

# Frequently Asked Questions

make a purchase,  
make a difference



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

onthego  
rechargeable

## 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, and parking office locations
- 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 or parking office staff 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 General Hospital: Barton Bean, Bean Express, General Give Shop, Marketplace on Victoria, Sunnyside Café, Parking Office
  - o Juravinski Hospital & Cancer Centre: Atrium Café, Hummingbird Café, Juravinski Give Shop, Nora's Fresh Café, Parking Office
  - o McMaster Hospital: Corner Café, McMaster Give Shop, Baywest Cafe, Parking Office
  - o St. Peter's Hospital: Maplewood Café, St. Peter's Give Shop

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

- Simply request to purchase an **onthego** card at any HHSVA Give Shop, café, cafeteria or parking office. 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 Give Shop, café, cafeteria or Parking Office 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 associate at any HHSVA Give Shop, café, cafeteria or Parking Office. 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.