



Terms and conditions

Using Quick Tap

The Quick Tap Wallet , Quick Tap phone and Quick Tap enabled SIM together enable you to discover, load, manage and use contactless services from Orange and/or its partners. Quick Tap Wallet is provided by Everything Everywhere Limited, trading as Orange.

Orange own Quick Tap Wallet, the application on your phone and the service providers are responsible for how they make their services available to you.

We can add or remove service providers from the Quick Tap Wallet from time to time. By offering the Quick Tap Wallet, Orange does not provide any assurance that any particular service will continue to be available. You may check the service providers' terms and conditions to see how they would notify you about changes like that.

For each service you may need to accept separate terms and conditions from the relevant service provider in order to be able to load and/or use the service. That means that your service provider is responsible for letting you know if key things about how you use their service change. So, again, check their terms before you sign up to their service.

When you use the Quick Tap Wallet application to discover, register and update your contactless services, we won't charge you for any data that is used when you're in the UK. If you use the Quick Tap Wallet application when roaming, you will be charged for data at your roaming rate.

Service providers may charge you for the use of their contactless service and associated applications both in the UK and when roaming, so make sure you check the service provider's terms before you sign up with them.

Payment Service Providers

Payment service providers allow you to purchase goods and services using your Quick Tap phone where contactless payment terminals are available from the merchant or retailer.

Payment service providers are responsible for ensuring that you are aware of their full name, registered address, company registration number and authorisation status under the Financial Services Authority.

You may need to set up an online account with any payment service provider you choose, so you'll need an internet connection and a PC/laptop to do that.

Orange isn't responsible for the locations of those retailers with contactless payment terminals. We can't promise that they will be located near you, that you know where they are on an ongoing basis, or that they remain located near you.

If you have a query or dispute about whether a transaction was authorised by you, you must contact your payment service provider. Orange is not responsible for the authorisation of transactions and is not therefore responsible for providing any refunds to you. If you have a query or dispute about the amount of any payment or how it was processed, you need to contact your payment service provider.

If your phone account with Orange ends, we will tell your payment service provider(s) about that. You will then need to get in touch with your payment service providers to get back any money that's still in your contactless account and to close down any account with the service provider, if necessary.

Please check your service provider terms for how they treat transactions in foreign currencies, if relevant.

If you use Quick Tap with Barclaycard, then their terms will apply, which can be found at www.barclaycard.co.uk/contactlessmobiletandcs

Your Orange network service agreement

The terms of your Orange network services agreement and privacy policy continue to apply to you when using Quick Tap. If there is a clash between these terms and your network agreement, then these terms take precedence. This service is an "Orange Additional Service" as defined in your network terms. You can view your network terms at orange.co.uk/terms.

In particular, you must notify us immediately if your phone has been lost or stolen. We will then tell your service provider and they will take any steps outlined in their terms.

Other

Orange grants you a non-exclusive, non-transferable licence to use the Quick Tap Wallet application so that you can access the services available through it, managing your Quick Tap settings, and using the information and help available in the wallet application.

Orange may ask you to accept updates of the Quick Tap application at any time, and you must download these updates in order to continue using the application.

You may not reproduce, modify, adapt, amend, reverse engineer and/or otherwise copy or use any software within Quick Tap or any software including any source or object code within and relating to this application.

The full terms and conditions are subject to the terms and conditions in place between us and the account holder for your use of Orange network services.

The terms of your privacy policy with Orange still apply when using Quick Tap, you can check those at any time by going to orange.co.uk and click on the privacy tab. By signing up to use Quick Tap, you are happy for us to share your information (including your mobile phone number) with service providers that you sign up with to provide you with the Quick Tap services and in order for these service providers to provide their services to you and for direct marketing purposes. Service providers may contact you to market their products and services to you. We will also use information about you to tell you about the products and services offered by us and our business partners unless you object.