

# Optometry Discount Policy

**Category:** Governance

**Date Modified:** October 2018

**Review Date:** October 2019

**Approved By:** Executive Committee

**Contact Person:** Advocacy and Welfare Manager

## Introduction

The purpose of this policy is to provide clear direction for the University of Canterbury Students' Association ("UCSA") to administer a sustainable, measurable and effective optometry discount service in conjunction with Specsavers Riccarton.

## Policy Statement

UCSA Optometry is an optometry scheme available to all enrolled University of Canterbury students. In partnership with Specsavers, we are able to assist students with accessing quality, affordable, basic eye exams and glasses. The scheme aims to ensure students have access to eye exams, reducing the risk of vision related issues that can affect studies.

## Responsibility

UCSA Optometry is administered by the UCSA Reception and the Advocacy and Welfare team.

## Principles

### 1. *Service Standards*

- 1.1. UCSA Optometry strives to assist each student in receiving an eye exam.

### 2. *Eligibility*

- 2.1. Students who are enrolled at the University of Canterbury are eligible to use UCSA OPTOMETRY. This includes domestic students, international students, distance students, and students studying part time or full time.

## **Procedures**

### *3. Scope of Eye Exam voucher*

- 3.1. Each student is entitled to one eye exam and one pair of discounted prescription glasses every 2 years, and subject to appointment availability.
- 3.2. Eye exams are provided at Specsavers at the Riccarton Westfield mall and the Riccarton Windmill Centre.
- 3.3. 25% off glasses applies when selecting one pair of glasses from the \$169 range or above. The student must have the eye exam with Specsavers Riccarton to receive the discount on the glasses.
- 3.4. Valid UC student ID card and UCSA Optometry voucher must be presented at the time of exam to redeem offer.
- 3.5. \$10 eye exams apply to standard eye examinations only, which are normally valued at \$60 and reduced to \$10.
- 3.6. The UCSA Optometry voucher cannot be used in conjunction with any other offer, other than the \$10 eye exam.
- 3.7. The UCSA Optometry service excludes contact lens examination.

### *4. Appointments*

- 4.1. Each student has to meet with a member from the UCSA before the UCSA Optometry voucher can be issued. The student must present their valid UC identification.
- 4.2. The UCSA Optometry voucher is not transferable.
- 4.3. Students must make an appointment with Specsavers at the Riccarton Westfield mall or the Riccarton Windmill Centre before their eye exams.

### *5. Costs/Fees*

- 5.1. Payment must be provided at the appointment to Specsavers Riccarton.
- 5.2. Eye exams are \$10.00. This will be paid at Specsavers Riccarton. No payments will be accepted at UCSA.
- 5.3. Payments for discounted glasses will be paid at Specsavers Riccarton. No payments will be accepted at UCSA.

## *6. Cancellations, Missed Appointments & lost/misplaced vouchers*

- 6.1. If a student is late for their eye exam appointment, it is at Specsavers Riccarton's discretion as to whether the appointment will proceed.
- 6.2. If the student missed an appointment and did not contact Specsavers prior, it is at Specsavers Riccarton's discretion as to whether the student can still access the \$10 discounted eye exam.
- 6.3. Lost/misplaced vouchers are not replaceable. It is the students' responsibility to ensure that they take care of their UCSA Optometry vouchers, and to make use of them promptly.

## *7. Feedback and Complaints*

UCSA Optometry welcomes all feedback. If a student wishes to raise a concern or make a complaint, the procedure is outlined below:

- 7.1. The concern/complaint must be made in writing. This can be emailed to the Advocacy and Welfare Manager.
- 7.2. Once the concern/complaint is received, the student will receive a response confirming receipt.
- 7.3. If a student wants to provide feedback about the products or services provided to them by Specsavers Riccarton, they need to contact Specsavers Riccarton directly. As the team in store hold their personal records, contacting Specsavers Riccarton directly will ensure their query is dealt with as quickly as possible.

### **Information, Privacy & Confidentiality**

All information gathered will be used for statistical purposes, and to allow the UCSA to continually improve their services. No identifying information will be published.