

# SPAFINDER

## HOW TO REDEEM

### SpaChoice Gift Cards & eGifts

If the customer presents a new SpaChoice Gift Card or eGift Voucher, please **accept as credit card payment**. Cards and eGift Vouchers can be used in part or in full payment, and **validity must be checked prior to treatment**.

#### REDEEM PHYSICAL CARD

- Key the Gift Card amount into the PDQ machine
- Swipe the card as a VISA credit card through the PDQ machine
- If machine asks for customer signature, simply click 'yes'
- Transaction is approved!
- Provide customer with the receipt

If transaction fails, see reverse

#### REDEEM eGIFT VOUCHER

- Key the eGift Voucher amount into the PDQ machine
- Manually key in the details on the eGift Voucher into the PDQ machine
- If machine asks for customer signature, simply click 'yes'
- Transaction is approved!
- Provide customer with the receipt

If transaction fails, see reverse

### Spafinder Legacy Cards & Vouchers

If the customer presents a Spafinder legacy card or voucher, please accept as a credit voucher. Cards and vouchers can only be redeemed for the full amount, and **validity must be checked prior to treatment**.

#### REDEEM ONLINE

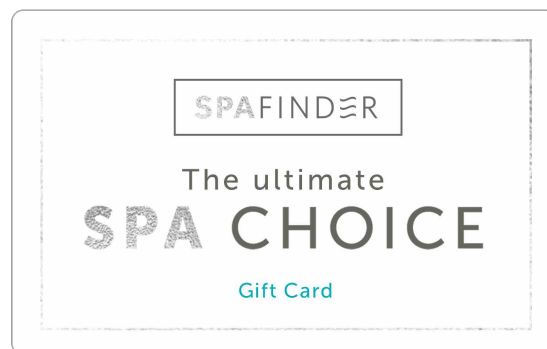
- Login to your account at [www.spafinder.co.uk/redeem](http://www.spafinder.co.uk/redeem)
- Enter your username and password
- Enter Spafinder Card or eGift Voucher number and face value

#### REDEEM BY PHONE

- Call free on 0800 046 1373 or +1 801 503 0642 outside the UK (charges apply)
- Enter your SPA ID #
- Enter Spafinder Card or eGift Voucher number and face value

Spafinder Vouchers are available in different denominations (£, \$ or €), please redeem the card as usual, exchange rates apply and vary on a daily basis.

There are many more themed designs in circulation, if you are unsure a legacy card or voucher is valid please contact us to check.



HAVE YOU CHECKED  
THE BALANCE?

Double check the balance on  
day of booking and day of  
treatment at [spafinder.co.uk](http://spafinder.co.uk)



## Redemption FAQs

If your card got declined, please make sure you have checked the following:

### 1. Are you using the correct redemption process?

Check if you're processing the Spa Choice Gift Card or eGift via the PDQ as a credit card or the Spafinder Legacy cards via the online redemption portal or phone. Using the wrong process will cause the transaction to decline.

### 2. Is the card valid and active?

You can check whether the card is valid and active via [www.spafinder.co.uk](http://www.spafinder.co.uk)  
OR via phone +44 (0) 345 850 0402.

If the card is inactive, please do not accept the card for payment and advise the customer to contact us directly.

### 3. Does the card have sufficient balance?

If the transaction value is higher than the card's balance, the transaction will decline.  
First, check the card's balance online via [www.spafinder.co.uk](http://www.spafinder.co.uk)  
OR via phone +44 (0) 345 850 0402.

If the card's balance is not sufficient to cover the bill, please perform a split payment.

### 4. How do I split payment?

First, redeem the card for the full amount by following the correct redemption steps overleaf.  
Then, have the customer pay the rest of the bill with another card or cash.

### 5. Still declining?

If the card is active, has balance and you are using the right process, please contact our Customer Service on +44 (0) 345 850 0402 quoting your Spa ID and the card details.