



BALFOUR HOSPITALITY

WINE • FOOD • EVENTS • ROOMS

Balfour Hospitality Gift Vouchers Terms & Conditions

Please note, we do not provide physical gift cards, only digital gift cards. Digital cards should be sent to you instantly to the email address provided.

Terms & Conditions

- All gift cards are valid for six months from the date of purchase
- Balfour Hospitality reserves the right not to replace any unregistered cards that are lost.
- You can only redeem the gift card at the venue it is intended for
- Click [here for a full list of our venues](#)
- Our Gift Cards can't be exchanged for any monetary value.
- Our Gift Cards can be redeemed against food, drink & accommodation up to the value displayed within the Digital Gift Card email or the physical Gift Card receipt.
- Vouchers can only be used against direct bookings and cannot be used against reservations made through third parties such as Booking.com or Expedia and their affiliates. Please contact the pub directly to make your bedroom reservation.
- Balfour Hospitality Pubs & Bars reserves the right to refuse payment by Gift Card
- If you don't spend the full value of your Gift Card, the remaining value can be used another time, as long as it falls within the six month period from the date of purchase

Balfour Black Friday Christmas Vouchers

- Black Friday Christmas Vouchers have a validity of three (3) months only and are redeemable between January 1st – March 31st inclusive
- Balfour Hospitality reserves the right not to replace any unregistered cards that are lost.
- Click [here for a full list of our venues](#)
- Our Gift Cards can't be exchanged for any monetary value.
- Our Gift Cards can be redeemed against food, drink & accommodation up to the value displayed within the Digital Gift Card email or the physical Gift Card receipt.
- Vouchers can only be used against direct bookings and cannot be used against reservations made through third parties such as Booking.com or Expedia and their affiliates. Please contact the pub directly to make your bedroom reservation.
- Balfour Hospitality Pubs & Bars reserves the right to refuse payment by Gift Card

- If you don't spend the full value of your Gift Card, the remaining value can be used another time, as long as it falls within the 3 month period from the date of purchase

Balfour Black Friday Winter Dinner, Bed, Breakfast & Bubbles Package

- Vouchers are valid for stays between 3rd January and 28th March 2024
- Date exclusions of 11th – 16th March apply for Falcon Inn, Painswick
- Not available The Bull and The Hide
- Stay is subject to availability and is offered on a Standard room, upgrades may be available at an additional cost
- Package is available for direct bookings only and must be made direct through the pub. Bookings made via a third party such as Booking.com or Expedia & their affiliates will not be honoured.
- Package is available in two tiers, Sunday – Thursday or Friday – Saturday. Vouchers cannot be interchanged without written management approval and may be subject to additional costs.
- Payment & Cancellation Policy – Voucher will be redeemed at time of booking and card details will also be required for any additional charges that may be incurred. Room bookings may be cancelled before midnight UK time two days prior to the arrival date, (e.g. For a stay arriving on Saturday, you can cancel until 11.59pm UK time on the Wednesday two days prior). If you cancel your reservation within the cancellation period we will move the booking to an alternative date. After the cancellation period, the whole reservation becomes fully non-refundable including any associated meals and/or additional extras. Such cancellation charge is to compensate the hotel for the late cancellation and is not for any service. Bookings amended within 2 days of arrival are outside of the cancellation period and are fully non-refundable and remain non-refundable despite any amendments to the booking (for example, irrespective of the amended date of stay no cancellation period applies).
- Voucher cannot be exchanged for monetary value and cannot be used to offset a stay outside of the promotional period.

Balfour Hospitality Gift Cards Refund Policy

We value your patronage and want to ensure your satisfaction with our services, including the purchase and use of our gift cards. Please review our refund policy for gift cards below to understand the terms and conditions governing their use.

GIFT CARD VALIDITY PERIOD:

Balfour Hospitality gift cards are valid for a period of six (6) months from the date of purchase.



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VENUE SPECIFIC USAGE:

Gift cards issued by Balfour Hospitality are intended for use exclusively at the specified venue for which they were purchased. These gift cards are nontransferable to other venues within the Balfour Hospitality group.

REFUNDS:

Balfour Hospitality gift cards are non-refundable, except where required by applicable law. We will not provide cash refunds or credits for gift cards.

Should you need to cancel, you have the right to do so within 14 days from the date of purchase providing that this is requested in writing to info@balfourhospitality.com and that it has not been used within the cooling off period

EXPIRY DATE:

Gift cards that have passed their validity period of six (6) months will no longer be redeemable, and any remaining balance on the card will be forfeited.

NO CASH VALUE:

Balfour Hospitality gift cards have no cash value and cannot be exchanged for cash or used to obtain cash advances.

ADDITIONAL TERMS:

Balfour Hospitality reserves the right to amend, modify, or terminate this gift card refund policy at any time. Such changes will be effective upon publication on our website or at the venues.

By purchasing and using Balfour Hospitality gift cards, you acknowledge and agree to abide by the terms and conditions outlined in this refund policy. We appreciate your understanding and look forward to serving you at our venues. Please note that this refund policy is subject to change. Customers are encouraged to check our website or contact our customer support team for the most up-to-date information regarding our gift card refund policy.