

Your **AZURE CARD** can be used at the following:

### National retailers



### Charity



\* To be redeemed in British Red Cross shops only

**Check the balance on your Azure Card before you go shopping.**  
Call **0800 028 5364** (24 hours; free from a landline).

**You cannot use the Azure Card to buy alcohol, tobacco, vehicle fuel or store/gift cards**

All other items at participating shops can be purchased (including mobile phone "top-ups") so long as you have sufficient funds. No credit will be given at any time.

There may also be local retailers in your area where you can use your Azure Card ("your Card"). Please check with your Accommodation Provider.

### CONDITIONS OF USE

1. The Azure Card (hereafter "the Card") can be used at any outlet of the above stores in England, Scotland, Wales and Northern Ireland, or at other stores as advised by Sodexo or the Home Office.
2. Your use of the Card will amount to your irrevocable acceptance of these Conditions of Use.
3. The Card is a prepaid card. It is not a credit, debit or cheque guarantee card.
4. The Card cannot be used to access cash.
5. The card's base credit refreshes each Monday. Unused funds shall remain on the Card whilst it is active. There is no maximum carry-over value or weekly cap.
6. The Card can be used to purchase any goods and services offered by the above stores (or other stores as advised by Sodexo or the Home Office) **except alcohol, tobacco, vehicle fuel or store/gift cards**. However, restricted goods are subject to change (and notification thereof) by the Home Office at any time.
7. The balance on the Card can be checked on 0800 028 5364 (available 24hrs). Calls are free from landlines. Any other enquiries regarding the use of the Card should be directed in the first instance to the Sodexo Careline on 01276 687 099 (open 09:00-17:00hrs, Monday-Friday).
8. Loss or theft of the Card must be reported immediately to your accommodation provider/housing officer. A replacement card will be ordered and you will be issued with temporary voucher support. Such temporary support is provided by your accommodation provider/housing officer, **not** by Sodexo or the Home Office. You may lose all or part of the Card's balance that has been debited due to loss or theft.
9. The Card is issued by R.Raphael & Sons, plc, to Sodexo Ltd, who manage and administer this scheme on behalf of the Home Office of Her Majesty's Government. Sodexo is the owner of the Card.
10. Sodexo may process, retain or transfer your personal data within its groups of companies or to third parties solely for the purpose of managing and administering the Card.
11. The Home Office reserves the right at its absolute discretion, and without reference to you, to give instructions to Sodexo to amend these Conditions of Use, and to amend or cancel all or any funds outstanding on the Card at any time.

