

Terms & Conditions (In Store Gift Voucher)

1. Leisure & Adventure Purchased Gift Vouchers are redeemable at all Leisure & Adventure retail stores and may also be used towards purchases made through the Leisure & Adventure online store.
2. For online purchases, the named recipient must contact Leisure & Adventure directly before completing or paying for the online order. The Leisure & Adventure team will assist with the voucher verification and redemption process.
3. A Gift Voucher cannot be retrospectively applied to an online order that has already been completed or paid for unless Leisure & Adventure expressly approves this.
4. Each Gift Voucher is issued to a specific named recipient and may only be redeemed by the person whose name appears on the voucher.
5. Leisure & Adventure may request valid identification or any other reasonable information required to verify the identity of the named recipient before accepting the Gift Voucher.
6. Gift Vouchers are non-transferable. They may not be sold, resold, gifted to another person, assigned, exchanged between individuals or otherwise transferred from the named recipient.
7. Only one Leisure & Adventure Gift Voucher may be used per transaction, order, invoice or purchase.
8. Multiple Gift Vouchers may not be combined, consolidated or used together towards the same purchase, whether the transaction takes place in-store or online.
9. A Gift Voucher may be used as full or part payment for an eligible purchase.
10. Where the total purchase amount exceeds the available value of the Gift Voucher, the named recipient must pay the outstanding balance using another payment method accepted by Leisure & Adventure.
11. Where the value of the purchase is less than the available balance on the Gift Voucher, the remaining balance will remain available for future purchases by the named recipient during the applicable validity period.
12. No cash change will be provided where the value of the purchase is less than the balance available on the Gift Voucher.
13. Purchased Gift Vouchers are valid for three (3) years from the date of issue.
14. The date of issue reflected on Leisure & Adventure's records will be regarded as the commencement date of the Gift Voucher's validity period.
15. Any remaining balance must be used within the applicable validity period.
16. Gift Vouchers cannot be exchanged or redeemed for cash.
17. Gift Vouchers cannot be used to purchase another Leisure & Adventure Gift Voucher, Sponsored Voucher, Promotional Voucher or any other form of store credit.
18. A Gift Voucher has no value until it has been successfully issued and, where applicable, activated by Leisure & Adventure.
19. The value recorded against the Gift Voucher in Leisure & Adventure's system will be regarded as the available balance for redemption purposes.
20. The recipient may be required to present the original Gift Voucher, voucher number, barcode, PIN, unique redemption code or other verification information before the voucher can be redeemed.
21. Copies, screenshots, photographs or reproductions of a physical Gift Voucher may be declined where Leisure & Adventure cannot reasonably verify their authenticity.

22. The recipient is responsible for safeguarding the Gift Voucher and any voucher number, barcode, PIN, QR code or other unique redemption information associated with it.
23. Leisure & Adventure will not be held liable for Gift Vouchers that are lost, stolen, misplaced, damaged, destroyed or used without the recipient's authorisation.
24. Lost, stolen or damaged Gift Vouchers will not automatically be replaced.
25. Any request for the replacement of a lost, stolen or damaged Gift Voucher will be considered at Leisure & Adventure's discretion and may require the original proof of purchase, recipient details, voucher details and any other information reasonably required to verify ownership and the remaining balance.
26. Leisure & Adventure will not replace or reinstate any value that has already been redeemed from a Gift Voucher before it was reported as lost, stolen or compromised.
27. If a recipient believes that their Gift Voucher details have been compromised, they must contact Leisure & Adventure as soon as reasonably possible. Reporting a compromised voucher does not guarantee replacement of any value already redeemed.
28. Gift Vouchers may not be reproduced, copied, altered, manipulated, duplicated, counterfeited or otherwise tampered with.
29. Leisure & Adventure reserves the right to refuse, suspend or investigate a Gift Voucher where there is reasonable suspicion of fraud, duplication, tampering, unauthorised use or any discrepancy relating to its issue, value, ownership or redemption.
30. Leisure & Adventure may request proof of purchase or additional verification before accepting a Gift Voucher where its authenticity or ownership cannot immediately be confirmed.
31. A Gift Voucher that has been cancelled, voided, fully redeemed or otherwise legitimately deactivated by Leisure & Adventure cannot be used for further purchases.
32. Products purchased using a Leisure & Adventure Gift Voucher are not eligible for a voluntary cash refund, refund to another payment method or credit back onto the Gift Voucher.
33. Eligible products purchased using a Gift Voucher may be exchanged in accordance with Leisure & Adventure's standard exchange policy.
34. Where an approved exchange is made for a product of a higher value, the customer must pay the difference using another accepted payment method.
35. Where an approved exchange is made for a product of a lower value, no cash refund will be provided for the difference. Any treatment of the remaining value will be handled in accordance with Leisure & Adventure's applicable exchange procedures.
36. Nothing in these Terms & Conditions is intended to exclude any customer remedy that Leisure & Adventure is legally required to provide.
37. Where a purchase made using a Gift Voucher is cancelled before completion, and no goods have been supplied, any voucher value already deducted will be dealt with in accordance with Leisure & Adventure's applicable transaction and cancellation procedures.
38. Gift Vouchers may not be used for fraudulent, unlawful or unauthorised transactions.
39. Any attempt to manipulate the redemption process, voucher value, recipient information, validity period or transaction records may result in the voucher being declined while Leisure & Adventure investigates the matter.
40. Leisure & Adventure is not responsible for delays in online voucher redemption caused by incorrect recipient information, inability to verify the voucher, technical interruptions or failure by the recipient to contact Leisure & Adventure before completing the online purchase.

41. The Gift Voucher remains subject to the product availability, trading conditions and purchase requirements applicable at the Leisure & Adventure store or online store at the time of redemption.
42. A Gift Voucher does not guarantee the availability or reservation of any particular product.
43. Where a specific product is subject to additional purchase, age, licensing, identification or regulatory requirements, the recipient must meet those requirements before the Gift Voucher may be used towards that product.
44. Leisure & Adventure may correct an administrative or technical error relating to a Gift Voucher where the voucher was issued with an incorrect value, recipient details or other information, provided that the correction reflects the legitimate value purchased.
45. The purchaser is responsible for ensuring that the recipient's name and other required information supplied when purchasing the Gift Voucher are correct.
46. A request to amend the named recipient after the Gift Voucher has been issued will be subject to verification and approval by Leisure & Adventure and may require proof of purchase.
47. Purchasing a Gift Voucher does not constitute the purchase or reservation of any Leisure & Adventure product.
48. The Gift Voucher may only be used through official Leisure & Adventure redemption channels.
49. By purchasing, receiving or redeeming a Leisure & Adventure Purchased Gift Voucher, the purchaser and named recipient acknowledge and accept these Terms & Conditions.