



GIFT CARD TERMS AND CONDITIONS

Swissôtel Hotels & Resorts gift card is redeemable against any direct hotel charges managed by Swissôtel Hotels & Resorts at time of redemption. Please note that Swissôtel Hotels & Resorts gift cards can also be redeemed at Swissôtel owned and operated food & beverage outlets, Swissôtel owned and operated spas and any other outlet pertaining to Swissôtel Hotels & Resorts.

Gift cards are available in the local currency. 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.

The Swissôtel Hotels & Resorts gift card may be combined with other forms of payment. Guest charges in excess of the gift card's stored value may be settled in cash or by major credit card. Gift cards are not exchangeable for cash and have no value unless redeemed. Electronic gift cards are not exchangeable for physical gift cards.

REGISTER YOUR GIFT CARD

Swissôtel Hotels & Resorts is not responsible for lost, stolen or destroyed cards. To protect the gift card balance, please ensure that it is registered at <https://cws.givex.com/cws/swissotelclp/consumer/main/home.py>. When notified that a gift card has been lost or stolen the existing balance will be frozen and a replacement card will be issued for that amount. Prior to notification, any use of the card is at your risk.

RETURN POLICY

Unfortunately Swissôtel Hotels & Resorts gift cards cannot be returned, exchanged or refunded.

GIFT CARD SECURITY

The gift card is not guaranteed by Swissôtel Hotels & Resorts if the gift card has been purchased from somewhere other than Swissôtel Hotels & Resorts or an affiliated source.

Use of this Card constitutes acceptance of these terms and conditions.