

GIFT CARD TERMS & CONDITIONS



GENERAL TERMS & CONDITIONS

- 1.1 — These terms and conditions apply to all Hotel Esplanade Gift Cards. The conditions may be updated at Hotel Esplanade's discretion from time to time.
- 1.2 — Hotel Esplanade Gift Cards can be used at all Sand Hill Road venues.
- 1.3 — The recipient of the gift should be notified of the terms and conditions by the purchaser of the voucher.
- 1.4 — All Gift Cards must be purchased online through www.hotelesplanade.com.au

PURCHASING & REDEEMING GIFT CARDS

- 2.1 — Gift Cards are purchased online at www.hotelesplanade.com.au
- 2.2 — The recipient receives the voucher via email and must present it in venue to redeem the value of the voucher.
- 2.3 — The minimum value of the voucher is \$50 up to \$1,000. Online purchases are only accepted with Mastercard, Visa, American Express or Debit Card.
- 2.4 — Gift Cards can be redeemed in venue at all Sand Hill Road venues for food and drink offerings only. Gift Card holders must be over 18 years of age. Proof of age must be provided, if requested, with a Australian Government approved identification document.
- 2.5 — When the total of a transaction exceeds the value of the voucher, you must pay the amount exceeding the voucher balance by another accepted payment method.
- 2.6 — Hotel Esplanade Gift Cards are valid for a period of 3 years from date of purchase. Once it has expired the remaining value is forfeited. The expiry date set by Hotel Esplanade is final.
- 2.7 — Gift Cards cannot be used for any third-party transactions or events that may be running in venue. This includes but is not limited to Moshtix or any Arts events which may be taking place and otherwise ticketed.
- 2.8 — Gift Cards cannot be used to purchase further Gift Cards.
- 2.9 — The value of the voucher does not need to be redeemed in full in a single transaction, however no change or refund will be given. Further transactions require the voucher to once again be presented at the time of purchase.

OTHERS TERMS & PRIVACY

- 3.1 — Our Privacy Policy applies to all Gift Voucher transactions and can be found at: www.sandhillroad.com.au/privacy
- 3.2 — Gift Cards are a type of tender and can only be used at Sand Hill Road venues for the purchase of food and beverage offerings.
- 3.3 — The Gift Voucher recipient is liable for all transactions.
- 3.4 — Gift Cards must be treated as cash by the recipient and are delivered electronically to the recipient. As such we have no obligation to replace or refund value for lost, shared or stolen Gift Cards.
- 3.5 — Any issues with Gift Cards can be followed up by contacting: it@sandhillroad.com.au
- 3.6 — Gift Cards are not redeemable for cash and cannot be returned or replaced if lost or stolen.