

Frequently Asked Questions

make a purchase,
make a difference

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



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, Courtyard Café, Give Shop, Sunnyside Café, Parking Office
 - o Juravinski Hospital & Cancer Centre: Atrium Café, Hummingbird Café, Give Shop, Nora's Fresh Café, Parking Office
 - o McMaster Hospital: Corner Café, Give Shop, Baywest Cafe, Parking Office
 - o St. Peter's Hospital: Maplewood Café, 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.