



Gift Card FAQs



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Where Can I Use the Eclective Gift Card?

The Eclective Gift Card can be used across a variety of restaurants, bars and cinema venues.

This includes:

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| Angelina’s Restaurant & Deli | Mackenzie’s |
| Captain Americas, Blanchardstown | Mama Yo |
| Doolally | Mary’s Bar |
| Elephant & Castle | Peruke & Periwig |
| Foxhunter | Stella Cinema, Rathmines |
| Isabelle’s | The Grayson |
| John’s Bar | Vintage Cocktail Club |
| Kaldero | Wowburger |

Please note that as of 5th March 2024, we no longer issue vouchers for the following locations as they are not part of the Eclective Group and will not accept cards purchased after this date. Hotels exclusions include The Dean, The Devlin, The Mayson, The Clarence, Glasson Lakehouse, Ladyville, Butler’s Arms, and The Leinster. Restaurant/Bar exclusions include Elephant & Castle The Mayson and The Dean Galway, Tomahawk, Roberta’s, The Giddy Dolphin, Anne’s, and Stella Cinema in The Devlin, Ranelagh.

Any cards purchased prior to the 5th of March 2024 can still be redeemed here, strictly excluding The Leinster.

How do I use a Eclective E-Voucher?

When visiting any Eclective venue, simply show your e-voucher to a member of staff on your phone or printed out when settling your bill. They will scan the QR code and accept the voucher as a form of payment. If there is a remaining balance, it will stay on your voucher for future use.

How long are Eclective Gift Cards valid for?

Eclective Gift Cards are valid for a period of 5 years from the date of purchase. They do not lose any balance if not used during this period.

I ordered a physical Gift Card and it has not arrived?

Gift Cards are only available for postal delivery within Ireland and Northern Ireland. All Orders are delivered via An Post to a nominated residential or business address. Gift Cards cannot be delivered to a PO Box or Locked Bag address.

Please allow 3-5 working days for delivery. During seasonal periods, please allow additional days for delivery.

An Post is sub-contracted to Eclective for carrying out delivery of physical Gift Cards ordered online. Eclective does not guarantee the delivery of the orders within the timeframe specified, as this is dependent on An Post processing times.

My Gift Card was not received by email?

If we send emails where a mailbox is full, a server is down, or firewalls are present, the email may be delayed or may not be delivered. Some workplace email addresses will be subject to firewall restrictions, and some email servers may deliver the voucher to spam/junk folders.

In some instances, email providers can filter e-gift cards or receipt emails into your spam folder or 'promotions' folder.

Please check these folders before contacting us if your voucher has not arrived.

How do I register my Gift Card?

Protect your Gift Card by registering it here. Registering your card allows you to link your details with the card, thereby allowing you to protect the balance should the card be lost or stolen. Don't forget to opt in to hear from us, and we'll also send you regular communications about Gift Card promotions and what's happening across the Eclective Group. You do not need to register your Gift Card in order to use it.

How do I check the balance of my Gift Card?

Visit our Gift Card page here and click on 'Balance'. Enter your card/e-voucher details, and your card balance will appear.

What can I use my Eclective Gift Card for?

Eclective Gift Cards can be used in all Eclective venues.

Eclective Gift Cards cannot be used for deliveries ordered through partners Just Eat, Deliveroo, or UBER Eats. They may be used to pay for takeaway collections when ordered over the phone; please mention on the phone to staff when ordering.

Eclective Gift Cards are no longer part of the Loylap network. If you have purchased an Eclective Gift Card prior to 2019, please contact us to switch it over to our new system. Your card value will not be affected.

Troubleshooting

If the above FAQs did not answer your query, please contact us at gifting@eclective.ie, and we'll be on hand to help. Please note that our gifting email is monitored Monday to Friday, 9 am to 5 pm.



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