

Caltex JoyFuel Card Terms & Conditions

1. Caltex JoyFuel Card must be used by its Cardholder only. For the purposes of these terms and conditions, "Cardholder" means the individual to whom the Caltex JoyFuel Card is issued.
2. Caltex JoyFuel Card is not a credit card. It may be used only to record purchases made by cash or credit card. The Cardholder must complete transactions by cash or credit card, and accept Chevron Hong Kong Limited ("CHEVRON")'s records of transactions as authoritative and binding for all intents and purposes.
3. All applicants must hold a valid Hong Kong driving license.
4. The Caltex JoyFuel Card must be presented prior to purchase and may only be used where suitable online facilities are available and operational.
5. Cardholders are eligible to register for "JoyFuel Dollars Program" in Autotoll's Mobile App - VGo or Autotoll web site if he/she is also an Autotoll Member. Eligible Cardholders may use the registered JoyFuel Card to fuel up to earn JoyFuel Dollars which may be used to redeem Autotoll Administration Fee rebate, Tunnel Toll rebate, or Caltex StarCash fuel voucher. For details and registration, please visit <https://www.caltex.com/hk/en/motorists/rewards-and-offers/JoyFuelDollarsProgram.html>
6. The Caltex JoyFuel Card remains the property of CHEVRON and shall be surrendered to CHEVRON by the Cardholder at any time upon CHEVRON's request. CHEVRON reserves the right to reject any Caltex JoyFuel Card application without giving any reason therefor.
7. Every private individual motorist can only apply for one Caltex JoyFuel Card.
8. Use of the Caltex JoyFuel Card by the Cardholder shall constitute acceptance of these terms and conditions.
9. All Cardholders shall be entitled to participate in the Caltex Fuel Discount Scheme ("Scheme") subject to the terms and conditions thereof. The Cardholder must present the Caltex JoyFuel Card at time of purchase at any Caltex Service Station, failing which the Cardholder cannot obtain and enjoy the benefits under the Scheme.
10. The Cardholder undertakes to inform CHEVRON immediately of any loss or theft of the Caltex JoyFuel Card and confirm the same in writing as soon as possible. CHEVRON shall not be in any event liable for any damage or loss by the Cardholder in relation thereto.
11. The Cardholder shall promptly notify CHEVRON in writing of any changes in correspondence address or any other information provided to CHEVRON in connection with the application for the Caltex JoyFuel Card.
12. The Cardholder may terminate the account and cancel the Caltex JoyFuel Card by giving not less than fourteen (14) days' notice in writing to CHEVRON.
13. CHEVRON shall have the right to terminate the account and not to accept the use of the Caltex JoyFuel Card by the Cardholder at any time without giving any reason therefor or any prior notice to the Cardholder and without any liability of any nature.
14. CHEVRON reserves the right to amend these terms and conditions of offers from time to time without prior notice to Cardholders.

15. CHEVRON shall not be liable for any claims, actions, demands, losses, costs, liabilities, damages or expenses of whatsoever nature which would have been suffered or has been suffered by the Cardholder arising directly or indirectly out of or in connection with the use of the Caltex JoyFuel Card by the Cardholder and/or in connection with the Scheme.
16. CHEVRON may contact the Cardholder with information regarding its other products, services and promotions. If a Cardholder does not want to receive any information about promotional offers, please advise Chevron's Data Protection Officer in writing.
17. In case of dispute, Chevron Hong Kong Limited reserves the right to final decision.
18. In the event of any inconsistency between the English version and the Chinese version of these terms and conditions, the English version shall prevail.