

City St George's Moves+ Terms of Use

The term "City St George's Moves+" or "us" or "we" refers to the owner of the service. The term "you" refers to the user or viewer of our service.

City St George's Moves+ and all its content, features, and functionality are owned by OpenPlay Pty Ltd. This Terms of Use grants you a personal, non-exclusive, non-transferrable, revocable licence to use City St George's Moves+ for your personal, non-commercial use, provided subject to your agreement to be bound by these terms of use.

The use of this service is subject to the following terms of use:

1. Terms of Use

- 1.1. The content of the pages on City St George's Moves+ is for your general information and use only. It is subject to change without notice.
- 1.2. Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness, or suitability of the materials found or offered through City St George's Moves+ for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- 1.3. Your use of any information or materials on City St George's Moves+ is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services, or information available through this service meet your specific requirements.
- 1.4. Where we provide City St George's Moves+ links to other website, these links are provided for your further information only. City St George's does not endorse the website and we have not responsibility nor do we endorse the content of other websites.
- 1.5. We reserve the right to cancel unverified accounts (including, but not limited to, accounts managed by ex-employees of City St George's or students who have since graduated City St George's) or accounts that have been inactive for one academic year (August to July).

- 1.6. The Sport and Wellness Service works hard to keep the Moves+ service working properly and without fraudulent activity. Please report problems, offensive content and fraudulent activity to moves@citystgeorges.ac.uk.
- 1.7. We reserve the right to block your account for a certain time period if you fail to comply with the terms of service, and you may be issued warnings or suspended from the platform on a temporary or permanent basis. You may end your agreement to the Terms of Use by deactivating your account and discontinuing your use of City St George's Moves+.
- 1.8. We reserve the right to ascertain if content posted by users is suitable. If we deem it to be unsuitable or offensive, we reserve the right to remove the post and block your account.
- 1.9. We also reserve the right to restrict or prohibit access to the City St George's Moves+ app and reduce points or remove any discounts or rewards from user accounts.
- 1.10. We reserve the right to add or remove user points and do so at our discretion.
- 1.11. The maximum amount of points that a user can obtain each day is limited to 1,200 points.
- 1.12. All user points will be reset to zero (0) annually in September, usually the week before Welcome Week. If users have not redeemed their points by that date they will be lost and will not be transferred.
- 1.13. To access City St George's Moves+ you may be asked to provide certain details or other information to become a registered user ("Registered User"). It is a condition of your use of City St George's Moves+ that all the information you provide is correct, current, and complete. You acknowledge and agree that all information you provide to register with City St George's Moves+ or otherwise, is governed by Moves+ Privacy Policy at [Privacy Policy – OpenPlay - Help Centre](#), and you consent to all actions taken with respect to your information consistent with the Privacy Policy.
- 1.14. You agree not to copy, archive, reproduce, distribute, broadcast, modify, display, perform, publish, distribute, redistribute, license, create derivative works from, offer for sale, use, disclose, and/ or commercially exploit content and information contained on or obtained from or through the City St George's Moves+ service. In addition, you agree not to upload or otherwise send or transmit any material designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment associated with the City St George's Moves+ service, including any software viruses or any other computer code, files, or programs.

2. Connecting and Tracking

- 2.1. For trackers and wearables FAQs please see <https://openplay.net/Moves+-faqs/>
- 2.2. City St George's Moves+ can only provide points for the information pulled in from the tracker and these may vary marginally across tracking apps/devices. Where possible, we will always round-up.
- 2.3. There may be some cases where trackers fail to connect with City St George's Moves+. Although we always do our best to resolve these issues via troubleshooting guidance, any absolute failure to connect is not always attributed to City St George's Moves+ and we cannot accept responsibility for the failure to connect in these cases.
- 2.4. Please note that not all trackers can track swimming - Apple Health needs Apple Watch, Strava and Google Fit require a waterproof phone, Fitbit or certain models which allow for Swimming and GPS capability. Withings does not record distance or GPS data and therefore City St George's Moves+ is unable to read swimming from these devices. Please see <https://openplay.net/Moves+-faqs/> for further details.

3. User Survey and Personal Data

- 3.1. The user survey is compulsory at registration. It is a condition of your use of City St George's Moves+ that all the information you provide is correct, current, and complete.
- 3.2. Survey data will be anonymised and aggregated for evaluation and reporting on the effectiveness of the Moves+. Continued use of City St George's Moves+ will result in your consent for your data to be used in this way. You may end your agreement to the Terms of Use by deactivating your account and discontinuing your use of City St George's Moves+.
- 3.3. All personal data in connection with Moves+ will be kept in accordance with Open Play's [privacy policy](#).

4. Rewards

- 4.1. We will always endeavour to keep rewards up until their finish date, however, we reserve the right to remove rewards before their finish date if stock levels are depleted, or the item becomes no longer available, or unable to distribute safely.

- 4.2. If a reward has no stock, then it will no longer be available. All rewards are subject to change throughout the year based on availability.
- 4.3. Rewards must be redeemed within the active date.
- 4.4. There may be a reward buffer (limit to the total number of times a reward can be redeemed within a set timeframe). We reserve the right to change the number of times a reward is available to a user and the timeframe for which the buffer is active.
- 4.5. *Merchant claim:* rewards should only be redeemed at the point of sale with a member of staff present. If rewards are redeemed any earlier the reward claim will not be valid. Rewards and instructions on how to redeem are detailed on the app. Type of Merchants and where you reward can be used is also stated on the app.
- 4.6. *Discount claim:* on claiming the reward a unique code will be revealed. Instructions will be given on how to claim your reward. Users must only use a code once and must present this code as per instructions on the City St George's Moves+ app. Codes are presented to the merchant when redeeming. The code will not remain on the app once presented.
- 4.7. If a reward is incorrectly/mistakenly redeemed the associated points will not be reimbursed to the user.
- 4.8. Once a reward is redeemed, it cannot be undone.
- 4.9. We reserve the right to increase the points associated with each reward without notice. This is due to price inflation at the time of purchasing stock.

5. Groups and Challenges

- 5.1. *Private groups:* we reserve the right to delete groups or block a group's creator if there are examples of inappropriate content within a private group.
- 5.2. *Private group goals:* we reserve the right to limit the number of private group goals available.
- 5.3. You can only join one type of challenge at the same time. For example, the platform will prevent you from competing in two walking challenges at the same time. This is to ensure that users are not gaining bonus points across two challenges when they have only logged one instance of an activity.
- 5.4. If a user syncs their activity after the end date of a challenge, we cannot retrospectively add that activity to a challenge.

6. Inappropriate use of City St George's Moves+ or falsification of points may result in the return/termination of a reward and/or suspension or removal of your City St George's Moves+ account.
7. We may revise these Terms of Use from time to time. These changes will not be retroactive, and the most recent version of the Terms of Use will be binding. Your continued use of City St George's Moves+ will constitute your acceptance of any amended terms.
8. If you experience any issues with the Moves+ app, please visit [Moves+ FAQ](#). If this web page doesn't answer your question, please email at moves@citystgeorges.ac.uk, we will aim to respond to your email within five working days.
9. City St George's operates on Greenwich Mean Time (GMT). All tracking, rewards, challenges, goals and timeframes are based on GMT.