

Gift Card FAQs

GIFT CARDS

- [eGift Card](#)
- [Gift Card](#)

Where can I use a Cafe Sydney Gift Card?

Cafe Sydney Gift Cards are accepted at Cafe Sydney restaurant.

Does a gift card expire?

A Cafe Sydney Gift Card expires 36 months (3 years) from the date of issue. The date of issue appears on the back of the card.

How long will a gift card ordered online take to arrive?

We are delighted to let you know our Cafe Sydney Gift Cards are also available in digital form and can be emailed straight after purchase. Please select [eGift Card](#) if you would prefer this option.

All Cafe Sydney Gift Card will be sent via Express Post and may take between 3-5 business days to arrive. You will receive a tracking number with your Shipping Confirmation. Deliveries can only take place within Australia through Australia Post.

What if I do not receive an email with the eGift Card after purchasing?

If you have not selected a custom delivery time and you haven't received your eGift Card via email within 48 hours of making your transaction, please contact our reservations team on [+61 2 92518683](tel:+61292518683) or marketing-admin@cafesydney.com.

We also suggest to always [register](#) after purchasing your eGift Card so we can easily find your lost eGift Card if undelivered. Please also check your junk mail.

Where can I purchase a physical Cafe Sydney Gift Card?

Physical Gift Card can be purchased over the counter at our Cafe Sydney restaurant at Level 5, 31 Alfred Street Sydney NSW 2000 between 10am – 5pm daily.

For what amounts can I purchase a Cafe Sydney Gift Card?

The minimum purchase for Cafe Sydney Gift Card is \$100. The maximum total value of Gift Card per transaction is \$1,000. There is also a maximum of 4 cards per order. If you wish to order a Cafe Sydney Gift Card with a value in excess of \$1,000, or more than 4 cards in one

transaction, please email the gift card team at marketing-admin@cafesydney.com or call [+61 2 9251 8683](tel:+61292518683).

All Gift Card orders exclude shipping and delivery.

How can I pay for a Cafe Sydney Gift Card?

Online and mobile payments can be made by American Express, Union Pay, Visa or Mastercard. When purchasing a Cafe Sydney Gift Card from over the counter at Cafe Sydney restaurant, payment may be made by American Express, Union Pay, Visa, Mastercard, EFTPOS or cash.

Corporate customers should contact the marketing-admin@cafesydney.com or [+61 2 9251 8683](tel:+61292518683).

If you order by email you agree to allow us to complete the requested personal registration and payment details on your behalf. You will still be sent a confirmation email of your order.

We do not accept orders by fax or over the phone.

Can I order a Cafe Sydney Gift Card if I live internationally?

Yes, but you must provide an Australian residential or business delivery address. We do not offer overseas shipping.

If you would prefer to send an [eGift Card](#), we are delighted to let you know our Gift Cards are now digital and can be emailed to yourself or the recipient straight after your purchase. Please select [eGift Card](#) if you would prefer this option.

Can I add more money onto a Cafe Sydney Gift Card?

No. The Cafe Sydney Gift Card can only be loaded with a value once, at the time of purchase.

Can I get my money refunded?

Cafe Sydney Gift Cards are not refundable. You should treat your Gift Card as cash. No change will be given, however, the remaining available balance may be applied to future purchases until the Cafe Sydney Gift Card expires or the balance reaches \$0.

It's important you [register your eGift Card](#) after purchasing any gift card.

How do I activate my Cafe Sydney Gift Card?

Your Cafe Sydney Gift Card will be activated automatically when it is issued by Cafe Sydney. It is ready to use as soon as you receive it, whether by email (eGift Card) or with Express Post (via Australia Post).

Can I buy something that costs more or less than the value on my Cafe Sydney Gift Card?

Your Cafe Sydney Gift Card or eGift Card can be used repeatedly until the value of the card has been used (or the card has expired). For purchases greater than the remaining card balance, Cafe Sydney will accept supplemental forms of payment

Can I withdraw money from my Cafe Sydney Gift Card?

No. The Cafe Sydney Gift Card can be used for making purchases only.

We recommend that you [register your card](#) when purchasing any eGift Card or Gift Card.

Can I redeem Cafe Sydney Gift Cards online or for prepaid events?

No. Cafe Sydney Gift Card can only be used within Cafe Sydney restaurant.

How do I know how much money is left on my Gift Card?

The balance can be checked at any Cafe Sydney venue.

We recommend you [register your Gift card](#) when purchasing any eGift Card or Gift Card.

This will allow you to check your current balance

What do I do if I believe there is a mistake with my gift card balance?

Simply call Cafe Sydney on [+61 2 9251 8683](tel:+61292518683) or email marketing-admin@cafesydney.com including your card number and details of your query.

Is my information safe when I use the Cafe Sydney website to purchase my Cafe Sydney Gift Card?

We take security of your personal information and payment details seriously and our site is secured accordingly. Your information and online credit card transactions are transmitted through a secure connection using Secure Socket Layering (SSL) encryption technology. SSL locks all critical information passed from you to us, such as payment information, in an encrypted envelope, making it almost impossible for this information to be intercepted. You can identify this by looking at the URL “https” the “s” indicates you are in a secure area employing SSL. Your browser may also give you a pop-up message that you are about to enter or leave a secure area. SSL is the system that is used by all reputable e-commerce sites. In the event of unauthorised use of your credit card, you must notify your credit card provider in accordance with its reporting rules and procedures. For more information on our [Privacy Policy](#), visit the link below.

Can I check my Cafe Sydney Gift Card transaction history?

You can check your balance by registering your Gift Card or eGift Card after purchasing.

What do I do if my Cafe Sydney Gift Card is lost, stolen or damaged?

Lost or stolen Cafe Sydney Gift Cards will be replaced if a customer can provide an original receipt and card reference number ([conditions apply](#)) and the card has not been used. Fees apply. Damaged gift cards will be replaced upon presentation of the damaged card. Please email marketing-admin@cafesydney.com with details if you require assistance.

What will I do if my Cafe Sydney Gift Card hasn't arrived within the specified time following the order?

If your delivery hasn't arrived within 7 working days, please email marketing-admin@cafesydney.com mentioning your order ID and we will investigate.

My order has not arrived as expected, what should I do?

Please email marketing-admin@cafesydney.com or call us on [+61 2 9251 8683](tel:+61292518683) so we can assist you further.

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