

## SWISSÔTEL HOTELS & RESORTS GIFT CARDS - FREQUENTLY ASKED QUESTIONS



**Q:** In what denominations are gift cards sold?

**A:** Swissôtel Hotels & Resorts gift cards can be purchased in amounts from CHF 25 (or local currency equivalent) upward.

**Q:** If a gift card is purchased in Swiss francs, how are the funds converted if used at another Swissôtel location?

**A:** If redeemed at a hotel or resort where the local currency is other than the currency of the gift card, the gift card processor will seek the current exchange rate powered by Oanda to calculate credit. The exchange rates used are based on current market conditions and cannot be adjusted by Swissôtel Hotels & Resorts.

**Q:** Can gift cards be ordered by telephone?

**A:** Gift cards may be purchased by visiting any Swissôtel location. We do not accept phone orders.

**Q:** What can the gift card be used for?

**A:** Swissôtel Hotels & Resorts gift cards can be used for accommodation and more, including spa services, dining or other leisure activities at any facility managed by Swissôtel Hotels & Resorts. For in-house guests, any charge that can be applied to a hotel bill can be paid for with a gift card. This includes taxes and gratuities. To avoid any possible disappointment, we suggest that the recipient mention the gift card at the time of booking.

**Q:** Does the holder of a gift card have to be a hotel/resort guest to use the card?

**A:** Recipients can use their gift card to pay for meals or services purchased at a Swissôtel hotel or resort, even if they are not currently a guest.

**Q:** Does the full value of the gift card have to be redeemed at once?

**A:** The Swissôtel Hotels & Resorts gift card is designed to carry a balance. Therefore, if guests use their gift card to pay for something of lesser value than is stored on the card, the amount of the purchase will be subtracted and the remaining balance will stay on the card for future use. To check the balance on your card, please click [here](#).

**Q:** Do gift cards have an expiry date?

**A:** Swissôtel Hotels & Resorts gift cards do not expire.

**Q:** Can gift cards be redeemed for cash?

**A:** Gift cards cannot be redeemed for cash and may only be used as payment at a Swissôtel hotel or resort.

**Q:** What do I do if my gift card is lost, stolen or destroyed?

**A:** In the event that a gift card is lost or stolen, we will require proof of purchase and/or the gift card's serial number from the back of the card sent to us via email. With this information Swissôtel Hotels & Resorts will research the gift card and if a remaining balance is found, a replacement card will be issued for that amount. We regret that we are unable to assist you without this information.

**Q:** What happens if I find a gift card that I reported lost or stolen?

**A:** You can discard it. Once the balance has been frozen and transferred to a new gift card, the old card has no value and cannot be accepted for payment at Swissôtel Hotels & Resorts.

**Q:** Can I buy previously purchased gift cards?

**A:** We strongly recommend that you only purchase gift cards from either Swissôtel Hotels & Resorts, or through one of our affiliates. We do not bear responsibility for gift cards purchased from outside a Swissôtel Hotels & Resorts affiliated source.