

# Frequently Asked Questions

Got a question about Accors Gift Cards?

Chances are we've already answered it below.

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## Purchasing Gift Cards

### How do I purchase an Accor Gift Card?

Ordering a gift card is simple! Make your [purchase online](#) through our secure order form. Your order will be processed and will be delivered within 7 business days to the nominated address.

Need a gift card now? You can purchase Accor Gift Cards, in \$100 and \$200 values via the following participating retail stores:

- Australia Post
- Woolworths
- Big W
- Aldi

When purchasing our cards from retail stores, please allow 24-48 hours for your card to be activated prior to using it to book accommodation.

### How quickly can an Accor Gift Card be delivered to me?

If you purchase an Accor Gift Card online, you will receive your order within 7 business days.

If you require a card more urgently, you can visit any of the following participating retail outlets to purchase Accor Gift Cards in \$100 and \$200 card values - Australia Post, Woolworths or Big W. Please visit the customer service desk at these retail outlets if you cannot locate our cards in-store.

When purchasing our cards from retail stores, please allow 48 hours for your card to be activated prior to using it to book accommodation.

### Can I purchase Accor Gift Cards on behalf of a company?

Yes you can. Make your [purchase online](#) through our secure order form. Once you have completed the purchase you have the option of printing off a tax invoice once you have completed your order.

For orders above 10 cards, please contact the Accor Gift Cards Department via email [giftcards.au@accor.com](mailto:giftcards.au@accor.com)

### **What amounts are Accor Gift Cards available in?**

Accor Gift Cards can be purchased in \$100, \$150, \$200, \$250, \$300 and \$500 amounts. You can order multiple cards in one transaction which will be delivered within 7 business days to your nominated address

### **Where can I use my Accor Gift Card?**

You can use your Accor Gift Card over 350 participating hotels, resorts & apartments in Australia, New Zealand and Fiji. The value on the card can be redeemed for accommodation (publically available rates apply), food and beverage consumed in the restaurant, mini-bar, in-room dining etc. while you are a guest at any participating Accor property.

Your Accor Gift Card can be used a number of times at multiple properties within the validity period until the balance reaches zero.

*\*Except ibis budget and Formule 1. Participating hotels may change from time to time - please refer to the participating hotels on the 'Where Can I Use My Card?' page of this website for an updated list.*

### **How do I use my Accor Gift Card to make a booking at a hotel?**

Booking your accommodation is easy!

**Step 1** - Visit our [participating hotels list](#) and select the hotel you wish to stay at.

**Step 2** - Call the hotel and advise them that you wish to use your Gift Card.

**Step 3** - Confirm your rate and booking.

Remember to take your physical Accor Gift Card with you and present it to Reception upon check in. The hotel will confirm the value and validity of your card. Please again present your card on check out to make full or part payment on your room account

### **Will I be guaranteed to get the dates and accommodation I want?**

Reservations at participating hotels are subject to availability at the time of reservation. Room allocations fill quickly during special events, school holidays, public holidays and weekends and no guarantee can be given that an allocated room will be available at any participating hotel or for the days that a customer may prefer.

### **Can I use my Accor Gift Card in Asia, Europe, Africa or America?**

The Accor Gift Card is only a Pacific program and so can only be used at hotels, resorts and apartments in Australia, New Zealand and Fiji. Accor Gift cards cannot be used outside of Australia, New Zealand and Fiji. There is unfortunately not an equivalent program available in any of these regions or countries. The Accor Gift Card is also non-transferrable, so we are unable to exchange the voucher for a voucher for any of these regions. Please refer to the [Accor Gift Cards Terms of Use](#)

### **Is there anything I can't use my Accor Gift Card for?**

Yes, some restrictions apply.

You must be a staying guest of the hotel to use your Accor Gift Card. Unfortunately; the card cannot be used at the food and beverage outlets or spas of an AccorHotels property when you are NOT staying as a guest.

Your AccorHotels Gift Card also can only be used towards publically available rates. It cannot be used with Accor Plus or Accor Vacation Club rates or benefits, or with contracted, negotiated or third party online rates. Please refer to the [Accor Gift Cards Terms of Use](#).

### **I am an Accor Plus member, can I use an Accor Gift Card with my member rates?**

No unfortunately you cannot. The AccorHotels Gift Card can only be used towards publically available rates. Please refer to the [Accor Gift Cards Terms of Use](#)

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## **Gift Card Balance and Transaction History**

### **When will my Accor Gift Card expire?**

In line with the Fair Trading Amendment (Ticket Scalping and Gift Cards) Bill 2017 [NSW]; AccorHotels Gift Cards purchased from the 1st of April 2018 onward, are valid for 3 years from the date of issue shown on the reverse of your card.

**Any Accor Gift Cards purchased prior to April 1st 2018, will be valid for 12 months from the date of issue shown on the reverse of your card.**

In most cases, this will be printed at the time of purchase. When purchasing a card via retail stores we encourage you to ensure the date of issue is handwritten on the card reverse so that the Card Holder is made aware of the card expiry date.

**How can I find out the balance on my Accor Gift Card?**

Check your card balance and expiry date here - [Check My Card Balance?](#)

**How do I get a list of transactions made with my Accor Gift Card?**

Check your card balance by following the instructions online and all your card details including date of purchase, expiry date, remaining card balance and where the card has been redeemed

**Can I add more value to an Accor Gift Card?**

No, once an AccorHotels Gift Card has been purchased, the value on it cannot be increased.

**Can I extend the validity of my Accor Gift Card?**

No, your Accor Gift Card is only valid until the current expiry. Which, in line with the Fair Trading Amendment (Ticket Scalping and Gift Cards) Bill 2017 [NSW], will either be 12 months or 3 years, depending on when the Card was purchased. After this time the card will be deactivated and any unused credit will be lost. Please refer to the [Accor Gift Cards Terms of Use](#).

**Can I return or refund my Accor Gift Card?**

Gift Cards cannot be returned or refunded. Please read the [Accor Gift Cards Terms of Use](#).

**What should I do if my Accor Gift Card is damaged, lost or stolen?**

Your Accor Gift Card should be protected as if it was cash, and the Accor Gift Card is the responsibility of the Card Holder. Unfortunately lost or stolen cards will not be replaced or refunded.

**If I want to use my card in New Zealand or Fiji how can I check the foreign exchange rate applied to the card credit?**

At the time payment is deducted from the card the hotel will apply the exchange rate for converting the New Zealand or Fijian dollar price (as applicable) for those services into Australian dollars ('**Conversion Rate**')

where:

Conversion Rate for NZD\$1 or FJD\$1 = Spot Rate (AUD\$) x [100% + the Margin],

where:

*Spot Rate* means the spot rate obtained from [www.oanda.com](http://www.oanda.com) for the number of New Zealand or Fijian dollars (as applicable) represented by one Australian dollar; and

*Margin* means a margin determined by the Manager from time to time (approximately 1%). If the amount that is required to pay to the hotel in New Zealand or Fijian dollars (as applicable) exceeds the Australian dollar value of the balance left on the Card, the Card Holder will be required to pay the difference in New Zealand or Fijian dollars (as applicable) to the hotel.

The Card balance will then be reduced by the AUD\$ amount in accordance with standard procedures for adjusting Card balances.

The Conversion Rate may differ from exchange rates available at the time a Card Holder makes a booking to the time of stay at a New Zealand or Fijian hotel\*.

Please note that the hotel will not be liable to the Card Holder where the AUD\$ amount actually payable differs from the amount the Card Holder anticipated would be payable as a result of currency exchange rate fluctuations that occur between the time the Customer makes the booking and the time at which the amount is deducted from the gift card balance. Please read the [AccorGift Cards Terms of Use](#)