

## FAQs

**Q: Where do students obtain a U-Pass sticker?**

A: U-Pass stickers can be picked up or activated at the USSU Information Centre in Place Riel. These stickers will be placed on your student card.

**Q: What is a student loses their U-Pass sticker?**

A: Students will receive a new sticker free of charge if the sticker is defective. If they have lost their student card or if the sticker has been damaged, they will have to pay a \$15.00 replacement charge for the sticker.

**Q: What is the student wants to give their sticker to another student who wants it, but is not eligible under the terms of reference?**

A: The U-Pass sticker is NOT transferable and any attempts to remove it from a student card will destroy it.

**Q: If students applied to Opt-Out at the beginning of September, must they apply again each term to Opt-Out?**

A: Students who are eligible to Opt-Out must re-apply every term.

**Q: How do students living outside city limits secure an Opt-Out?**

A: Students will need to provide 3 pieces of identification with their address and a phone number, proving that they are currently living outside city limits. Anyone living more than 100km outside city limits may be required to submit additional documentation, such as, but not limited, a letter from a landlord or gas receipts.