

### **What type of gift cards does Cafe Sydney offer?**

Cafe Sydney offers two types of gift cards, a physical gift card and a digital e-gift card.

### **Where can I use a Cafe Sydney Gift Card?**

Cafe Sydney Gift Cards are accepted at Cafe Sydney restaurant only.

### **Does a gift card expire?**

A Cafe Sydney Gift Card expires 36 months (3 years) from the date of issue. The date of issue appears on the back of the physical card and is noted below the barcode in the e-gift card email.

### **Where can I purchase a physical Cafe Sydney Gift Card?**

Physical Gift Cards can be purchased from our reservations team in venue at Customs House, Level 5, 31 Alfred Street Sydney NSW 2000, between 9am – 5pm, Monday – Saturday.

Alternatively, you may place an order for a physical gift card online to be sent out via express post.

### **How long will a physical gift card ordered online take to arrive?**

All Cafe Sydney Gift Card will be sent via express post and may take between 3-5 business days to arrive. You will receive a tracking number with your Shipping Confirmation. Deliveries can only take place within Australia through Australia Post.

Should you not receive your gift via in 3-5 business days, please contact our team at [marketing-admin@cafesydney.com](mailto:marketing-admin@cafesydney.com).

### **How long will an eGift Card ordered online take to arrive after purchasing?**

E-gift cards will be emailed to the recipient's email at the time of purchase. The purchaser will also receive confirmation of the transaction.

If you have not received your e-gift card within one hour of purchase, please check your junk/spam folder. If you can still not locate your gift card, please contact our team on [marketing-admin@cafesydney.com](mailto:marketing-admin@cafesydney.com).

### **For what amounts can I purchase a Cafe Sydney Gift Card?**

The minimum purchase for Cafe Sydney Gift Card is \$100. The maximum total value of Gift Card per transaction is \$1,000 with a maximum of 4 cards per order. If you wish to order a Cafe Sydney Gift Card with a value in excess of \$1,000, or more than 4 cards in one transaction, please email our team at [marketing-admin@cafesydney.com](mailto:marketing-admin@cafesydney.com).

All Gift Card orders exclude shipping and delivery.

**How can I pay for a Cafe Sydney Gift Card?**

Online orders can be made using Paypal or by all major credit cards.

Purchased made in venue can paid by all major credit cards, Eftpos or cash.

**Can I order a Cafe Sydney Gift Card if I live internationally?**

Yes, but you must provide an Australian residential or business address for delivery. We do not offer overseas shipping.

If an Australian delivery address is not available, we recommend purchasing an e-gift card to send to the recipient's email.

\*\*\*For international guests purchasing an e-gift card, you must provide an Australian billing address when checking out. Should an Australian address not be available, please use Cafe Sydney's address.

Customs house, Level 5, 31 Alfred Street, Circular Quay, 2000

**Can I add more money onto a Cafe Sydney Gift Card?**

No. Cafe Sydney Gift Cards can only be loaded once with the initial purchase value.

**Can I get my money refunded?**

Cafe Sydney Gift Cards are not refundable.

**Can I use my Cafe Sydney gift card for multiple transactions?**

You Cafe Sydney gift card can be redeemed repeatedly until the value of the card has been used.

**Am I required to activate my Cafe Sydney Gift Card?**

No, the Cafe Sydney gift cards and e-gift cards are automatically activated at the time of purchase.

**Can I withdraw money from my Cafe Sydney Gift Card?**

No. The Cafe Sydney Gift Card can be used when dining at Cafe Sydney only.

**Can I use my Cafe Sydney Gift Card for prepaid events?**

No. Cafe Sydney gift cards can only be redeemed at the time of dining.

**How do I know how much money is left on my Gift Card?**

To check the balance of your physical gift card or e-card follow the link to our gift card page.

[CHECK GIFT CARD BALANCE](#)

**What do I do if I believe there is a mistake with my gift card balance?**

Contact our team at [marketing-admin@cafesydney.com](mailto:marketing-admin@cafesydney.com) including your card number and details of your query.

**Is my information safe when I use the Cafe Sydney website to purchase my Cafe Sydney Gift Card?**

We take security of your personal information and payment details seriously and our site is

secured accordingly. Your information and online credit card transactions are transmitted through a secure connection using Secure Socket Layering (SSL) encryption technology. SSL locks all critical information passed from you to us, such as payment information, in an encrypted envelope, making it almost impossible for this information to be intercepted. You can identify this by looking at the URL “https” the “s” indicates you are in a secure area employing SSL. Your browser may also give you a pop-up message that you are about to enter or leave a secure area. SSL is the system that is used by all reputable e-commerce sites. In the event of unauthorised use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures.

**What do I do if my Cafe Sydney Gift Card is lost, stolen or damaged?**

Cafe Sydney gift cards should be treated as Cash. However, If your Cafe Sydney gift card is lost, stolen or damaged, please contact our team as soon as possible. Be sure to include your name, contact number, email as well as the details of the purchaser and we will be in contact. [marketing-admin@cafesydney.com](mailto:marketing-admin@cafesydney.com)

[RETURN TO CAFE SYDNEY | BUY A GIFT](#)