

Vendor Participation Guidelines

The Vol State Discount Program highlights businesses that provide discounts directly to members of the Vol State Community.

The purpose of the program is to provide straightforward access to verified discounts without requiring additional memberships, intermediary programs, or complicated redemption steps. The program is not intended to function as an advertising platform, coupon marketplace, or affiliate marketing channel.

All vendor submissions are reviewed according to the following participation standards.

1. Relevance to the Campus Community

Participating vendors must offer products or services that provide reasonable value to a broad portion of the campus population, including employees, alumni, and/or students.

2. Geographic Connection

Preference is given to vendors that maintain a physical business location within the Vol State service area or within Tennessee.

<i>Preferred</i>	<i>Acceptable</i>	<i>Conditional</i>
<i>Physical location within the Vol State service region</i>	<i>Tennessee-based businesses</i>	<i>Online-only vendors or vendors located outside Tennessee</i>

Online vendors may be considered. Online codes are preferred.

3. Direct, Defined, and Ongoing Discounts

Discounts should be offered directly by the participating business, provide clearly defined savings, and remain available for a **minimum of 6 months**. Preference is given to discounts available for 12 months or longer, including evergreen discounts. Short-term promotions, flash sales, seasonal promotions, and other offers available less than 6 months are not eligible.

Discounts should not require enrollment in or access through a third-party discount platform, employee-perks program, affiliate network, intermediary, or discount marketplace.

“Up to” discounts or codes that are broadly distributed through national programs or third-party networks are also not eligible.

7. Vendor Credibility and Transparency

The College may consider the overall credibility and reputation of the participating business when evaluating a submission. The College may decline or discontinue participation when information indicates that a business or its practices may not align with the standards and interests of the College.

8. Vendor Removal and Program Maintenance

The College reserves the right to periodically review and remove or discontinue any vendor listing at any time and at its sole discretion in order to maintain the overall quality and integrity of the program.

Grounds for removal include, but not limited to:

- failure to honor the advertised discount
- changes to the discount without notification
- poor customer service or negative customer experiences
- misleading, unclear, or inconsistent discount information
- business closure, relocation, or significant operational changes
- changes that no longer align with program guidelines or campus needs

8a. Vendor Withdrawal from the Program

Vendors may choose to discontinue their participation in the program at any time.

Vendors should provide written notice of their intent to withdraw. When possible, vendors are expected to provide at least **five (5) business days' notice** to allow for removal of the listing and communication updates.