



## NAKHAL GIFT CARD

### 1- Gift Card concept:

Nakhal gift card is the ideal prepaid and personal card that may be used in several occasions such as Birthday, Anniversary, Graduation, Christmas, Mother's day or others. All you have to do is load the card with the amount you wish to offer and the gift is ready to be offered.

### 2- Where can I buy a gift card?

You can purchase a Nakhal gift card at Nakhal's office in Lebanon (Beirut, Sami El Solh Avenue).

### 3- Time of delivery?

The card needs around thirty minutes to one hour to be prepared since it is personalized.

### 4- How to use the gift card?

You can use your Nakhal gift card as full or part payment against all kind of services and Nakhal packages.

### 5- Is there any limit to fund load on the card?

Yes, the minimum load value is \$50.

### **6- What if the holiday cost is higher than the value of the gift card?**

The balance of the holiday services' cost purchased from Nakhal will be paid in cash or credit card.

### **7- Can I give the card to someone else to use?**

The gift card can only be used by the person whose name is shown on the card. In the event that the gift card holder cannot travel anymore and would like to transfer the card to someone else, proof of identification and signed document from gift card holder are required to transfer it to the new person.

In that case a new gift card will be issued under the new gift card holder name with the same validity date as the original purchase;

The new gift card will be non-transferrable unlike the original one and will have the same validity date as the original one purchased.

### **8- Does my gift card have an expiry date?**

The card is valid for 12 months from activation date. The validity date is printed on the card.

### **9-What happens when my gift card expires?**

Any fund remaining on your gift card after the expiry date is not available anymore and the card will no longer be valid for redemption. It is your responsibility to use all funds on the card within the validity time.

### **10- I made a purchase using a gift card but I am now due for a refund; what form will I receive it in?**

All refunds are made in the payment method or combinations of payment methods used to make the original booking. E.g. If a booking was made using a \$ 250 gift card as part payment, and the refund due is \$ 250 or more, you will receive a new \$ 250 gift card as all or part of the refund. No refund can be made if the cardholder couldn't travel due to the rejection of his visa).

### **11- What if my gift card is lost or stolen?**

Please contact us immediately. All our gift cards are personalized therefore only person name shown on the front card can make payment with the gift card, because of this added safety we can issue new gift card and cancel the old one.

The new gift card will have the same validity date as the original one. Any funds remaining on the gift card at the point at which it has been stolen or lost, will be protected and transferred onto the new gift card.

### **12- Can I return my gift card to Nakhal?**

Your gift card cannot be returned to Nakhal but may be transferred only once to a new beneficiary. It cannot be exchanged for cash. It may only be used to buy travel products and services available in Nakhal's offices.