

Terms & Conditions

for Travel Money Online

These Online Terms and conditions were last updated on 1st September 2020.

This Travel Money Online service is provided by The Change Group London Ltd and is only available to UK residents who hold a credit or debit card that is issued in the United Kingdom with a United Kingdom billing address.

These terms and conditions explain how the service works, our obligations to you and also your obligations to us. If you do not understand and/or agree to these terms and conditions, do not place an order with us as by placing an order with us you are indicating your acceptance to these terms.

These terms and conditions shall apply to all contracts formed between you and us to the exclusion of any other terms and conditions you may seek to impose or incorporate, or which are implied by law or otherwise unless each of you and us agree, in writing, to vary these terms and conditions and confirm, in writing, the variation.

Within these terms and conditions:

- o Online means access to the services through the Internet at www.changegroup.co.uk
- o Personal information is the information that we collect when we provide you with the service including any application form, correspondence, e-mails, and telephone calls, through the Internet and the credit/debit card transactions or faster (Free Bank Transfer) payment option.
- o Provision of services means those services set out below.
- o Site means the internet site through which you have accessed the service.
- o We, us, our means The Change Group London Ltd
- o Working day means Monday to Friday excluding Bank and public holidays.
- o You, your, customer means the purchaser of any foreign banknotes. By clicking on "Place order now" you acknowledge that you have read and understood these terms and conditions and agree to be bound by them.

1. Name of Provider

The Change Group London Ltd hereafter referred to as "ChangeGroup", "us", "we", "our" or "company". The Change Group London is registered as a company in England and Wales with registration number 2694817. The registered office is located at 1, Ely Place, London, EC1N 6RY.

Provision of Services

This service is being provided only to individuals who are aged 18 years or over and resident in the UK. This service should only be used by the registered cardholder making payment for ordering travel money and should not be used by any third party. This service shall not be used for any illegal, fraudulent, speculative or investment purposes. Any samples, drawings or advertising produced by us and any descriptions or illustrations contained in any catalogues or brochures are produced for the sole purpose of giving an approximate idea of the Service referred to in them. They shall not form part of the contract nor have any contractual force.

2. Agreement

By using this service you hereby confirm the following:

- You are 18 years or older, on the date of the transaction.
- You are resident in the UK.
- You will only use this service for purchasing foreign currency on your behalf for holiday or business travel.
- You have read and understood these terms and conditions and agree to comply with them.
- You also warrant that all the information provided by you is true and accurate in all respects.
- You will not withhold any material information from us or seek to mislead us
- You also agree to provide us with any other information and to co-operate fully with us in the event of fraud.
- You will comply with all Anti-Money Laundering regulations
- You are the card holder of the card used for making payment and the delivery address is the same as the registered card address used for making payment.
- The transaction is for genuine and bonafide purposes only and is not in contravention of any laws.

3. 50% of the profit generated via Travel Money Online UK to charity:

ChangeGroup has committed to donating 50% of the net profit generated through the UK Travel Money Online service to charity. The charities which are supported will be updated on the relevant website from time to time at ChangeGroup's sole discretion and without prior notice.

Methodology used to calculate 50% of the net profit:

ChangeGroup will only deduct direct costs associated with travel money online service such as cost of ordering cash, fees charged by merchant services, postage charges, and costs associated with carrying out compliance checks before working out 50% of the profit contribution to charity. All indirect costs associated with the online service will be borne by ChangeGroup. Because of separate agreements, this donation will not apply to airport pickups.

4. Opening an Account

Each person is only entitled to open one account and we reserve the right to close the account of any customer who has opened multiple accounts in his or her name.

Your password should not be disclosed to any third party or to ChangeGroup. The customer is solely responsible for the security of his/her username and password. Every person who identifies him/herself by entering the correct login email and password is assumed by us to be the rightful account holder/customer and all transactions where the login and password have been entered correctly will be regarded as valid.

5. Anti Money Laundering

ChangeGroup is a regulated bureau de change registered as a Money Service Business (MSB), registration number 12117086. Any suspicious transactions will be reported to NCA (National Crime Agency). ChangeGroup will monitor all transactions and report suspicious or unusual transactions regardless of size. ChangeGroup also reserves the right to request more information from the customer at any time.

The Change Group London Ltd is committed to help prevent money laundering and terrorist financing activities. ChangeGroup has strict policies and procedures in place to identify its customers and to combat money laundering and terrorist financing. The procedures in place include:

- Verify the customer's identity by means of identification documentation or by electronic means.
- Monitoring and reviewing customer accounts and transactions.
- Reporting suspicious transactions, false identification documents or personal details
- Retaining customer data for 5 years after the business relationship ends.
- Training staff on our Anti-Money Laundering and Counter Terrorist Financing policies and requirements

We will comply with all Anti Money Laundering regulations and will disclose to the relevant authorities details of any suspicious/unusual transactions without prior notice to the customers.

6. Using our Service

- The service is provided by The Change Group London Ltd online via its website.
- Orders placed are subject to a minimum of £200 per order and a maximum of £2,500 calculated in Pounds Sterling.
- We charge 4% commission for orders of British Pounds (domestic cash delivery), however no charge will be applied to Foreign Currency orders.
- We will validate name, address and other personal information supplied by you during the order process against appropriate third party databases. By accepting these terms and conditions you consent to such checks being made. In performing these checks personal information provided by you may be disclosed to a registered Credit Reference Agency which may keep a record of that information. This is done to confirm your identity only, no credit check is performed and your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 2018.
- To protect against fraud, we apply certain limits to the total value that may be ordered by you or from your billing address. A maximum order value limit applies for foreign currency. Orders are subject to a maximum order value of £2500 per month. This service may be used by an individual only twice within a 30 day period as long as the combined orders do not exceed the maximum of £2,500. We reserve the right to alter at our discretion, the minimum and maximum order values at any time without liability.
- We do not deliver to business /charity/ organisations or work addresses and orders will only be accepted for delivery to the credit/debit card billing address used for making payment and addressed only to the card holder.
- We reserve the right to decline or cancel any order if these limits are breached and in this event we will notify you accordingly.
- Payment will only be accepted in Pounds Sterling.
- The rate of exchange applied on the site is calculated to four decimals places and will be rounded up to the nearest penny.
- There are some limitations on the denominations of the bank notes that we can supply and we will quote for the nearest available amount to your request.
- The exchange rate applied will be that quoted on our website at the time of the order.
- You are able to correct errors on your order up to the point at which you click on " Place Order Now" on the payment details screen. By clicking on 'Place Order Now' you agree to The Change Group London Ltd terms and conditions.
- We reserve the right to request more information from you at any time to enable us to process and fulfil the order while complying with regulatory requirements.
- We only sell foreign currency banknotes appearing on our website and availability is indicated when you select a currency on the order page.
- If your preferred currency is not available please contact our Travel Money order help line during office hours on 0207 637 5063 or visit one of our branches.

7. Placing an Order

When you place your order follow the instructions on the ordering screen. You will be given the option for whether you want to place an order for collection by you at one of our designated branches or for delivery to your home.

Branch Collection

Orders for currencies placed before 2pm Mon-Fri, will be available for collection from the next business day onwards at the chosen branch. For orders placed after 2pm, please allow an additional business day for collection.

When collecting your order please be sure to provide the following:

1. The order acknowledgment confirmation. We accept printed copy or a soft copy on a mobile device which could be shown to a member of staff.
2. Your valid Passport or UK Driver Licence. The name on the card used to make the purchase must match that on the identification document(s) used.
3. The debit/credit card used for making the payment.
4. Collection is subject to the opening times of the designated collection branch. (details will be notified to you at the time of the order and can also be obtained on our web site). Please remember to allow sufficient time to make your collection before departure.

Any currency, which you fail to collect within 48 hours from the designated collection time, shall be bought back at the prevailing buy rate of the branch on the day and processed following the procedures outlined for cancellation and refunds in Section 15 below.

Home Delivery

Orders placed before 12 noon Mon-Fri, will be shipped the same day and will be delivered by Royal Mail. Orders placed after 12 noon will be shipped the next business day.

If you choose to place an order to be delivered to your home address, there are two delivery options available:

- o Express £9.95 inc VAT - Delivered within 24 hours from shipment.
- o Saturday "Special" £12.95 inc VAT - Your order will be delivered on your chosen Saturday (Orders must be placed by 2pm on Friday to qualify for Saturday delivery).

Your order will be sent by Royal Mail Delivery and is subject to Royal Mail's Special Delivery conditions (a copy of which is available from Royal Mail upon request at www.royalmail.com) unless we advise you otherwise.

We may not be able to guarantee time or deliveries to certain remote places within the United Kingdom.

- o All deliveries will be made only to the Card holder's billing address used for payment.
- o ChangeGroup will accept no liability if the address you have entered is incorrect.
- o A signature will be required on delivery of all orders.
- o In the event that you are not at home to sign for the delivery, your order will be available for collection from the local Post Office or Royal Mail Sorting Office. Full details, including the address, telephone number and opening times will be left when Royal Mail attempt to deliver your order.
- o Collection from a Post Office - Should you have to collect your Travel Money from the Post Office, you will be expected to provide appropriate proof of identification before your order is released. We recommend that you take your passport.

- o If, at any time, we have any grounds for suspecting that this service is being used fraudulently by any person, we reserve the right to cancel and/or intercept the delivery of any order to the billing address given, and by using this service you consent to our right to do so.
- o In order to ensure delivery, we recommend that you place your order three to four days before the required date.

Please find below our home delivery schedule

Order Placed	Order Dispatched
Before 12 noon Monday – Friday	Same Day *
After 12 noon Monday –Thursday	Following Day*
After 12 noon Friday and weekend	Following Monday *

*Please Note: A working day means Monday to Friday (9am -5pm) excluding Bank and public holidays (and for the avoidance of doubt there are no deliveries on a Sunday or public holidays).Where Monday is a Bank Holiday your order will be delivered on the Wednesday (depending on the delivery option you have chosen).

- o We will not be liable for any losses or expenses due to late delivery or non-delivery. Please note it is your responsibility to be available to sign and accept delivery of your order. We will not accept any liability for fraudulent acts committed by a third party.
- o Customers must refuse to accept any damaged packages delivered by Royal Mail. We will not accept any responsibility for damaged packages.
- o Royal Mail will try to make delivery on the next working day as far as possible. However, delivery to certain post codes mentioned in <http://www.royalmail.com/specialdelivery> may be delayed. Please note that if your postcode is included on this list, delivery may be delayed.
- o If you experience any problems with your order, please call our Travel Money order help line 0207 637 5063
- o If you do not accept delivery of your foreign currency for any reason or if you do not collect your foreign currency from the Royal Mail and the foreign currency is returned to us, we will issue you with a refund. The amount refunded to your credit or debit card / bank account will be calculated at the exchange rates applicable at the time we process your refund. We reserve the right to deduct a handling charge from any refund, see Section 15 for details.

8. Payment for Your Order

Payment for your foreign currency order will be accepted only by the following Credit and Debit cards issued in the UK:

- i. Visa
- ii. Master card

9. Confirmation of Your Order

- o When you place an order online we recommend that you print off a copy of the order form that will contain details of your order number and confirmation of the purchases you have made.
- o You will also be sent an email confirmation of the order to the email address that you provide.
- o You will also be sent an order confirmation with your order delivery.

10. Charges & Cash Advance Fee

You will not be charged a card processing fee by us if you choose to pay by debit or credit card. However, your card issuer may apply additional charges and we recommend you check this with them before you buy your Travel Money. Any fee applied by your card issuer will not appear on your travel money order, but will appear on your card statement.

11. Free Travel Money Refunds Service for Holiday Cancellations

The Change Group London Ltd offers a free refund service on currency purchased for holidays and flights which are subsequently cancelled. We will refund the full amount paid for you currency online, if your holiday or flight is cancelled. You will need to return your currency with your original order summary with evidence of cancellation and we will buy it back at the rate at which you purchased it.

You can use our Cancellation service by requesting a returns form from our Customer Services at TMOUK@change group.co.uk or by calling 0207 637 5063. Please send your form along with your currency, cancellation documentation and original receipt to us by registered post to the address given below. The Change Group London Ltd will not be liable for any costs incurred for use of this service and postage will not be reimbursed.

TMO Returns Service, The Change Group London Ltd, 353 Oxford St, W1C 2JG.

Once your form, currency & cancellation documentation is received you will receive a call within 48 hours to confirm receipt and we will process your transaction thereafter. The "Travel Money Refunds" service may be withdrawn at any time without notice and without liability.

- Refunds are available on all online foreign currency purchases from The Change Group London Ltd.
- Refunds only apply to foreign currency cash transactions, purchased online.
- Refunds exclude any bank or other charges that may have been incurred by you at the time of the original purchase.
- Refunds exclude all delivery charges relating to the original purchase.
- Customers must forward their original purchase receipt, Travel cancellation documentation (official notification from travel provider), refund form and original currency purchased at the time of requesting a refund.
- A refund will only be given for the full amount of currency purchased at the rate of the original purchase. There will be no refunds for part only for the original purchase.
- Refunds must be claimed no later than 30 days from the date of purchase.
- Customers must keep proof of postage and The Change Group London Ltd will not accept responsibility for failure of the postal service to deliver the full amount you send to us.
- Currency refunds will be determined by how the original transaction settlement was completed.
- We will refund currency bank notes at the prevailing travel money online sell rate of that day which is detailed on the original purchase order receipt.
- Refunds are only obtainable by the original purchaser.
- A refund will only be given where a holiday or flight has been cancelled due to the following circumstances: Industrial Strike action, Natural Disaster, advisory notice from the Foreign Office not to travel, Tour operator or Airline Insolvency, Health Alert in the country you intend to travel, adverse weather conditions preventing travel and other reasons at the discretion of The Change Group London Ltd.
- The refund offer does not affect your statutory rights.

- o The decision of The Change Group London Ltd is final and binding and no correspondence will be entered into.

12. Buy Back Protection

When you place your order, you will be given the option whether you want to purchase our "Buy Back Protection" service for only £4.00 per order. Our Buy Back Protection offer saves you money by securing the rate, for returning any leftover travel money to us. There is no commission levied when you return your currency if you opt for this service. On your return, please send us an email to tmouk@change group.co.uk mentioning how much of a particular currency you would like to return along with your order number and we will respond with simple return instructions.

Buy Back Protection transactions must be completed within 60 days of the original transaction maximum buyback is paid is £200 in foreign currency value.

- o Buy Back protection is only available to ChangeGroup customers transacting within the UK
- o If you select Buy Back Protection, the fee of £4.00 will be applied and shown in your order summary.
- o Only one Buy Back Protection transaction can be completed in relation to each original currency order.
- o Buy Back Protection may be withdrawn at any time without notice and without liability to you. If we revise these terms, we will post the revised version on our website www.change group.co.uk. By placing an order after these terms have been changed, you will be accepting the revised terms.
- o You must keep proof of registered postage as we do not accept any responsibility for the failure of the postal service to deliver the full amount you send to us.
- o The Change Group London Ltd will not be liable for any costs incurred for use of this service and postage will not be reimbursed.

13. Import and Export Restrictions

You must independently check the relevant currency restrictions applicable in different countries. We shall not be liable for any currency restrictions applicable outside of England. Please contact the relevant authorities of the country concerned before placing your order with us. You must comply with and be liable for any breach of laws outside of England. We will not be liable for any breach of laws by you outside of England.

14. Returns

When you return to the UK, you can change your left-over travel money at any of our branches in the UK, commission free, upon production of the original transaction receipt. The currency "Returns" service is subject to the prevailing rate of exchange on the day the left-over currency is received.

- o If you would like to return your left over currency to us via post you must use a registered post service (insured for its value and at your own cost). Please request a returns form from our Customer Services at tmouk@change group.co.uk or by calling 0207 637 5063. Please complete the "Returns" form in full and send this to:
TMO Returns Service, The Change Group London Ltd, 353 Oxford St, W1C 2JG,
Include your currency and original receipt. Once these are received, you will receive a call within 48 hours confirming receipt and we will process your transaction thereafter).
- o The "Returns" service must be completed within 30 days of the original transaction.
- o The "Returns" service is only available to ChangeGroup customers transacting within the UK
- o We will only buy back currencies commission-free up to the value of the original currency purchase.
- o You must keep proof of postage as we do not accept any responsibility for the failure of the postal service to deliver the full amount you send to us.

- The Change Group London Ltd will not be liable for any costs incurred for use of this service and postage will not be reimbursed.
- Any counterfeit notes that we discover shall be deducted from your totals and will NOT be returned to you; any counterfeit notes shall be passed to the appropriate authority and a receipt obtained. We may provide your name and address details to the appropriate authority or regulator in accordance with Schedule 2, Part 1 of the Data Protection Act 2018 and/or any other relevant legislation from time to time.
- The "Returns" service may be withdrawn at any time without notice and without liability. If we revise these terms, we will post the revised version on our website www.changegroup.co.uk. By placing an order after these terms have been changed, you will be accepting the revised terms.

15. Cancellations and Refunds

- Once a customer has entered into a contract with us and paid for their currency, the order cannot be cancelled by the customer, without incurring an administration fee of £50 or 10% of the purchase value (whichever is greater).
- In order to cancel your order you will need to contact us as quickly as possible on our Travel Money order help line on 0207 637 5063. The order will be refunded following the method of payment used to process the original transaction. This process may take up to 10 days depending on the time taken by your card issuer to process the transaction. If the order is cancelled after it has been dispatched, there will be no refund of the delivery charge.
- If the order has already been dispatched by Royal Mail, it can be returned by using our "Returns" service explained in section 14.
- ChangeGroup reserves the right to cancel any order at anytime for any reason at our absolute discretion. If you are in breach of these terms and conditions you will be liable for any losses that we may incur in this regard. We may also retain any funds and details given to us if required by law or pursuant to any competent government, official or regulatory body. ChangeGroup has no control over this and we accept no liability.
- Should any order be cancelled before being processed, your card issuer may suspend the funds on your card for up to 10 days. Please be advised that this is out of ChangeGroup's control and we hold no liability for such instances.

16. Promotional Codes

- From time to time The Change Group London Ltd may provide customers with a Promotion Code for use on its Website.
- Please note that some Promotional Codes may only be available for a limited time.
- If you have been provided with a promotion code please refer to the relevant terms and conditions for the specific offer.

17. Validation Checks

- All credit and debit card users will be subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment your order will not be accepted.
- Credit cards will be processed using 3D Secure which is a payment verification protocol where the customer would be required to enter a PIN number.
- 3D Secure is branded as 'Verified by Visa' and 'Master Card Secure Code' to minimise card fraud. The PIN number will have to be set up with the issuing bank and should not be confused with the PIN issued for the card.
- 3D Secure verifies the card details provided by you. The system is completely automated and ChangeGroup does not store any of the data provided by the 3D Secure system.

18. Exclusion of Warranties & Limitation of Liability

- ChangeGroup excludes itself from any and all liability, for any claim by a customer, if the customer is in breach of the terms and conditions of this service. Any valid claim against ChangeGroup will be limited up to the pound sterling amount of any currency order. By using this service, you confirm that this is the maximum amount of any claim that may be lodged against ChangeGroup.
- ChangeGroup will not be liable to any customer for any losses suffered due to any action or inaction on the part of ChangeGroup, resulting in loss of profits, indirect losses, loss of business gains, savings, other costs or benefits that may be lost or incurred. ChangeGroup is not liable for the omissions or commissions of any act by third party involved in the transaction. All implied conditions and terms are excluded to the maximum extent available under law.
- ChangeGroup shall not be liable if we are unable to process any transaction or fulfil our obligations under these terms directly or indirectly due to the failure of any third party involved in the transaction.
- All conditions, warranties and remedies imposed or implied by any applicable law are expressly excluded to the extent permitted by law.

19. Customers' Liability

The customer shall keep ChangeGroup indemnified in respect of all costs, claims, and losses that we may incur in course of processing the customer's order. The customer will be liable for and will indemnify ChangeGroup against all or any costs, losses or liabilities we may incur while processing or as a result of processing your order. This includes any costs, losses or liabilities we may incur with third party currency dealers, banks, payment processors or other institutions. We will claim interest on all overdue amounts at a rate of 4% over the rate at which our banks lend to us.

20. Personal Information and Security

For online security ChangeGroup utilises secure server software. Details of how we may use your personal information are set out in the ChangeGroup Privacy Policy available on our website.

21. Disclaimer

None of the information provided in connection with this service constitutes, nor should it be construed as the provision of financial advice. ChangeGroup provides information using all reasonable endeavours to achieve accuracy but this cannot be guaranteed. ChangeGroup therefore does not warrant the accuracy of any information provided and excludes any implied warranty, in particular where it relates to exchange rates, market prices and data. Neither ChangeGroup, nor any entity from which it receives information, shall be liable for any investment or other decisions made on the basis of the information provided.

22. Variations of these Terms & Conditions

These Terms and Conditions are subject to change from time to time and ChangeGroup reserves the right to make these changes at any time without notice. Before placing an order we recommend that you read these Terms and Conditions in full. Your continued use of this service after these changes constitutes your acceptance of these Terms and Conditions as modified.

23. Complaints

ChangeGroup uses reasonable care and skill in providing this service. However, should you have any complaints about the provision of this service, please contact Customer Services as detailed in the "Contact us" section 28 below.

24. Governing Law

These Terms and Conditions and any disputes or claims arising in connection with them are governed by and construed in accordance with English Law. Any dispute arising from the service shall be resolved exclusively in the English Courts.

25. Severability

If any part of this agreement is found to be invalid, then the remainder of the agreement will remain in effect.

26. Transferring this Agreement

We may transfer our rights and duties under this agreement, or we may arrange for any other person to carry out our rights and duties under this agreement. We may change the provider of the delivery service to any other person or organisation that we deem fit without prior notice or compensation.

27. Website Maintenance

Our site will run routine maintenance updates between the hours of 00:30 hours and 04:00 hours which may prevent you from placing orders.

28. Contact Us

If you need to contact us with regard to your order, call our Travel money order help line 0207 637 5063. If you wish to contact us in writing you can do so by emailing us at tmouk@changegroup.co.uk or by post to Travel Money Online, The Change Group London Ltd, 353 Oxford St, W1C 2JG

For your security and to ensure the quality of our service to you, please note that all calls to us are recorded and may be monitored.