

GIFT CARDS

TERMS & CONDITIONS

1. General

These Terms & Conditions apply to all gift cards purchased at the Grand Hôtel shop or via grandhotel.se. By purchasing our gift cards, you agree to be bound by these Terms & Conditions. Grand Hôtel reserves the right to interpret, change or cancel the Terms & Conditions without prior notice. The latest Terms & Conditions are always published on grandhotel.se. You can use the gift card as a method of payment throughout the Grand Hôtel, using all or part of the amount. You can always check the current balance at grandhotel.se.

2. Payment

Debit and credit cards are the only accepted methods of payment for purchasing the Grand Hôtel's gift cards. The DIBS payment solution is used for purchases made by card.

3. Delivery

Gift cards are sent by registered mail to the specified recipient address within 2-3 working days. Grand Hôtel cannot be held liable for failed or delayed deliveries. For delivery of the gift card, you must provide the correct name and address of the recipient of the gift card. If the address provided cannot be confirmed, the Grand Hôtel reserves the right to postpone the delivery of the gift card.

4. Validity

Each individual purchase of a Grand Hôtel gift card is limited to a maximum value of SEK 10 000 and a minimum value of SEK 450. Gift cards purchased in 2017 and onwards are valid for 24 months from the date it was charged/purchased. Gift cards purchased up to and including 2016 are valid for 18 months from the date it was charged/purchased. Once the validity period has expired, the gift card cannot be used for payment upon purchase, neither can it be reactivated, nor may any remaining balance be refunded. Gift cards cannot be exchanged for cash.

5. Limited liability

The Grand Hôtel cannot be held liable for gift cards that after activation are lost, stolen, or deactivated. Gift cards shall be handled as cash.

6. Limited liability

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