

# £20 Northern Ireland Gift Card promotion.

## FAQs (FREQUENTLY ASKED QUESTIONS)

### HOW DO I QUALIFY FOR A £20 GIFT CARD?

If you travel to Northern Ireland on one of the participating coach tours between 05/07/2021 and 31/12/2021, you will receive a £20 Gift Card to spend in one allocated area of your tour.

### HOW WILL I KNOW IF THE COACH TOUR I AM BOOKED ON IS ELIGIBLE?

The easiest way to find out is to ask your tour operator or travel agent before you book or travel.

### WHAT GIFT CARDS ARE AVAILABLE?

There are three destination cards available: £20 Belfast City Centre Gift Card; £20 Causeway Coast & Glens Card; £20 Visit Derry Visitor Information Centre Gift Card.

### CAN I CHOOSE WHAT GIFT CARD I RECEIVE?

No. The promoter will decide which Gift Card you will receive based on the destination and itinerary of your tour.

### WILL I GET MY GIFT CARD BEFORE I TRAVEL?

You will receive your Gift Card at your hotel in Northern Ireland either on the day you arrive, or on the morning of the first tour.

### WHERE AND WHEN WILL I GET MY GIFT CARD?

A representative of Tourism Northern Ireland will meet your tour group to hand over the Gift Cards along with details of how and where to spend them. You can check with your driver or tour guide what day and time your group is scheduled to receive your Gift Cards.

### HOW WILL I KNOW WHERE I CAN USE THE GIFT CARD - WILL THE COACH TOUR STOP SO I CAN USE MY GIFT CARD?

Your tour guide or driver will ensure you have time and opportunity to use your Gift Card at least once in the relevant location. Check with your tour guide or driver when and where you will be stopping.

### DO I HAVE TO SPEND THE £20 ALL AT ONCE?

No. You can spend some or all of your Gift Card in each transaction. Any unused balance will remain on the Gift Card until the Card's expiry date. However, depending on the itinerary and schedule of your tour, it may not be possible to stop more than once, so you may not get another opportunity to spend your Gift Card.

### DO I HAVE TO SPEND THE £20 IN JUST ONE PLACE?

No. You can use your Gift Card in as many outlets as you wish within your designated region as long as you have unused credit remaining. However, depending on the itinerary and schedule of your tour, it may not be possible to stop more than once so you may not get another opportunity to spend it.

### CAN I GET CHANGE IF I DON'T SPEND THE FULL VALUE OF THE GIFT CARD?

No change can be given but any unused balance will remain on the Gift Card until the Card's expiry date.

### HOW LONG IS THE GIFT CARD VALID FOR?

Gift Cards are valid for 12 months from date of issue. The date of issue will be indicated on the Card Wallet. Please note that Gift Cards may be issued a few weeks before the date on which they are given to you.

### HOW CAN I CHECK THE BALANCE OF THE GIFT CARD?

You can check the balance of Belfast City Centre Gift Cards and Causeway Coast & Glens Gift Cards by visiting [www.getmybalance.com](http://www.getmybalance.com) or by scanning the QR code on the back of your Gift Card.

You can check the balance of a Visit Derry Visitor Information Centre Gift Card by contacting Visit Derry in person at 1-3 Waterloo Place, Derry~Londonderry, BT48 6BT or by phone 028 7126 7284 or by email [info@visitderry.com](mailto:info@visitderry.com)

### WHERE CAN I SPEND A BELFAST CITY CENTRE GIFT CARD?

You can use your Belfast City Centre Gift Card at over 140 participating retailers including shops, cafes, bars and restaurants so you can grab a bite to eat, find a souvenir to bring home or spend your Gift Card how you like! You'll be given a list of outlets when you get your Gift Card, or you can go to [www.BelfastCityCentreGiftCard.co.uk](http://www.BelfastCityCentreGiftCard.co.uk) for the most up to date listings.

### WHERE CAN I SPEND A CAUSEWAY COAST & GLENS GIFT CARD?

You can use your Causeway Coast & Glens Gift Card at over 220 participating retailers including shops, cafes, bars and restaurants so you can grab a bite to eat, find a souvenir to bring home or spend your Gift Card how you like! You'll be given a list of outlets when you get your Gift Card, or you can go to [www.causewaycoastandglensGiftCard.co.uk](http://www.causewaycoastandglensGiftCard.co.uk) for the most up to date listings.

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### WHERE CAN I SPEND A VISIT DERRY VISITOR CENTRE GIFT CARD?

You can use your Visit Derry Gift Card in the Visit Derry Visitor Information Centre Café or Gift Shop.  
1-3 Waterloo Place, Derry~Londonderry, BT48 6BT. Opening Hours: Mon-Fri 9am-6pm, Sat-Sun 10am-5pm.  
Tel: 028 7126 7284. Email: info@visitderry.com.

### IF I LOSE MY GIFT CARD, IS IT POSSIBLE TO CANCEL IT AND GET A REPLACEMENT?

You should keep your card safe as it is not possible to replace it if it is lost or stolen. It is a good idea to make a note of the 16-digit Card Number from the Gift Card which may allow it to be cancelled.

### I DIDN'T USE MY GIFT CARD WHILE I WAS IN NORTHERN IRELAND. CAN I GET A REFUND?

No refunds are available for Gift Cards that are not used (or for any remaining balances on your Card).  
But your card is valid for 12 months from date of issue, so we hope you'll come back soon  
– and if you come back while your card is still valid, you can use it next time!

### I HAVE A QUERY ABOUT MY GIFT CARD – WHO CAN I CONTACT?

For promotional queries or help with your Gift Card, you can call our helpline Mon-Fri 9am-5pm on 028 9073 0896.

For Belfast City Centre Gift Cards and Causeway Coast & Glens Gift Cards you can also contact the Gift Card Customer Support line on 0121 268 3210.

For Visit Derry Card queries contact or visit: Visit Derry Visitor Information Centre, 1-3 Waterloo Place, Derry~Londonderry, BT48 6BT. Opening Hours: Mon-Fri 9am-6pm, Sat-Sun 10am-5pm. Tel: 028 7126 7284.

### MY GIFT CARD ISN'T WORKING – WHO CAN I CONTACT?

For Belfast City Centre Gift Cards and Causeway Coast & Glens Gift Cards you should contact the Gift Card Customer Support line on 0121 268 3210. You'll need to quote your unique 16-digit Card Number.

For Visit Derry Card queries contact or visit: Visit Derry Visitor Information Centre, 1-3 Waterloo Place, Derry~Londonderry, BT48 6BT. Opening Hours: Mon-Fri 9am-6pm, Sat-Sun 10am-5pm. Tel: 028 7126 7284.

### WHERE CAN I FIND THE FULL TERMS & CONDITIONS FOR THIS OFFER?

You'll find the full terms & conditions at [www.discovernorthernireland.com/Gift-Voucher-Terms](http://www.discovernorthernireland.com/Gift-Voucher-Terms)