

Why are you launching a gift card?

We've introduced our new gift card to cater to our evolving passenger mix at Sydney Airport, and provide a new gifting option to help you surprise and delight family and friends travelling through Sydney Airport.

How do you use the Sydney Airport gift card?

Passengers can take their Sydney Airport gift card to any participating store at Sydney Airport that accepts EFTPOS. To use the gift card, all you need to do is swipe the gift card and select 'Savings' on the EFTPOS terminal. Enter the PIN number on the back of the gift card and press OK.

Please be aware:

- If the total cost of items purchased is greater than the balance of the card, customers will be required to make up the difference with another payment method
- Each retailer can select how they wish to refund customers, if required, based on their in-store systems. There are generally three options, which include:
 - refund via an in-store credit
 - refund with cash
 - refund via customer's own personal credit or debit card
- Please be aware of your Sydney Airport gift card's remaining balance before making a purchase – if the total cost of items purchased is greater than the balance of the card, you will be required to make up the difference with another payment method

When will the gift card be launched?

The Sydney Airport gift card will be available to purchase online from November 2016.

Where can you purchase a Sydney Airport gift card?

Sydney Airport gift cards are available to purchase via the [Sydney Airport website](#)

Where can a Sydney Airport gift card be used?

The Sydney Airport gift card is easy to use and redeemable at Sydney Airport retailers that accept EFTPOS.

Can the gift card be used across all terminals at Sydney Airport?

The Sydney Airport gift card is redeemable at any participating stores where EFTPOS is available, including at the T1 International, T2 and T3 Domestic terminals.

Can it be used in HEINEMANN Tax & Duty Free?

Yes, the Sydney Airport gift card is redeemable at HEINEMANN Tax & Duty Free.

Can it be used to pay for parking?

Not at this stage, however we are exploring the potential to introduce this feature in the future.

How long is the gift card valid for?

The Sydney Airport gift card is valid for a period of 12 months from the issue date, and must be redeemed before the date of expiry.

What denominations of money can be loaded onto the gift card?

Sydney Airport gift cards may be purchased in a range of denominations from AUD \$20 to \$250.

What currencies can be loaded onto the gift card?

Only Australian dollars (AUD).

Is the gift card redeemable for cash?

No, the gift card is not redeemable for cash and cannot be used for the payment of credit or retailer accounts, nor used at ATMs to withdraw cash.

Is there a minimum spend?

No, there's no minimum spend on a gift card.

How can the gift card balance be checked?

Sydney Airport gift card balances and transaction history can be checked by visiting www.givvkiosk.com or calling customer care on 1300 764 721.

Is there a fee charged for using a credit card?

A \$2 fee applies upon issue of each Sydney Airport gift card using card payments.

Is the payment secure?

When purchasing a Sydney Airport gift card a protected lock will be displayed in the URL bar at the top of the payment page, ensuring the payment is secure.

Can gift cards be pre-ordered and sent directly to a nominated address?

The Sydney Airport gift card can be purchased online at www.sydneyairport.com.au and will be sent to your nominated shipping address anywhere in Australia.

Can they be sent internationally?

No, not at this stage, however we are exploring future possibilities.

How much does it cost to get the gift card delivered?

A shipping fee of \$7.95 will apply for regular post and a fee of \$12.95 will apply for registered post. A \$2 activation fee is also charged.

How long does it take for the gift card to be delivered?

Both regular and registered post will ensure the Sydney Airport gift card is delivered in 5-7 business days from the dispatch date. A preferred dispatch date can be provided, however Sydney Airport cannot guarantee same-day dispatch.

Will there be an option to get express delivery?

No, not at this stage, however we are exploring future possibilities.

How can the order be tracked once it has been dispatched?

A tracking number will be sent to your nominated email address once the order has been dispatched.

Can the order be collected from Sydney Airport?

No. Your Sydney Airport gift card will be sent to the nominated shipping address.

Can I use more than one gift card in a purchase?

Please check with the retailer at point of purchase, as acceptance is subject to the policies of the individual retailer.

Can I get my money refunded?

Sydney Airport gift cards are not refundable and should be treated like cash.

Where can I find the PIN, card number and reference number?

Your PIN is the four digit number located on the reverse of your Sydney Airport gift card on the right hand side. Your card number and reference number are also shown on the back of your card. Your gift card number is the 18-digit number and your reference number is the 4-digit number in the middle.

Can I check my gift card transaction history?

Check your Sydney Airport gift transaction history by visiting www.givvkiosk.com or calling customer care on 1300 764 721.

What happens if the gift card doesn't work at point of purchase?

Any Sydney Airport gift card that is damaged or faulty at time of issue will be replaced at no extra cost; please call customer care on 1300 764 72 for assistance.

Each retailer will also have a number of spare gift cards within their tenancies to activate in the event a gift card does not work at the point of purchase.

What happens if the purchase is greater than the balance of the gift card?

If the total cost of items purchased is greater than the balance of the card, you will be required to make up the difference with another payment method.

What happens if the gift card is lost or stolen?

If your gift card is lost or stolen, or you suspect an unauthorised transaction, immediately report this by calling 1300 764 721. We may be able to stop the gift card value being used, but require the card number, original balance and expiry date. GiVV Technologies may replace a faulty, lost or stolen gift card. Any replacement gift card will have the same unused value (at the time of replacement) and original expiry date. You must have the reference number (located on the back of the gift card) and return the damaged card to GiVV Technologies Pty Ltd, 78-82 Wyndham Street, Alexandria NSW 2015.

To make sure you can report a lost or stolen card, make a record of the reference number and keep it separate from your gift card. Gift cards will be void if they are defaced, mutilated, altered or tampered with in any way. We may subject gift cards to verification and security checks in our absolute discretion.

What are the terms of use?

Terms and conditions of use for the Sydney Airport gift card are available [here](#)