



## Shenandoah Lodge & Athletic Club eGift Cards Frequently Asked Questions and Terms & Conditions

### **I bought an eGift card. When will it arrive?**

If you completed your eGift card purchase, go ahead and check your inbox - you should receive the email within 5 minutes of transaction. Occasionally emails do get caught in spam or junk mail, so be sure to check those folders if you don't immediately see it in your inbox.

### **Can I purchase a physical gift card?**

Yes! If you'd like a traditional (physical) gift card, please call our team directly at 540.699.3232. Our team will collect your details, personalize your gift card and mail to your recipient's address. Mailed gift cards should be received within 7 business days (excluding holidays).

### **How do your eGift cards work?**

eGift cards are delivered to your inbox or sent via SMS instantly. eGift cards are powered by our partner, Emoney, and work just like cash, redeemable at any of our outlets including REGION'S 117 and THE MARKET PLACE. With no transaction fees, free virtual delivery and no expiration date, recipients have the freedom to enjoy an experience at their leisure.

To redeem, present the eGift card on a mobile device or in a printed format to our team and they'll take it from there. If you don't spend it all right away, your balance remains for your next great purchase experience.

### **Help, I forgot Mom's birthday. I need a gift card right now!**

No problem, we got you covered. eGift cards are delivered to your inbox instantly. Personalize your email, forward it to your recipient and they may begin to use your gift that very same day! You can also send an eGift using SMS, delivering your gift right into the palm of your loved one's hand. Pretty slick, right?

### **I have a question. Who do I ask?**

Reach our team by phone (540.699.3232) and we'll be sure to answer any questions you may have.

### **Terms & Conditions**

*This card is redeemable for merchandise or services at Shenandoah Lodge & Athletic Club. It may not be used to purchase gift cards. This card is not redeemable for cash except where required by law. Treat this card like cash. Lost or stolen cards will not be replaced. All sales of cards are non-refundable and final. This card does not have an expiration date. Unless otherwise disallowed by state law, beginning two years from the date of issue a \$2 per month non-use charge will be made until the balance is depleted. Not for resale. Use of this card constitutes acceptance of Terms and Conditions. For questions or balance inquiry, please call 540.699.3232. 180 Bald Eagle Drive Lake Frederick, VA 22630*