

General terms and conditions and information on Leonardo Hotels gift vouchers

1. How do I order Leonardo Hotels gift vouchers?

Book your gift voucher easily and conveniently by phone: +49 (0) 30 688 322-0 or online: www.leonardo-hotels.de/leonardo-gift-voucher. Please note: The gift vouchers cannot be purchased in the individual Leonardo Hotels

2. What kind of gift vouchers can I order?

Leonardo Hotels offers value vouchers where you can define the desired amount yourself.

3. Is there a minimum amount?

Yes, the gift vouchers are issued from a minimum value of 25.00 euros.

4. How do I receive my gift voucher?

The gift voucher will only be sent digitally by e-mail. Without exception, the gift voucher will only be sent once we have received confirmation of payment.

5. Can the voucher only be redeemed for overnight stays?

With the Leonardo Hotels gift vouchers you can pay for any hotel service in the participating hotels and restaurants, from overnight stays to dinner.

6. Will gift vouchers be replaced?

No, the voucher cannot be replaced or refunded if it is lost.

7. What happens if I do not receive the gift voucher despite payment?

If you have not received the gift voucher within 5 working days after placing your order, please contact Phone: +49 (0) 30 688 322-0 or E-Mail: info@leonardo-hotels.com

8. How long are the gift vouchers valid for?

All gift vouchers are valid for 3 years from the date of issue. The exact date of issue and expiration date is stated on the voucher.

9. Will I receive an invoice for my gift voucher?

Yes, an invoice will be sent to you after you place your gift voucher order. Please transfer the specified amount and include your full name and invoice number when making the payment to the bank details provided on the invoice.

10. How do I redeem the voucher?

Leonardo Hotels gift vouchers can be redeemed for overnight stays in all participating Leonardo Hotels. Reservations must be made in advance with the respective reservations department, stating the name and voucher number. The voucher cannot be redeemed if the reservation was made via a third-party provider such as booking.com.

11. What happens if I do not use my voucher in full at once?

It is not possible to pay out partial amounts or remaining amounts. The voucher loses its validity and a voucher for the remaining amount will be issued by the head office and sent to the e-mail address given when the order was placed.

12. What are the conditions for redeeming gift vouchers?

The gift voucher can be redeemed in all participating Leonardo Hotels in Europe for overnight stays as well as food, drinks and extra services. Cash payments and payment of partial or remaining amounts are not possible. No more than 2 vouchers may be redeemed per reservation. The voucher cannot be replaced if lost. The voucher is valid for three years from the date of issue. Vouchers may not be redeemed for reservations during trade fair periods.

13. In which hotels can the gift voucher be redeemed?

The voucher can be redeemed in all participating hotels of the Leonardo Hotels, Leonardo Royal Hotels, Leonardo Boutique Hotels, Alden, NYX Hotels by Leonardo Hotels and Leonardo Hotels Limited Editions brands in Germany, Austria, Switzerland, Poland, Hungary, Czech Republic, Italy and Spain. The redemption of vouchers in England, the Netherlands and Israel is excluded.

By ordering a Leonardo Hotels voucher, you agree to the terms and conditions.