

The Star Sydney Gift Card Conditions of Use (Terms & Conditions)

This Card is issued by EML Payment Solutions Limited ABN 30 131 436 532, AFSL 404131 (EML) ('we/us/our'). In these conditions 'you' are the Card purchaser or user. Emerchants Payment Solutions Limited ("EPSL") is the issuer of the Card and has authorised The Star Entertainment Group Limited ("The Star Sydney"), to distribute the Card. If you acquire the Card you will have a contract with us.

1. Using the Card, you agree to be bound by these Terms and Conditions. You must give these conditions to the user of the Card if that is not you. The Card remains our property.
2. The Card is an eftpos prepaid gift card. The Card can be used at participating outlets at The Star Sydney for purchasing goods and services wherever eftpos prepaid cards are accepted for electronic transactions. For a full list of participating venues please go to <https://www.star.com.au/shops/giftcards>.
3. The Card is not a credit card and nor is it linked to a deposit account with us. Please be aware some merchants may choose not to accept eftpos prepaid gift cards. The Card cannot be used to make transactions that exceed the available balance. For such a transaction you need to pay the difference by another method if the merchant agrees.
4. This Card is not reloadable. The card will expire as per the terms stipulated on the card back. You can also confirm the expiry date by checking your card balance on through <https://www.star.com.au/shops/giftcards>. At expiry, the remaining available balance will be forfeited. We will not give you any notice before this happens.
5. The Card cannot be used to obtain or redeem cash and cannot be used for making direct debit, recurring, or regular instalment payments. Authorisations may be declined at some merchants. We are not liable in any way when an authorisation is declined for any particular transaction except where the authorisation has been declined because of an act or omission on our part.
6. The Card is like cash and may not be replaced if misused, lost, stolen or damaged. You are responsible for all transactions on the Card, except where there has been fraud or negligence by our staff or agents. If you notice any error relating to the Card, you should notify EML immediately on 1300 739 889 during business hours or alternatively you can send an email to support@emerchants.com.au.
7. If you have a problem with a purchase made with the Card, or a dispute with a merchant, you must deal directly with the merchant involved. If you cannot resolve the dispute with the merchant, you can contact Emerchants immediately on 1300 739 889 during business hours or alternatively you can send an email to support@emerchants.com.au.
8. Any refunds on Card transactions are subject to the policy of the specific merchant. If the Card expires or is revoked before you have spent any funds resulting from a refund (whether or not the original transaction being refunded was made using the Card) then you will have no access to those funds.
9. We may restrict or stop the use of the Card if suspicious activities are noticed.
10. You are responsible for checking your transaction history online and knowing your available balance. You can check this at <https://www.star.com.au/shops/giftcards> or by phoning 1300 739 889 during business hours. If you wish to make a complaint about your Card you can send an email to support@emerchants.com.au.
11. Information will be disclosed to third parties about the Card, or transactions made with the Card, whenever allowed by law, and also where necessary to operate the Card and process transactions. A full privacy policy can be viewed at <http://www.starentertainmentgroup.com.au/privacy-policy>.
12. We reserve the right to change these Terms and Conditions at any time. Any changes to the Terms and Conditions can be viewed at <https://www.star.com.au/shops/giftcards>.