help minimize the potential loss that a customer may experience in the event that their card is lost or stolen.
- The **ontheGO** card is the same as cash and cannot be replaced if lost or stolen. It is recommended that you keep your card in a secure place.

## How do I find out my balance?

- With every **ontheGO** purchase you receive a receipt which will show your remaining balance including your current purchase.
- You can also check your **ontheGO** card's remaining balance at any time by asking a sales association at a participating HHSVA Shops & Services. No purchase is necessary to check your balance.

## What do I do if my **ontheGO** card is lost or stolen?

- **ontheGO** cards cannot be replaced if lost or stolen. Please ensure that you treat and protect your **ontheGO** card like cash.
- To avoid getting your card mixed up with someone else's you can record your card number and store it in a safe place.

## Does my **ontheGO** card expire?

- **ontheGO** cards do not expire

## Are there any fees for using the **ontheGO** card?

- There are no fees for using the **ontheGO** card.

## Can I redeem my card for cash?

- The value remaining on an **ontheGO** card may not be redeemed for cash. You can apply the remaining balance of your card to a purchase. If you do not have sufficient funds on your card you can pay the remaining purchase amount using cash, debit or credit.