

What to do if your Lutecard is not working

If you are experiencing any problems with your Lutecard, take it to the Concierge; be prepared to answer the following questions

- What problem are experiencing?
- Is it a problem with your Dining Dollars or Lutebucks?
- Are you having trouble opening doors? Which doors?
- Is your card working at Names Fitness Center?
- Ask how long have been experiencing the problem?
- How long have you had your card?
- Have you recently had your card replaced?

After you have answered these questions the Concierge will check the condition of your card, test it to see if it working properly, and ensure that it is your most currently issued Lutecard.

- If the card your working properly and you have an access issue, we will contact the Access Department
- If your card is working properly and you have a meal plan of Dining Dollar issue, we will put you in touch with Dining Services.
- If it turns out that you are using an old card that was already been replaced, you will need to purchase a new Lutecard for \$35. We cannot reactivate Lutecards once they have been replaced.
- If your card is in good condition but has been de-magnetized we will replace your Lutecard for free.
- If your card shows normal wear the charge will be \$10.
- If your card has been intentionally damaged, or damaged due to carelessness or neglect, charge \$35 for a replacement.