

FAQS

WHERE CAN I PURCHASE GIFT CARDS?

Viva Holidays Gift Cards can be purchased online via the Viva Holidays website.

CAN MORE VALUE BE ADDED TO A GIFT CARD?

No, once a Gift Card has been purchased, the value on it is unable to be increased.

WHAT ARE THE GIFT CARD TERMS OF USE?

The Gift Card Terms of Use set out all the conditions governing the use of our Gift Cards. They contain important information that should be read and understood before you purchase or use a Gift Card. Please take time to view the complete set of terms and conditions: Gift Card Terms and Conditions. Viva Holidays Gift Card Terms of Use are available at: https://www.secure-travel.net/globaluploads/brochures/AU/vh_campaign_giftotravel/index.htm

WHERE CAN GIFT CARDS BE USED/REDEEMED?

HLO Gift Cards can be redeemed at with any travel agent or agency within Australia. Terms and conditions apply. Please read the Viva Holidays Gift Card Terms of Use for full details. Viva Holidays Gift Card Terms of Use are available at: https://www.secure-travel.net/globaluploads/brochures/AU/vh_campaign_giftotravel/index.htm

DO I NEED A PIN NUMBER IN ORDER TO REDEEM MY GIFT CARD?

Yes, it is essential that you provide the PIN number at time of redemption. PIN numbers are printed on physical and e-Gift Cards.

CAN I EXCHANGE, RETURN OR REFUND MY GIFT CARD?

Gift cards cannot be exchanged, returned or refunded unless required by law. Postage and handling fees are non-refundable.

WHAT CAN THE GIFT CARD BE USED FOR?

You can use your Gift Card to purchase any land travel product in Australia for sale by your selected travel agent. This includes accommodation, day tours, extended tours, car hire and special Gift Card packages and promotions which offer additional value adds.

IS THERE ANYTHING I CAN'T USE MY GIFT CARD FOR?

You are unable to use your Gift Card to purchase airline tickets, to purchase travel

products and services outside of Australia, for store credit or the purchase of cash passports. Please read the full Viva Holidays Gift Card Terms of Use for full details.

HOW MANY TIMES CAN I USE MY GIFT CARD?

You are free to use this card as many times as you like until the balance is zero. If you do make a purchase that exceeds the remaining balance on your Gift Card our stores do allow you to pay partly with your Gift Card and partly by credit card or cash.

HOW DO I GET A LIST OF TRANSACTIONS MADE WITH MY GIFT CARD?

To check your balance and transaction history, contact customer support.

DO VIVA HOLIDAYS GIFT CARDS EXPIRE?

Viva Holidays Gift Cards are valid for use within 3 years from the date of issue.

WHAT HAPPENS IF MY GIFT CARD IS LOST OR STOLEN?

Once Gift Cards are activated, they should be treated like cash; any lost or stolen cards cannot be replaced or refunded.

WHAT HAPPENS IF MY PIN NUMBER IS LOST OR STOLEN?

PIN numbers should be treated like cash. Lost or stolen PIN numbers cannot be replaced. A valid PIN number is required at time of redemption in order for the Gift Card to be redeemed.

WHAT DO I DO IF I HAVE DIFFICULTY PLACING AN ORDER ONLINE?

Please note that you will need to have third party cookies enabled in your internet browser to complete an order.

This can be updated in the 'tools' tab of your internet browser, normally under the internet settings/privacy options. If you are still having difficulties placing an order, perhaps try ordering via another internet browser such as Google Chrome or Internet Explorer.

WHAT VALUE CAN I PUT ON A GIFT CARD?

A Gift Card can be loaded with any value from AUD \$100 up.

WHAT FORM OF PAYMENTS ARE ACCEPTED ONLINE?

Payments can be made using Visa and Mastercard. We do not accept cheque, cash or Gift Card payments for the purchase of Gift Cards online.

IS IT SECURE TO ENTER MY CREDIT CARD DETAILS WHEN ORDERING GIFT CARDS ONLINE?

Your information and online credit card transactions are transmitted through a secure server using Secure Socket Layering (SSL), encryption technology. You can identify this by looking at the URL address "https," the "s" indicates you are in a secure area employing SSL. Your browser may also give you a pop-up message that you're about to enter a secure area.

TERMS & CONDITIONS

These terms apply to all gift cards and electronic vouchers issued by or on behalf of Helloworld Travel Limited (“HLO”) trading as “Viva Holidays” or “Ultimate Journeys by Viva Holidays” (each a “Gift Card”). By purchasing, redeeming or attempting to redeem a Gift Card, you agree to the following terms.

- 1.** Gift Cards are redeemable at any retail travel agent located within Australia. It does not include on-line travel agents such as Expedia or Webjet.
- 2.** Unless otherwise stated on the Gift Card, Gift Cards are valid for use within 3 years from the date of issue.
- 3.** Gift Cards will be issued with a PIN number. In order for a Gift Card to be redeemed, the customer must provide the associated unique PIN number at time of redemption. If a PIN number cannot be provided, the Gift Card will not be able to be redeemed.
- 4.** Gift Cards may only be applied up to the maximum value loaded onto the Gift Card which is unspent at the time of use. Where the cost of purchase exceeds the available balance of the Gift Card, the excess amount must be paid by another payment method.
- 5.** Subject to your rights under the Australian Consumer Law. Gift Cards are non-refundable.
- 6.** Gift Cards may be redeemed in whole or part during the validity period. Where used in part, no change will be given. Any unused balance may be used against future purchases, but will not be refunded or credited when the Gift Card expires.
- 7.** Gift Cards cannot be reloaded.
- 8.** Gift Cards may not be redeemed or exchanged for flights, cash, other gift cards, traveller's cheques, cash passports or any other form of currency.
- 9.** Gift Cards may not, without the prior written consent of HLO, be resold or offered for resale at a premium (including via online auction or other unauthorised resale sites) or used for advertising, promotion or other commercial purposes (including competitions and trade promotions) or to enhance the demand for other goods or services. If a Gift Card is sold or used in breach of this condition, HLO may in its absolute and sole discretion cancel or render invalid the Gift Card without a refund and the Gift Card holder may be refused redemption of the Gift Card. HLO will take all reasonable steps to notify you of HLO's intention to cancel or render invalid a Gift Card within a reasonable time before cancelling or rendering invalid the Gift Card.
- 10.** HLO may cancel or render invalid any Gift Card (including any available balance) which HLO determines in its absolute and sole discretion was purchased at any time and in any way (including via online auction or other unauthorised resale sites) by fraudulent means. HLO may cancel any bookings made using any fraudulent Gift Card which may include any non-refundable amounts. HLO will not be responsible for any costs incurred by you if you purchase or attempt to redeem any fraudulent Gift Card. You acknowledge and agree that you will not be entitled to redeem any available balance on any fraudulent Gift Card and that HLO will not be obliged to

hold such balance on file for you or otherwise redeem or exchange that Gift Card.

11. You are responsible for the use and security of your Gift Card and PIN number. Lost or stolen Gift Cards may not be replaced or refunded. Lost or stolen PIN numbers cannot be reissued or replaced. You are liable for all transactions on your Gift Card except those caused by fraud or negligence by HLO or its employees.

12. Defaced, mutilated or altered Gift Cards may not be accepted, replaced or refunded.

13. Gift Cards may not be used for payment of credit or retailer accounts.

14. Personal information collected in relation to your Gift Card will be handled in accordance with HLO's Privacy Policy which is available at <https://policies.helloworldlimited.com.au/privacy-policy>

15. The laws of Victoria, Australia apply to these terms and conditions and any disputes arising in relation to them.

16. Questions or problems relating to Gift Cards should be directed to HLO's Gift Cards Team via email **giftcards@vivaholidays.com.au**. Complaints about purchases made with a Gift Card should be resolved directly with HLO directly and be sent to 179 Normanby Road, South Melbourne, VIC 3205 or via email on **giftcards@vivaholidays.com.au**.