swissôtel
Hotels & Resorts

SWISSÔTEL HOTELS & RESORTS

GIFT CARDS - TERMS & CONDITIONS

The 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. Restaurant Hotel Parc des Eaux-Vives Geneva is not participating in the Swissôtel Hotels & Resorts gift card programme.

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.

Swissôtel Hotels & Resorts is not responsible for lost, stolen or destroyed cards. 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. From this information we will confirm if there is any remaining balance on the card, and if there is, a replacement card will be issued for that amount. We regret that we are unable to assist you without this information.

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

Return Policy
Unfortunately Swissôtel Hotels & Resorts gift cards cannot be returned.

Gift Card Purchases
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.