

# Questions and answers

## **Where can I order a DinnerGift Gift voucher?**

The DinnerGift Gift voucher can only be ordered online via [www.dinner-gift.com](http://www.dinner-gift.com) and if available the website of the gastronomic business or their facebook page.

## **How can I pay?**

You can do this through one of the online payment possibilities: VISA, MasterCard, American Express or Bancontact.

## **Does ordering a DinnerGift Gift voucher involve extra costs?**

When ordering a DinnerGift Gift voucher, you'll pay a small processing fee depending to the chosen amount of the voucher. This fee includes administration cost, costs to guarantee a safe transaction, VAT and a possible exchange rate cost.

## **I order a Gift voucher for professional purposes. Can I receive an invoice?**

When ordering the DinnerGift Gift voucher(s) you need to fill in the name and VAT number of your company. After the order is completed, you can download the invoice or access it at all times at "My Gift Vouchers". No extra costs are charged.

## **I'm a foreign company within the EU, can I be exempted from VAT?**

If you have a valid VAT number, we can reimburse the Belgian VAT. Please pay the full amount upon checkout, and reply to the e-mail with the order confirmation. The amount for the VAT will be refunded to the credit card you paid with.

## **How are the Gift vouchers sent?**

The electronic version of the gift voucher can immediately be downloaded after the payment and be accessed at all times at "My Gift Vouchers".

## **How can I use the DinnerGift Gift voucher ?**

The DinnerGift Gift voucher can be used as (partial) payment in the gastronomic business mentioned on the voucher.

The DinnerGift Gift voucher cannot be converted into cash and cannot be exchanged for a DinnerGift Gift voucher of another gastronomic business.

## **Do I have to use the full gift voucher in one transaction?**

Yes, The full sum of a gift voucher must be used in one transaction. The remaining amount cannot be converted into cash.

## **How long is a Gift voucher valid?**

The DinnerGift Gift voucher mentions an expiration date. The gift voucher is valid within 12 months of issue date unless explicitly stated otherwise on the gift voucher and gastronomic business page. There is no extension possible.

## **Is the DinnerGift Gift voucher personalised?**

No. DinnerGift Gift vouchers are not issued in a particular name. They can therefore be given or passed on to someone else without any problems.

**Does the DinnerGift Gift voucher mention an amount?**

The Gift voucher mentions an amount because the beneficiary should know how much he can spend. In case of an arrangement the amount is not mentioned

**Do I need to make a reservation?**

It's recommended to make a reservation and mention the gastronomic gift voucher when booking.

**If you have any questions, you can contact us at all times at [hello@dinner-gift.com](mailto:hello@dinner-gift.com).  
We're here to help!**