

The Ritz-Carlton Gift Card: Frequently Asked Questions

Q: Where can I use The Ritz-Carlton Gift Card?

A: The Ritz-Carlton Gift Card can be used at any participating Ritz-Carlton property. Please select the “participating locations” link for a complete list.

Q: Can paper-based gift certificates still be used?

A: Yes, all paper-based Ritz-Carlton gift certificates will be honored; currently only paper gift certificates can be used at international hotels.

Q: Where can I purchase a Gift Card? Can I order via telephone?

A: Gift Cards can be purchased at participating Ritz-Carlton properties, via the customer service at 877-317-8082 (toll-free U.S. and Canada) or 281-668-2584 (international); or at www.RitzCarlton.com/giftcard.

Q: In what denominations are gift cards sold?

A: The Ritz-Carlton Gift Card can be purchased online in any denomination ranging from \$25 to \$15,000. Gift cards can also be purchased at our hotels and resorts in the U.S. in any amount over \$25. Gift cards are available only in U.S. dollar currency.

Q: Can I purchase more than one card?

A: Yes, you may purchase up to ten gift cards per transaction online and each order can total up to \$15,000. To purchase larger orders, please visit a Ritz-Carlton hotel or resort or call our customer service at 1-877-317-8082 (toll-free U.S. and Canada) or 281-668-2584, where our staff will be pleased to assist you.

Q: When will my credit card be charged?

A: When ordering online or via the phone, your credit card will be charged immediately after you finalize and confirm the purchase. When buying a gift card at a hotel or resort, your credit card will be charged at the time of signature.

Q: How long does it take for a gift card to be delivered?

A: The delivery time will depend on the delivery service you choose. For deliveries outside of the U.S., all gift cards are delivered via Federal Express, however within the U.S. there are three choices for delivery:

- a. Priority (2- 3 business days)
- b. Standard (3- 5 business days)
- c. U.S. Postal Service (5-7 business days)

Q: What can the gift card be used for?

A: The Ritz-Carlton Gift Card can be used for hotel accommodations, spa services, dining, golf, tennis and other leisure activities at any facility managed by The Ritz-Carlton. *Please note: some services or facilities (i.e. golf or spa) at hotels are not managed by The Ritz-Carlton. Due to this, we strongly suggest the gift card user always mention and present the gift card at the time of booking – or charge these services to your room for payment at check-out.*

Q: Do I have to be staying at the hotel or resort to use the gift card?

A: The gift card recipient can use a gift card to pay for meals and services purchased at The Ritz-Carlton hotel or resort, even if they are not currently a guest there. *Please note: some services or facilities (i.e. golf or spa) at hotels are not managed by The Ritz-Carlton. Due to this, we strongly suggest the gift card user always mention and present the gift card at the time of booking – or charge these services to your room for payment at check-out.*

Q: Does the full value of the gift card have to be redeemed at once?

A: The Ritz-Carlton Gift Card is designed to carry a balance therefore, if a guest uses a gift card to pay for something of lesser value than is stored on the card, the amount of the purchase will be subtracted and the remaining balance will stay on the card for future use.

Q: Can I add value to my card?

A: Yes, value can be added or reloaded onto gift cards. This can be done easily online, by contacting customer service or at a hotel/resort.

Q: Can a gift card be redeemed for cash?

A: The Ritz-Carlton Gift Card cannot be redeemed for cash and can only be used as payment at The Ritz-Carlton.

Q: Do gift cards have an expiration date or fees?

A: The Ritz-Carlton Gift Card does not expire and has no annual or activation fees, other than the cost of the card.

Q: Can I add value to my card?

A: Yes, value can be added to the card online at www.ritzcarlton.com/giftcard, by contacting customer service or at a Ritz-Carlton property.

Q: How can I find out the balance on my card?

A: To check your balance, please visit our website (select “Check Your Balance”), contact customer service at 877-317-8082 (toll-free U.S. and Canada) or 281-668-2584 (international) and follow the automated balance check; or visit a Ritz-Carlton property.

Q: How do I register my card?

A: You can register a card at www.ritzcarlton.com/giftcard (select “Register Your Card”) and follow the steps to register your card. This process creates an account where you can add additional cards or value. There is no fee to register or manage your gift card account.

Q: Why do I need to register my card?

A: By registering a gift card you are protecting your card balance. If you report your card lost or stolen, your balance will be frozen and transferred to a new card, which will be sent to you by mail.

Q: What would I use the PIN for on the back of the card?

A: The PIN on the back of the gift card is used for registering your card. Scratch off the cover of the PIN and enter this number in the registration process online.

Q: What do I do if my gift card is lost or stolen?

A: Simply call customer service at 1-877-317-8082 (toll-free U.S. and Canada) or 281-668-2584 (international) and provide the gift card number, order information or receipt of purchase.

Q: What happens if I find a gift card that I reported lost or stolen?

A: Please discard any cards that have been reported lost or stolen. Once the card balance has been frozen it is transferred to a new gift card; therefore the old card has no value and cannot be accepted for payment.