

VOUCHER/GIFT CARD TERMS

All non-promotional vouchers/gift cards are purchased at their full face value in order to be valid.

The Buccleuch Arms reserve the right to refuse redemption of vouchers if they believe that the vouchers have been obtained by fraudulent means.

Vouchers/gift cards are redeemable for stays at The Buccleuch Arms Hotel when booking online or by telephone.

Each voucher/gift card can only be used once.

When using a voucher/gift card, the balance is payable on checkout

The voucher/gift card can only be redeemed against the reason for which it was purchased

Vouchers/gift cards are valid for 12 months after purchase. Bookings must be made within this time, but stays can be taken outside of the 12 month period.

Any outstanding credit can be held for the customer until the voucher/gift card is used or the expiry date is reached.

The Buccleuch Arms reserves the right to decline to accept vouchers/gift cards where, in its opinion, a voucher/gift card is invalid for the booking being made.

Vouchers/gift cards cannot be exchanged for cash

Lost or misplaced vouchers/gift cards may be replaced subject to submission of proof of purchase, and the purchaser's confirmation of the voucher's/gift card's intended recipient.