

## **KAPS SBM ACARD WALLET (ACARD) TERMS & CONDITIONS**

By registering to use the ACARD, the Card holder agrees to these Terms and Conditions which shall form a legally binding agreement between Card holder and KAPS LIMITED P.O. Box 3002 - 00506 Nairobi, Kenya.

### **1. GENERAL**

- 1.1** ACard user agrees that during the term of this Agreement will use the services of KAPS LTD for the processing of ACard Transactions.
- 1.2** KAPS ACard remains the property of KAPS Ltd and will always have the right to amend the Terms and Conditions

### **2. DEFINITIONS**

- 2.1** “KAPS” refer to Kenya Airport Parking Services Ltd, as the operator and service provider of ACARD services.
- 2.2** “ACARD” means the pre- paid KAPS-SBM card wallet provided by KAPS LIMITED which allows payment for services provided by KAPS LTD.
- 2.3** “Cardholder” refers to the Acard holder registered with his/ her particulars of the ACARD or any person authorized by the account holder to hold the card.
- 2.4** “Account” refers to the registered details of the card owner including the personal details, card number and the records with the amount value maintained by KAPS Ltd.
- 2.5** “Funds” means the amount of money loaded unto an ACARD.
- 2.6** “Services” refers to services provided by KAPS that are payable by an Acard.

### **3. ACARD ACQUISITION**

ACard can ONLY be acquired from designated KAPS offices and agents

- 3.1** Registration requirement
  - (a) As per KAPS ltd KYC policy, Personal details like Name, address, ID No., email and card number are required during acquisition of Acard.
- 3.2** ACard Activation
  - (a) No fees are required in acquisition of an Acard. However, a minimum balance of KES 1,000 is required on registration to activate the card
  - (b) User will be required to initiate self-activation process from an online portal - [www.aps.co.ke](http://www.aps.co.ke)

### **4. ACARD USAGE**

- 4.1** ACard is only accepted in KAPS sites for the selected services
- 4.2** There will be no transaction charges for usage of Acard.

- 4.3 The Money topped up in your A-Card remains in the card at all times, with subsequent transaction values being deducted at each point of use until the amount is depleted
- 4.4 ACard balance should be equal or more than the payable service charges
- 4.5 ACard amount is subject to the accessed service charges
- 4.6 Usage notifications will be sent via alternative media not limited to Emails, SMS and social media
- 4.7 ACard usage is limited to the availability of KAPS card accepting systems

## 5. FUNDS

- 5.1 ACard should only be loaded with funds using the KAPS approved channels and also used in a manner and for the purpose it has been designed. KAPS LTD may be obliged to report to the relevant authorities any unlawful ways of loading and use of the KAPS ACard.
- 5.2 ACard can be topped up either by Mpesa, Airtel money or cash at designated KAPS offices and parking self-service machines
- 5.3 Funds loaded into the card is not transferable to another card holder neither is it refundable unless incase of card replacement
- 5.4 Funds are only deducted after consumption of KAPS service
- 5.5 ACard statements are accessible from the user Acard online portal [www.aps.co.ke](http://www.aps.co.ke) or KAPS mobile app.

## 6. REFUNDS

- 6.1 Cardholder is entitled to a refund in case of wrong deduction after verification
- 6.2 Requests for refunds should be submitted by Cardholder to KAPS or service provider within 14 days
- 6.3 Refunds is applicable within 14 days after confirmed verification

## 7. DAMAGES/LOSS/REPLACEMENT/MISUSE

- 7.1 Lost or damaged card can be replaced through the outlined procedure
- 7.2 If a card is damaged, lost or stolen, the card holder must immediately reported to a Staff at any KAPS managed site or call **0732- 146000 ; 0709- 899000** or Email [kaps@kaps.co.ke](mailto:kaps@kaps.co.ke). The card will be blocked upon the card holders' request.
- 7.3 The client is required to initiate immediate deactivation of card to avoid loss of funds
- 7.4 KAPS Ltd is not liable to fund lost before self-deactivation is done
- 7.5 Transfer of funds can be done to the new Acard
- 7.6 KAPS Ltd will block a card that has been inactive for a period of one year without notice to the card holder.



KAPS LTD