



## **Go Anywhere Gift Card Vouchers - Frequently Asked Questions**

### **How do I redeem a gift voucher?**

To redeem a gift voucher, login in to [irelandhotels.com](http://irelandhotels.com) using your username and password and choose the Accept Payment option via the Promo-Pay Cloud Terminal (PCT).

### **What do I do if I redeem the incorrect amount?**

On the PCT there is a Refund option which allows you a 15-minute window to rectify the error. Please have the authorisation code to hand for this transaction (You would have received this by email when you did the initial redemption) and choose the Refund Payment option. Outside of this window any refunds will have to be processed by the IHF team. Contact [support@ihf.ie](mailto:support@ihf.ie) for assistance.

### **Can I check a balance on a Gift Voucher?**

Yes, in the PCT there is a Check Balance option. You can also check a gift voucher balance on the balance check facility on the Irelandhotels.com website [HERE](#). When checking the 8- or 9-character code please ensure that there are no dashes or spaces between the characters.

### **How will the booking come into the property?**

The customer is encouraged to book their stay through [irelandhotels.com](http://irelandhotels.com) which has a direct link to your property. The booking will come through your own booking engine.

### **How will I know if a booking is using an Irelandhotels.com gift voucher?**

You will not know this information unless the customer has advised it on the comments section of their online booking. (The comments section is not a mandatory field). We encourage a guest to advise the property they are using a Go Anywhere Gift Card when making the booking or ahead of arrival at the property.

### **What is the commission on an Irelandhotels.com gift voucher?**

The commission is 10% + 23% VAT on the amount redeemed.



**How is the property re-imbursed for the redeemed vouchers?**

A voucher redemption run is made bi-monthly, at the middle and the end of the month. All vouchers uploaded on the portal since the last redemption run will be included. The amount will be net of the commission which is 10% + 23% VAT\*. IHF will pay this amount to the property by EFT, with monies generally received within 15 working days of the card value being redeemed. The IHF will issue a remittance advice to the property.

\*E.G. If the amount redeemed is €100, the commission is €10 + 23% VAT. The net value to the property is €87.70.

**How do I get remittance advice for payments and invoices for commissions deducted?**

They are sent bi-monthly. If you wish to receive them directly on a bi-monthly basis, please get in touch [Cassandra.haupt@ihf.ie](mailto:Cassandra.haupt@ihf.ie) or email [info@ihf.ie](mailto:info@ihf.ie)

**Can the vouchers be redeemed against other services in the property e.g., Restaurant, bar?**

Yes, once the customer has charged these additional services to their room bill.

**Can the vouchers be redeemed against other services in the property without an overnight stay booked.**

This is purely at the discretion of the property if they wish to accept the gift voucher towards other services.

**How can I check that the transactions I have done on the PCT are correct with the details on the property's PMS?**

Each night a daily reconciliation report will be sent to a designated email address or a group of emails.

**There has been a power cut in the property, and we cannot access the PCT to check a balance, what can we do?**

There is an app version of PCT which can be easily downloaded onto a mobile phone, so therefore the voucher can be redeemed via the phone [HERE](#)



**Can vouchers be purchased at the property?**

No, not currently. Please direct customers onto [irelandhotels.com](https://irelandhotels.com) to purchase a voucher.

**Can multiple vouchers be purchased online?**

Yes, Companies can purchase multiple vouchers by individually adding vouchers to their cart. We also have a dedicated section on the irelandhotels.com website for larger corporate orders [HERE](#)

**Can a customer use a voucher when they have just purchased it?**

No, the voucher cannot be redeemed until 5 days from date of purchase.

**What do I do if a card is expired?**

Please run a balance check first, as the expiry date may have been extended. If no value appears please contact the IHF office at [info@ihf.ie](mailto:info@ihf.ie)

**Can customers still make a booking for a property through irelandhotels.com without a gift voucher?**

Yes, customer can make a booking by clicking on the property they require, and this will bring them straight into the property's own website.

**I can't remember my password for the industry login page on irelandhotels.com?**

There is a "forgot password" section on the page and this will allow you to reset your password. If the issue still persists, please contact [info@ihf.ie](mailto:info@ihf.ie) to request a password reset link.

**How can I add new users to the profile on PCT Administration for redemptions?**

You can contact [info@ihf.ie](mailto:info@ihf.ie) to add new users or remove old users from the profile.



**Can previously sold gift vouchers be redeemed on the new system?**

Yes, the new system will accept all vouchers including vouchers from the old system. There is an expiry date on the gift cards. If a guest is using a voucher that has expired, the card will fail to register on the redemption portal. Please ask the guest to contact the Irelandhotels.com customer care support team to check on the card status. Gift card expiry dates where extendable can only be done by the IHF team during normal business hours.

**Can the gift vouchers be topped up?**

No, Currently the gift vouchers cannot be topped up however the technology exists to allow topping up, this is something that may be introduced in the future.

**Can a guest book with the property by inputting their gift voucher details directly via the property's booking engine?**

This facility is not currently available.

**How do I maximize the Irelandhotels.com Go Anywhere Gift Card business for my property? How can we increase sales and get more redemptions to my property?**

- Promote that you are a member and accept the Go Anywhere Gift Card.
- Add the branded digital badge on your website.
- Update your listing on website.
- Add a landing page on your own website specific to your property redemption process.
- Engage with us on social media.
- Send us news and updates for travel blog and media features.
- Host influencers and media.
- Submit prizes to industry prize bank for marketing opportunities.

**How do I update my property profile on the Irelandhotels.com website?**

Send any profile update requests to [info@ihf.ie](mailto:info@ihf.ie) or [info@joconnellmarketing.com](mailto:info@joconnellmarketing.com)



**Is there support on weekends and a number that our front desk team can call for assistance?**

Yes, there is support 7 days a week from 8 am to 8 pm by phone or email from our Customer Care Team. They can be reached by emailing [support@irelandhotels.com](mailto:support@irelandhotels.com). For calls within Ireland, dial 1800 87 67 69 and for international calls, dial +353 1 902 0091. The IHF office is available for all queries including accounts queries or website updates during normal business hours.

**What happens if there is an issue with a gift card with a guest checking in outside IHF office hours?**

Should the issue occur at a time that is outside IHF normal office hours i.e., a Friday evening, weekend, or bank holiday, we would advise that you do a balance check on the Irelandhotels.com website or call our customer support centre and ask them to check the balance on the card.

If a balance credit can be established and the code is still failing to redeem on the redemption portal, we would suggest that the guest should be advised that the voucher can still be honoured by the property as a credit against their stay and if there are any issues outstanding to advise our support centre and these can be resolved on the next working day by a IHF manager.

If a question over the credit balance on the voucher remains, we would suggest advising the guest that they can contact our support centre to register the issue and a manager will follow up on the next working day to resolve.

**I can't remember my password for the industry login page on irelandhotels.com?**

There is a 'forgot password' section on the page and this will allow you to reset your password.

**What happens if the booking comes via an OTA website?**

We encourage customers to book via irelandhotels.com. It is up to you if you wish to accept this booking, but please be aware that you will be paying the OTA commission on the booking.

**Updated:** 21<sup>st</sup> April 2023