

## Isles of Fleet Retreat - Gift Vouchers – Full Terms & Conditions

These terms apply to all gift vouchers purchased for use at Isles of Fleet Retreat.

- **1. Validity**
  - Gift vouchers are valid for **12 months** from the date of purchase.
  - The expiry date is shown on the voucher and cannot be extended.
- **2. Booking & Availability**
  - All bookings using a voucher are **subject to availability**.
  - Vouchers must be **declared and redeemed at the time of booking**.
  - Advance booking is required.
- **3. Redemption Value**
  - Vouchers may be used as full or part payment towards any stay.
  - If the voucher value does not cover the full booking cost, the remaining balance must be paid at the time of booking.
- **4. Non-Refundable & Non-Exchangeable**
  - Vouchers are **non-refundable, non-transferable, and cannot be exchanged** for cash or credit.
  - No change can be given for unused value.
- **5. Cancellations**
  - Standard cancellation terms apply to all voucher bookings.
  - If a booking is cancelled or the guest fails to arrive, the voucher will be marked as **redeemed**.
- **6. Unique Code**
  - Vouchers contain a unique code which must be provided at the time of booking.
  - Lost or stolen vouchers cannot be replaced.
- **7. Restrictions**
  - Vouchers cannot be used in conjunction with other promotions unless specifically stated.
  - Monetary vouchers can be used for any available stay unless marked for a specific package.
- **8. Minimum Stay Requirements**
  - Minimum stay rules apply.
  - If a longer stay is required for selected dates, the guest must pay the difference.
- **9. Use in Full**
  - Vouchers must be redeemed **in one transaction**. No remaining balance is carried forward.
- **10. Amendments**
  - Isles of Fleet Retreat reserves the right to amend these terms at any time.