

Gift voucher terms and conditions

1. Background

- (a) These terms and conditions apply to all gift vouchers purchased from Raes on Wategos Pty Ltd (**we** or **us**).
 - (b) By purchasing or using a gift voucher, you indicate you have read and understood and accept these terms and conditions.
 - (c) If you have any questions about these terms and conditions, please contact us by email at contact@raes.com.au or by telephone on +61 2 6685 5366.
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2. Purchasing a gift voucher

- (a) Gift vouchers can be purchased:
 - (i) online via our website at <https://raes.com.au/gift-vouchers/>;
 - (ii) at the Raes on Wategos retreat; or
 - (iii) via telephone on +61 2 6685 5366.
 - (b) The purchase of a gift voucher is deemed to be complete at the time you receive an order confirmation at your nominated email address.
 - (c) You cannot cancel the purchase of a gift voucher or return a gift voucher after the purchase of the gift voucher has been completed in accordance with clause 2(b).
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3. Validity and redemption

- (a) Gift vouchers are valid for redemption online at our website and can be used exclusively for:
 - (i) booking accommodation at our hotel;
 - (ii) a spa experience; or
 - (iii) a dining experience.
- (b) On redemption, you will be required to provide us with either a digital or printed copy of the gift voucher which must include the unique gift voucher code. Images or bar code numbers will not be accepted.
- (c) A copy of the gift voucher containing the unique gift voucher code must be presented:
 - (i) at the time of booking, when booking accommodation at our hotel or a spa experience; and
 - (ii) at the end of your dining experience, for dining experiences.
- (d) Gift vouchers cannot be redeemed and/or used for any e-store purchases.
- (e) Gift vouchers are not legal tender, account cards, credit or debit cards or securities.

- (f) Gift vouchers are not reloadable and cannot be exchanged or redeemed for cash.
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4. Use

- (a) Gift vouchers expire 3 years from the date they are purchased and can be used in multiple transactions. This means gift vouchers can be used prior to expiry until the balance reaches zero.
 - (b) You can check your gift voucher balance online via our website at <https://raes.com.au/gift-vouchers/>.
 - (c) The dollar value on a gift voucher includes GST.
 - (d) If you make a booking using the gift voucher for an amount that exceeds the gift voucher balance, you must pay the excess amount using another payment method.
 - (e) You can combine the balances of multiple gift vouchers to complete a purchase.
 - (f) If you cancel a booking purchased using a gift voucher, the cancellation will be governed by our [Booking Terms & Conditions](#).
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5. Loss or damage

- (a) To the extent permitted by law, our liability is limited to replacing defective gift vouchers.
 - (b) We will not replace any lost or stolen gift vouchers, or gift vouchers made defective by acts or omissions of you or a third party.
 - (c) If your gift voucher is lost or stolen, you should immediately contact us so we can cancel the gift voucher. This does not oblige us to replace your lost or stolen gift voucher.
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6. Liability

- (a) We are not liable to you or anyone else for any losses suffered or incurred due to a delay in delivery of your gift voucher.
 - (b) We reserve the right to cancel any gift voucher for any reason and at any time, without notice to you. If we do so, we will provide you with a refund or a replacement gift voucher equal to the balance on the cancelled gift voucher, unless the reason for cancellation was for suspicions of fraud or illegal activity.
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7. Variations

- (a) We may vary these terms and conditions from time to time.
- (b) Any variations will be effective upon the posting of the revised terms and conditions on our website.

- (c) Your continued use of a gift voucher after the posting of the revised terms and conditions constitutes your agreement to the revised terms and conditions.
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8. Governing law

- (a) These terms and conditions are governed by the laws in force in New South Wales, Australia.
- (b) By purchasing or using a gift voucher, you submit to the exclusive jurisdiction of the courts in New South Wales, Australia.