Gift Card Terms & Conditions of Use

How to use this Gift Card

All Gift Cards purchased cannot be redeemed for 48 hours after time of purchase to allow for payment processing.

Present this Gift Card at any participating store accepting EFTPOS. You can select any number of gifts up to the value of the card, or above the value – in which case you need to make up the difference with an alternative form of payment. The store will then validate the Gift Card and process your purchase.

For more information, enquire at our Customer Service Desk or call the Help Desk on 1300 764 721 for assistance with your Gift Card.

Terms and Conditions of Use

1. Purchase and or use of this Gift Card constitutes your acceptance of these Gift Card Terms and Conditions of Use.
2. You may be required to provide photo identification that is acceptable to Runaway Bay Centre to verify Gift Card transaction details.
3. A $2.95 (including GST) admin fee applies per card. Additional surcharges for purchasing using American Express and Union pay apply.
4. Customers should treat this Gift Card like cash. Anyone holding the Gift Card can use its value to make purchases.
5. Defaced, mutilated, altered, lost or stolen Gift Cards will not be replaced, refunded or redeemed.
6. Reissue of Gift Cards is not available unless the Gift Card is proven to be faulty or damaged. If you believe that your card is faulty or damaged, visit the Customer Service Desk or call 1300 764 721. In the event that a Gift Card is reissued, the reissued Gift Card will be credited with the funds remaining and will adopt the Expiry Date of the original Gift Card based upon the date of purchase of the original Gift Card.
7. This Gift Card:
    a. Is valid for 36-months from the date of issue. The Issue Date can be found on the back of the Gift Card. The Expiry Date is 36-months from the Issue Date. The Gift Card will be void and may not be redeemed after the Expiry Date
    b. Is redeemable for merchandise or services at participating Runaway Bay Centre stores with EFTPOS facilities. Participating stores are those stores who agree from time to time to accept Runaway Bay Centre Gift Cards. Participating stores change from time to time and you acknowledge that this Gift Card is fit for your purposes
    c. Is not redeemable for cash and cannot be used for payment of credit or retailer accounts
    d. Must be redeemed before expiry date shown on the Gift Card
    e. Cannot be returned for a refund or have any balances consolidated to a new Gift Card
    f. Cannot be reloaded. No further value may be added to it
    g. Is partially redeemable. Within the Gift Card's 36-month validity period, any available balance can be used for multiple purchases at any participating store. However, any unused balance will not be refunded or credited upon expiry

    h. Cannot be used for online purchases

8. It is up to you to use the full value on the Gift Card before expiry date. Unused balance on expiry of this Gift Card will not be refunded or credited. Cash will not be given for any unused balance.
9. If your purchase exceeds the available Gift Card balance, you must make up the difference with another payment method.
10. Each of the participating stores returns policies applies when returning goods purchased with a Runaway Bay Centre Gift Card.
11. To the extent permitted by law, a customer is liable for all transactions on the Gift Card.
12. Check your available balance by calling 1300 764 721 or online at https://www.waivpay.com/balance-check/
13. We reserve the right to change any terms contained in these Terms of Use at any time.
14. Changes to Terms of Use will be available on the Centre website or at the Customer Service Desk.
15. Visit the Customer Service Desk if you have any reason to believe an error has occurred in relation to this card.