



# FAQs about Zipthru Cards

## What is a Zipthru Card?

The Zipthru Card is a gift card redeemable at participating Chartwells locations in Canada and can be purchased and reloaded online. Your card may be branded with a different name or picture depending on where you purchased the card, but you can always identify the card by the presence of the Zipthru logo.

## How do I use a Zipthru Card?

A dollar value will need to be loaded on each Zipthru Card. Each time you use your Zipthru Card, the amount of your purchase will be deducted from the balance on the card. If your purchase does not exceed the value on the card, the remaining value will remain on the card and can be applied against your next purchase. This amount will be printed at the bottom of your receipt for reference.

## How can I purchase a Zipthru Card?

Visit any participating Chartwells location or purchase a Zipthru e-Certificate online at [www.zipthru-card.ca](http://www.zipthru-card.ca)

## What is a Zipthru e-Certificate?

An e-Certificate is an electronic certificate that is emailed instantly to the email address provided. Once printed, the certificate can be used at any participating Chartwells location like any other gift card.

## I have purchased an e-Certificate, what do I do next?

After purchasing an e-Certificate from [www.zipthru-card.ca](http://www.zipthru-card.ca), a copy will be sent to you via email. Please ensure that you print the full e-Certificate (complete with the e-Certificate number) and take it into a participating Chartwells cafeteria. The manager will exchange it for a plastic Zipthru card, and transfer the balance to the card for continued use.

## Why can I only purchase an e-Certificate online and not a card?

e-Certificates are fast and free! There are no shipping fees or wait times that would otherwise be associated with online card purchases. Anyone can buy or gift a specified dollar amount and send it to be used instantly.

e-Certificate balances should be transferred to a card for repeated use at any participating Chartwells location.

## Does my Zipthru Card or e-Certificate expire?

No. Zipthru Cards and e-Certificates do not expire.

### **Are there any hidden charges or extra fees?**

No. There are no fees or charges associated with the Zipthru Card.

### **Are Zipthru Cards Refundable?**

Zipthru Cards are non-refundable.

### **Are Zipthru Cards reloadable?**

Yes all Zipthru Cards are reloadable.

### **How does reloading work?**

Cards can be reloaded at the register by presenting your Zipthru Card to the cashier, or by visiting your Chartwells Food Service Manager. You can also reload your card online at [www.zipthru-card.ca](http://www.zipthru-card.ca)

There is a minimum reload of \$25 up to a maximum of \$1000 per transaction.

Any existing value on your Zipthru Card will be added to the new amount loaded, and the new balance will be the combined total.

### **Can I set up automatic reloads?**

Yes, for convenience, we offer an auto reload feature. Go to “My Account” “Account Options” and select “Edit Reload Schedules”. Click the “Add Reload” beside the Gift card you wish to set up a schedule for.

### **How do I protect the balance on my card?**

Go to [www.zipthru-card.ca](http://www.zipthru-card.ca) to register your card. If you haven't already created an account you must do this first. Once logged in, Click on “My Account” and then select “Register a New Gift Card”. Registering your Zipthru card will allow you to report the card as lost. Upon notification of a lost card, we will freeze the remaining balance immediately and transfer the balance to a new card.

### **What happens if I lose my Zipthru Card?**

Your Zipthru Card carries cash value and should be treated as such. If you have registered your card online go to [www.zipthru-card.ca](http://www.zipthru-card.ca) to report the card as lost. You will be contacted by your Food Service Manager when a replacement card has been issued and ready for pick up. You may also visit your Food Service Manager to report your card as lost. The same instructions apply for damaged cards.

### **What if my purchase is more than the value on my Zipthru Card?**

The value on your Zipthru Card will be applied against the purchase amount and the remaining balance may be paid by cash, credit card or debit.

### **What if my purchase is less than the value on my Zipthru Card?**

The amount of your purchase will be deducted from the value on your Zipthru Card. The remaining balance will be retained on your card for your next purchase. This balance will be printed on your receipt for your reference.

### **What happens if I forget my Zipthru Card balance?**

You can check your balance online at [www.zipthru-card.ca](http://www.zipthru-card.ca) Balances can also be checked at any participating Chartwells location in Canada.