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| **Procedure Context:**  |
| Related Policy: | **NA** |
| Forms, record keeping or other organisational documents | * PR DSP08-050 Pay It Forward City Mission Gift Card Procedures
* Pay it Forward Gift Cards
* VEND Point Of Sale Software System
 |
| **Version:****01** | **Date Approved:** **15/11/2018** | **Approved by:** **P. Freak** | **Date for Review:** **15/11/2021** | **Location:** **See below** |

1. **General**
	1. Pay it Forward City Mission Gift Cards (Gift Cards) are available for purchase at all City Mission shops and resale outlets for any amount of ten (10) dollars or above. Until purchased and validated through the VEND Point of Sale system, Gift Cards have no monetary value attached to them.
	2. Gift Cards may be redeemed by presenting at any Launceston City Mission operated business such as [retail shops](https://www.citymission.org.au/support-us/social-enterprises) and [client services](https://www.citymission.org.au/find-a-service). They may also be used as an alternate method of donating to City Mission.
	3. Use of Gift Cards at locations other than retail venues will require prior arrangement being made within business hours.
	4. Gift Cards cannot be redeemed for cash or replaced if lost or stolen.
	5. Gift Cards have an expiration date which is 3 years from the date of issue.
2. **Specific Conditions**
	1. A separate contract is created between the purchaser and the applicable Launceston City Mission entity on these terms and conditions for each gift card held. Launceston City Mission may, in its complete discretion, refuse to sell Gift Cards to any person at any time for any reason. Purchasing or using the Gift Card means that you accept the terms and conditions of this agreement.
	2. If the purchaser lets another person use their gift card, they must tell them that they will be bound by these terms and conditions. Tasmanian law applies to this agreement. By entering into this agreement, purchasers unconditionally submit to the jurisdiction of the courts of Tasmania.
	3. Gift Cards may be used to purchase goods or services at participating Launceston City Mission shops and services with functioning “EFTPOS” facilities where the Gift Card has enough unused value to make the purchase. A list of shops and services is available online at Launceston City Mission website ([www.citymission.org.au](file:///%5C%5CLCM-DC1%5CDATA_Drive%5CSHARED%5CPolicyProcedures%5CSection%208%20Direct%20Service%20Practice%20%28Social%20Enterprise%29%5CAll%20DRAFTS%20-%20Not%20in%20use%5Cwww.citymission.org.au))
	4. Gift Cards cannot be redeemed for cash, reloaded, returned for a refund or have their balances consolidated to a new Gift Card. LCM may, at its sole discretion, elect to cancel a Gift Card or block such a transaction if attempted. Gift Cards are not legal tender, account cards, credit or debit cards or securities.
	5. Gift Cards must be kept securely and treated as carefully as would be appropriate for cash. Anyone holding the Gift Card may use its value to make purchases. If a Gift Card is lost or stolen, or an unauthorised transaction is suspected, this should be immediately reported by telephoning 03 6343 2115 (during Launceston business hours).
	6. Replacement of faulty Gift Cards may be obtained via application to the office of the Youngtown City Mission shop, 351 Hobart Road Launceston (03 6343 2115) during business hours together with the original receipt and reference number (located on the back of the Gift Card). Therefore, it is suggested that Gift Card holders record the reference number and keep this separate from the receipt. The replacement Gift Card will have the same unused value (at the time of replacement) and expiry date as the original card. Gift Cards will be void if they are defaced, mutilated, altered or tampered with in any way. LCM may decide to subject Gift Cards to verification and security checks at its absolute discretion.
	7. LCM may cancel any Gift Card, or the Gift Card scheme, for any reason at any time without notice. If so, LCM will at its absolute discretion, either provide a refund or a replacement Gift Card of equivalent value unless reasonable suspicion of fraud in relation to a Gift Card is suspected.
	8. LCM may vary these conditions from time to time (including to introduce fees if necessary) by publishing a notice in a newspaper circulating throughout Tasmania at least 30 days before the change. The current version of these conditions is available through our contact channels.
	9. After a Gift Card has expired, it becomes invalid and all subsequent transactions will be declined. Unused value will not be refunded and will become the property of Launceston City Mission.
3. **Feedback**
	1. Feedback in relation to the Gift Card may be raised through any of LCM’s contact channels: telephone 03 6343 2115 or any Launceston City Mission Shop or resale outlet during business hours, or online at [www.citymission.org.au](http://www.citymission.org.au).
	2. Compliments and Complaints will be handled in accordance with LCM’s Compliments and Complaints policy (DSP08-008).