

GIFT VOUCHERS T&C's

GENERAL INFORMATION

1. Gift Vouchers are only redeemable and valid at The Melbourne Hotel.
2. Gift Vouchers should be treated as cash as they are non-refundable, non-exchangeable, non-transferable, and non-replaceable if the voucher is lost, stolen, or destroyed.
3. Vouchers cannot be partially redeemed. All vouchers must be redeemed in one transaction.
4. Unused balance will not be refunded or credited.
5. If your purchase exceeds the available balance on the voucher, you must make up the difference with an alternative form of payment.
6. Gift Vouchers cannot be redeemed for cash or returned for a cash refund.
7. Gift Vouchers cannot be redeemed against catering, special events, and room hire.
8. Defaced vouchers will not be accepted. Vouchers are not applicable in conjunction with other promotions/discounts.

COLLECTION OF GIFT VOUCHERS

The following options are available for collection:

1. Click and Collect (free)
2. Express Post (Australia-wide)- \$15

For click-and-collect, please present a copy of the invoice at the point of collection. The address for collection is 33 Milligan Street, Perth, 6000.

REDEEMING A GIFT VOUCHER

Accommodation:

1. Vouchers must be redeemed in a single transaction.
2. Original Gift Voucher must be present at the time of check-in, or an alternative form of payment will be required.

Making your Accommodation Reservation:

1. Gift Vouchers cannot be used to make online reservations. To make a reservation, you must contact The Melbourne Hotel directly.
2. Gift Vouchers are applicable only at Best Available Rate.
3. To book Accommodation Experiences, please call reservations at +61 8 9320 3333 or send us an email at hello@melbournehotel.com.au.
3. Subject to availability and blackout dates.

Dining:

1. Voucher/s may be redeemed at any one outlet (De Baun & Co, Grand Orient, or Aurora Rooftop Bar)
2. Gift Vouchers must be presented at the time of dining and used in one transaction. Any unused balances will not be refunded or credited.

Making your Dining Reservation:

1. No walk-ins for voucher use (reservations must be made, walk-ins are subject to availability).
2. To book Dining Experiences, please call +61 8 9320 3333 or send us an email at hello@melbournehotel.com.au.

VALIDITY

1. Gift Vouchers are only valid until the date of expiry written on each voucher.
2. All purchased vouchers will have a three-year validity from the date of purchase.
3. Gift Vouchers must be used by the end of validity.

EXPRESS POST

1. We utilise delivery options from Australia Post, with a signature required on delivery once dispatched, you will receive a tracking number via email.
2. Please note The Melbourne Hotel is not responsible for items lost or damaged in transit by Australia Post. The Gift Voucher/s are packaged with care to ensure they arrive unharmed.

CREDIT CARD SURCHARGE

1. All Visa, Mastercard, and JBC cards incur a 1.5% surcharge whilst American Express, Diners Club and Union Pay cards attract a 2.5% surcharge.

TERMINATION OR MODIFICATION

1. The Melbourne Hotel reserves the right to amend, terminate, or modify these terms and conditions at its discretion, with or without notice.