

## Sheffield Carers Centre

### Carer Card: Terms and Conditions

In applying for a Carer Card, you are agreeing to the following terms and conditions:

- The Carer Card allows carers aged 18 years or more who are registered with Sheffield Carers Centre to access discounted or free goods, services or activities on presentation of the card. The card also functions as an emergency contact card in the event something prevents a carer reaching the person they care for.
- The Carer Card is given to carers who are registered with Sheffield Carers Centre and who are in a caring role. Only the person named on the card may use it.
- To receive a card, carers must be registered with Sheffield Carers Centre and provide the information required. The Carers Centre privacy statement explaining how we use and protect the data that carers provide, can be accessed [here](#).
- In the majority of circumstances, the carer will care for a person who is resident in Sheffield.
- To be fully valid, both sides of the card must be completed legibly with a card number added by Sheffield Carers Centre.
- The card will be recognised only by participating businesses. Details of these can be accessed on the Carers Centre website, or in hard copy by request.
- The card can be used up to the expiry date shown on the card, after which the card-holder should contact Sheffield Carers Centre to request a replacement if they remain eligible.
- If you experience any difficulty in using your Carer Card then please contact Sheffield Carers Centre so that we can try to resolve the issue.
- If your card is lost or stolen, the card-holder should contact Sheffield Carers Centre to request a replacement card. There may be a charge to cover administration costs.
- By applying for a card you are agreeing to possible future contact from the Carers Centre to request your help with the evaluation of the Carer Card scheme.
- The Carers Centre reserves the right to alter or amend the conditions of operation of the Carer Card, or to refuse or withhold any Carer Card if we suspect it is being used inappropriately or fraudulently.
- You confirm that the information you have given is correct and you agree to inform us to any changes in circumstances.
- Sheffield Carers Centre aims to enable carers to access as many opportunities, services and support as possible through the

Carer Card scheme. You may choose to engage with one or more of the listed organisations.

**It is important to note that as these organisations are third party suppliers and therefore Sheffield Carers Centre:**

- Is not responsible for and indeed liable for, damages of any kind arising out of the use of services from the listed organisations.
- Is not endorsing the listed organisations' offers, services or products
- has not investigated any claims made by the listed organisations in respect of their service or product or offers as these are solely based on information received from the organisations.
- All information about the services offered are provided by the individual business and we will endeavour to do our utmost to keep these up to date.
- If you experience any difficulties in using your Carers Card or have any questions, please get in touch. Call the Business Liaison Worker on 0114 278 8942 or email [info@sheffieldcarers.org.uk](mailto:info@sheffieldcarers.org.uk).