

The Royal Oak — Gift Voucher Terms & Conditions

These terms apply to all gift vouchers purchased from The Royal Oak, Eccleshall, whether bought in person, online, or over the phone.

1. Validity

- Gift vouchers are valid for 12 months from the date of purchase, unless otherwise stated on the voucher itself.
- The expiry date will be clearly shown on the voucher at the time of issue.
- Expired vouchers cannot be redeemed, extended, or refunded, except at our discretion.

2. Redemption

- Vouchers can be redeemed against food, drink, or any other products/services offered at The Royal Oak.
- Vouchers must be presented (physically or shown on a mobile device) at the time of ordering or payment.
- If the value of your order exceeds the voucher amount, the difference must be paid by another method. Vouchers cannot be used to purchase further vouchers.
- If the value of your order is less than the voucher amount, the remaining balance stays on the voucher for future use (unless it is a single-use voucher, which will be stated at the time of purchase).

3. Payment & Purchase

- Vouchers can be purchased using any accepted payment method at the venue, or via our website where available.
- Vouchers are non-refundable once purchased, except where required by law or at our discretion (e.g. in the case of a genuine error).

4. Lost, Stolen, or Damaged Vouchers

- We are not responsible for vouchers that are lost, stolen, damaged, or used without your permission, in the same way as cash.
- Where a voucher has a unique code or number, please keep proof of purchase (receipt or confirmation email) as we may ask for this before reissuing a replacement.

5. Cash Value

- Vouchers have no cash alternative and cannot be exchanged, in part or in full, for cash.
- Any unused balance is not refundable or transferable to another form of payment.

6. Transferability

- Vouchers may be gifted or transferred to another person but cannot be resold for profit.

7. Our Rights

- We reserve the right to refuse a voucher that we reasonably believe to be fraudulent, forged, or tampered with.

- We reserve the right to amend these terms at any time; any changes will not affect vouchers already purchased.

8. Governing Law

- These terms are governed by the laws of England and Wales.

Contact: For any questions about a gift voucher, please contact us at info@theroyaloakeccleshall.com.