

GIFT VOUCHER FAQs.

HOW DO I EXTEND A VOUCHER?

If a guest has contacted you regarding an extension of their voucher, please check the expiry date on GIFTED first.

To extend a voucher, please contact gift.vouchers@harbourhotels.co.uk to request this. You should include the date you need the voucher extended to.

Note – voucher extensions are looked at on a case-by-case basis. Do not agree to an extension before speaking with the team.

CAN I GET COMPLIMENTARY VOUCHER FOR AN OVERNIGHT STAY?

If you want to gift a complimentary overnight stay to a guest due to a complaint, this should be arranged through the hotels GM's and booked by the [reservations team](#).

We are only able to issue complimentary overnight stay vouchers for charity donations (see below on how to get one).

HOW CAN I GET A COMPLIMENTARY VOUCHER?

If you require a complimentary voucher, please send an email to gift.vouchers@harbourhotels.co.uk to request this. A voucher will only be issued with your GM's approval – this should be obtained, in writing, **before** you request the voucher.

In your request, please include the name of the recipient and the reason the voucher is being issued.

Note – We do not offer bespoke vouchers. To view the complimentary vouchers we do offer, [please click here!](#)

CAN I REFUND A VOUCHER?

Customers have a statutory right to cancel their voucher within 14 days after purchase and may receive a full refund (excluding postage charges). After this time, vouchers are non-refundable. To arrange a refund, send an email to gift.vouchers@harbourhotels.co.uk.

CAN THE GUEST USE A SPECIFIC VOUCHER AS A MONETARY VOUCHER?

Absolutely! If the guest doesn't want to use their voucher for what it's actually for (e.g. afternoon tea), they're welcome to use the monetary value towards anything else chargeable in the hotel. You do not need to check with anyone beforehand.

CAN AN EXISTING VOUCHER BE EDITED?

No, vouchers cannot be changed or edited once purchased/issued.

I HAVE A PAYMENT QUERY.

If a guest has a query about a payment, please contact the GIFTED support team directly to resolve this on support@journey.travel

Note – you will need to speak with the GIFTED team yourself. Do not ask the guest to contact GIFTED.

I HAVE A DELIVERY QUERY.

You can check the status and delivery details of vouchers within GIFTED.

- Check a delivery address:
Look up the voucher > Go to “Items” > Here you’ll see the delivery method and address.
- Check the delivery status:
Look up the voucher > Go to “Auditing” > Under History, you’ll see if the voucher has been dispatched or not.
- What is the delivery policy?
You can check the [delivery policy here](#).

If the guest hasn’t received their posted voucher and you’ve checked that the delivery address is correct (under “Items” on the voucher), please contact the GIFTED support team on support@journey.travel and let them know the voucher code or order reference so they can repost the voucher with tracked delivery.

WHY DO WE HAVE A REDEMPTION DELAY?

The redemption delay is a security feature to stop people from fraudulently purchasing a voucher online using someone else’s card, then immediately redeeming it at the property.

CAN I PART-REDEEM A VOUCHER?

No, you are not able to part-redeem a voucher (e.g. if a guest has a £100 voucher, but only wants to use £30) you cannot give any change to the guest and they cannot use the voucher again on another occasion, the full voucher value must be redeemed at one time.

EVENT TICKET FAQs.

HOW DO I VIEW ALL SOLD VOUCHERS FOR MY EVENT AT ONCE?

On Gifted Events, go to Reports. Put in the date your event went live and tomorrow’s date. Select your event under “Voucher”. Then download your report – easy!

HOW CAN I SEE HOW MANY TICKETS ARE AVAILABLE FOR MY EVENT?

Go to the [event ticket store here](#) and click on your event, if you have a maximum ticket number set, it’ll show how many are still available.

CAN I REFUND AN EVENT TICKET?

Customers have a statutory right to cancel their ticket within 14 days after purchase and may receive a full refund. After this time, vouchers are non-refundable. To arrange a refund, send an email to gift.vouchers@harbourhotels.co.uk.

HOW DO I REDEEM MY TICKETS?

On Gifted Events, go to Orders. Put the ticket redemption code in the box and it will come up with all tickets within that order under Items. On the right-hand side, you’ll see the button to redeem each individual voucher.

Note – tickets need to be redeemed on the day of the event, or they will expire!

For full gift voucher T&Cs, [click here!](#)

GIFTED support team: support@journey.travel

If you have any other questions regarding vouchers, please send an email to gift.vouchers@harbourhotels.co.uk

EVENT TICKET PROCESSES.

To have a new event added to GIFTED, contact gift.vouchers@harbourhotels.co.uk

Firstly, make sure you are on the correct GIFTED module.

After logging in, click on the "Manage a Hotel" button and select "Harbour Events".

How to create an order.

1. Open your Dashboard
2. "Create an Order"
3. Filter for your hotel via category. Only hotels with active events tickets will show up here
4. Select the event the guest would like to purchase tickets for
5. Add to basket using the green shopping trolley button. Note - all tickets are set as admission for one person, so you'll need to add multiple tickets for multiple attendees
6. "Checkout"
7. Fill in the billing information with their name, email address and contact number
8. Enter their card details (as they appear on the card)
9. "Place Order"

Events tickets are only deliverable via email. You cannot print or send them by post

Note - you are only able to make a payment through the GIFTED site, you are not able to sell an event ticket using cash or offline card payments. If the guest does not want to provide you with their card to do this, they will need to do it themselves at home/on their mobile.

How to redeem an event ticket on GIFTED.

1. Open your Dashboard
2. "Redeem a Voucher"
3. Use the ticket code to locate the ticket (please include hyphens). If you don't have the code you can search for the order number instead
4. "Items"
5. "Redeem Voucher" (bottom right)
6. In the notes, enter any confirmation number(s) associated with the event
7. "Redeem voucher"

How to redeem an event ticket on Opera.

1. Download (and save!) your event report from Gifted
2. Find your PM room for the event on Opera
3. Go to "Billing"
4. Add the total tickets sold from your report as a payment, use "GIFTED ticket sales" as the reference
Note – make sure to exclude any invalidated/expired vouchers
5. Go to "Post Charge"
6. Post the total charge in window one. Separate your allocations out to the relevant transaction code in a separate window if needed
7. Check out the PM

GIFT VOUCHER PROCESSES.

Firstly, make sure you are on the correct GIFTED module.

After logging in, click on the "Manage a Hotel" button and select "Harbour Gift Vouchers".

How to create an order.

1. Open your Dashboard
2. "Create an Order"
3. Select the category (Eat & Drink, HarSPA etc.) - use the drop down tab to change if you want to filter the options.
Note - bespoke vouchers are not for general sale!
4. Select the voucher(s) the guest would like to purchase
5. Add to basket using the green shopping trolley button
6. "Checkout"
7. Enter a personalised message for the guest
8. Select the delivery method they would prefer. Note - only delivery by email will send the guest an e-voucher, this is not the same as an email confirmation
9. Fill in the billing information with their name, email address (an email confirmation of their order is send to this) and contact number
10. Enter their card details (as they appear on the card)
11. "Place Order"

Note - you are only able to make a payment through the GIFTED site, you are not able to sell a voucher using cash or offline card payments. If the guest does not want to provide you with their card to do this, they will need to do it themselves at home/on their mobile.

How to redeem a voucher on GIFTED.

1. Open your Dashboard
2. "Redeem a Voucher"
3. Use the voucher code to locate the voucher (please include hyphens). If you don't have the voucher code you can search for the order number instead
4. "Items"
5. "Redeem Voucher" (bottom right)
6. In the notes, enter any confirmation number(s) associated with the booking
7. "Redeem voucher"

Note - you are not able to part redeem a voucher (e.g. if a guest has a £100 voucher, but only wants to use £30, you cannot give any change to the guest and they cannot use the voucher again on another occasion, the full voucher value must be redeemed at one time).

How to redeem a voucher on Opera (for overnight stays).

1. Enter the guests details as normal when making a booking
2. Under payment information, change the Method to "VOU – Voucher Payment" or "SKVOU - SK Chase Voucher" (depending on your property). Note - you should only take the guests card details in a separate window if the voucher doesn't cover the complete cost of the stay
3. Edit Stay Details and enter the voucher number in the vch No./PO box

Note - monetary vouchers for overnight stays should only be redeemed at time of booking if the guest is booking a pre-paid rate. For flexible rates, vouchers should be redeemed on check in.

How to redeem a voucher for HarSPA.

OPERA

1. Open a PM room with payment allocated to "voucher payment" (this should be opened and closed each day)

PREMIER SPA

2. Charge the value of the voucher to the PM room created for SPA VOUCHERS

OPERA

3. Go into Billing for the PM room created
4. There will be the charges charged from Premier Spa
5. Post payment as "voucher payment" - in the reference and supplement, add the voucher code
6. Post
7. This will then £0 the amount posted from premier spa

How to redeem a voucher for Quadranet.

QUADRANET:

1. Open the guests bill and go to Payment
2. Select the Unpaid tab
3. Select Voucher and Amount Tendered, enter the cash value of the voucher
4. If needed, enter additional payments if the voucher does not cover the cost of the total bill
5. Attach the payment receipts to the vouchers and give them to the Host/Reception team for them to redeem on Gifted at the end of the night

Night Audit.

Each evening during Night Audit, the following reports should be ran and checked against each other to ensure all vouchers have been redeemed for the day.

Opera - FIN63 report, filtering by transaction code.

Gifted - Redeemed report for that day, filtering by "Redeemed By".