

## **ELEPHANT BAR GIFT CARD**

- PLEASE TREAT GIFT CARDS LIKE CASH.
- Elephant Bar® Restaurant Gift Cards may only be used for purchases at Elephant Bar Restaurants.
- Cards can be reloaded and balances checked at any Elephant Bar Restaurant location or on the website.
- The card is not redeemable or exchangeable for cash, check, or credit, except as required by law as certain states provide limited cash redemption rights.
- It cannot be applied as payment to any account.
- The value of the card will not be replaced if lost, stolen, or damaged.
- The card does not expire and is valid until redeemed.
- Purchase or use of this card constitutes acceptance of these terms and conditions.

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## **PROMOTIONAL DINING CARD**

- Elephant Bar® Restaurant Promotional Dining Cards may only be used for making food and non-alcoholic purchases at Elephant Bar Restaurants.
- It is not valid with any Safari V.I.P. Card or Senior V.I.P. Card or any other discounts or special offers.
- Card balances can be checked at any Elephant Bar Restaurant location or on the website.
- Except as required by law, this card is not redeemable or exchangeable for cash, check, or credit.
- It cannot be applied as payment to any account.
- The value of this card will not be replaced if lost, stolen, or damaged.
- Use of the card constitutes acceptance of these terms and conditions.

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## **COSTCO GIFT CARD**

- PLEASE TREAT GIFT CARDS LIKE CASH.
- Elephant Bar® Restaurant Gift Cards may only be used for purchases at Elephant Bar Restaurants.
- It cannot be used in conjunction with any other coupons, promotions, discounts or catered events, this includes Safari V.I.P. Card, Senior V.I.P. Card, or Promotional Dining Card.
- Cards can be reloaded and balances checked at any Elephant Bar Restaurant location or on the website.
- The card is not redeemable or exchangeable for cash, check, or credit, except as required by law as certain states provide limited cash redemption rights.

- It cannot be applied as payment to any account.
- The value of the card will not be replaced if lost, stolen, or damaged.
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## **SAFARI PROMOTIONAL VIP CARD**

- Safari Promotional VIP Cards are valid for a 15% discount on food purchases at the following select Elephant Bar Restaurants locations during lunch and dinner.

Chandler, Irvine, La Mirada, Oklahoma City, Palm Desert, Peoria, Phoenix, Rancho Bernardo, Santa Barbara & Simi Valley

- All other restaurant locations, the 15% discount is valid during lunch only (or until 4PM).
- Discount does not apply to the purchase of beverages or alcoholic beverages.
- Not valid with Senior Explorer VIP Card, Costco Gift Card, kid's menu, lunch specials, happy hour, holiday brunches, banquets, party platters, delivery, gift card purchases and cannot be combined with other offers.
- Offer good up to 8 persons per party.
- Not valid on Valentine's Day, Easter, Mother's Day, Father's Day or New Year's Eve.
- The Elephant Bar® Restaurant reserves the right to cancel or alter this program's benefits without notice.
- Use of this card constitutes acceptance of these terms and conditions.

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## **SENIOR EXPLORER PROMOTIONAL VIP CARD**

- Senior Explorer VIP Cards are valid for 20% off food purchases at any Elephant Bar® Restaurant.
- It is not valid toward any purchases for those under the age of 60.
- Discount does not apply to the purchase of beverages or alcoholic beverages.
- Not valid with Safari VIP Card, Costco Gift Card, kid's menu, lunch specials, happy hour, holiday brunches, banquets, party platters, delivery, gift card purchases and cannot be combined with other offers.
- Not valid on Valentine's Day, Easter, Mother's Day, Father's Day or New Year's Eve.
- The Elephant Bar Restaurant reserves the right to cancel or alter this program's benefits without notice.
- Use of this card constitutes acceptance of these terms and conditions.

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## **GIFT CARD AND PROMOTIONAL DINING CARD FAQs**

### **How can I purchase Elephant Bar® Restaurant Gift Cards?**

You may purchase Elephant Bar Restaurant Gift Cards at any Elephant Bar Restaurant location or securely online at our website [WWW.ELEPHANTBAR.COM](http://WWW.ELEPHANTBAR.COM).

### **Is it safe to use my credit card on your Website for Gift Card purchases?**

YES. It is a top priority of ours to keep your information secure and safe. Credit card information for online orders through our website is transmitted to our secure server. Please look for the lock icon on your browser screen.

### **What denominations are available for purchase?**

Elephant Bar Restaurant Gift Cards are available in \$5 increments from \$5 to \$500.

### **What forms of payment do you accept?**

For purchases on our website, we accept Visa, MasterCard, and Discover Card. At any of our locations, we accept cash in addition to the credit cards listed above.

### **Can I purchase a Gift Card and have it mailed directly to someone?**

For purchases on our website we offer direct shipping to anyone with a valid street address or P.O. Box. Some restrictions apply.

**What is the amount of time it takes to receive a Gift Card order purchased on your website?** The shipping time depends on the delivery method you select. Listed below are the shipping options and charges.

There are four shipping options for you to choose from:

(A) Standard Mail (\$2.95)

- Orders can be sent to either a physical street address or a recognizable post office box.
- Orders cannot be tracked using this method of shipping. We recommend using other Express or Overnight delivery options if you require shipment tracking.
- Please allow 7-14 business days for delivery.

(B) 3-Day Express (\$6.95)

(C) 2-Day Express (\$9.95)

(D) Standard Overnight (\$11.95)

- Express and Overnight shipping options require orders to be sent to a physical street address. P.O. Box delivery will not be accepted.
- Express and Overnight shipping options can be tracked. If you believe your order is lost or stolen, our customer service representatives will be happy to assist you.
- Sorry, NO SATURDAY DELIVERY.

Please note:

- The value on the card will not be replaced if it is lost, stolen or destroyed.
- All orders placed after 3:00 PM Eastern Time (Monday through Friday) will be processed and shipped the next business day. Orders placed during the weekend will be processed and shipped on Monday, unless Monday is a holiday.

**Can I purchase several Elephant Bar Restaurant Gift Cards at one time?**

Yes. Multiple Gift Cards may be purchased either on our website or at any Elephant Bar Restaurant location.

**Can I purchase Elephant Bar Restaurant Gift Card(s) on your Website and have it delivered to a local Elephant Bar Restaurant location so I, or the recipient, can pick it up?**

Unfortunately, at this time we do not offer this option.

**I purchased an Elephant Bar Restaurant Gift Card online, but I never received it. Is there a phone number I can call to get help?**

For issues regarding Elephant Bar Restaurant Gift Card purchases made on our website, please call 562-207-6200. Please have your confirmation e-mail or order confirmation number available for reference.

**Does my Elephant Bar Restaurant Gift Card ever expire?**

The Elephant Bar Restaurant Gift Card does NOT have an expiration date and is valid until redeemed.

**Can I reload my Elephant Bar Restaurant Gift Card?**

YES. Just visit any Elephant Bar Restaurant location to add value to your card. Your card can be loaded in increments of \$5 (up to \$500).

**Should I keep my Elephant Bar Restaurant Gift Card even when it has no value?**

YES, you can always reload your card again later. Visit any participating Elephant Bar Restaurant location to reload your card.

**I don't have enough value left on my Elephant Bar Restaurant Gift Card to pay for my entire order. Can I use my Elephant Bar Restaurant Gift Card and another form of payment to pay for my order?**

YES. You can pay for part of your order with the Elephant Bar Restaurant Gift Card and the remainder of the order with an alternate form of payment such as cash or credit card. Payment with an Elephant Bar Restaurant Promotional Dining Card will only apply to food and non-alcoholic purchases.

**What is your policy on personal information?**

Elephant Bar Restaurant will not trade, rent, or sell your personal information. We will also never share your credit card number, email address, or other personal information without your prior authorization.

**Need help or more information?**

If you don't see the answer to your question, contact us at 562-207-6200, Monday through Friday, 8:30am - 5:30pm Pacific Time.