

Thomas Cook Gift Cards terms and conditions:

In these Terms and Conditions:

Gift Card refers to a physical plastic card, generally handed to the recipient or received through the post.

eGift refers to an electronic virtual card, generally received by email.

Where the term **Gift Card** or **Thomas Cook Gift Card** is used in these terms and conditions, it refers to both a Gift Card and an eGift, unless stated otherwise.

“We”, “us” and “our” means TCCT Retail Ltd, trading as Thomas Cook, The co-operative Travel and thomascook.com.

“You” and “Your” means the person who purchases or receives a Gift Card or eGift.

1. Registering your Gift Card:

You are responsible for keeping your Gift Card safe, and should treat it as if it were cash. Lost or stolen Gift Cards cannot be replaced unless you have previously registered the Gift Card with us and you report the loss or theft to us within 24 hours of it occurring. After purchasing your Gift Card, you can register it at thomascook.com/gift-cards.

2. Reporting a lost or stolen Gift Card:

Any loss or theft of a registered Gift Card must be reported to us within 24 hours of the loss/theft occurring. To report a registered Gift Card as lost or stolen please call [0333 003 5784](tel:03330035784) or go to your local Thomas Cook or The Co-Operative travel store. We reserve the right not to replace a Gift Card or reimburse any funds on it if the loss or theft is not reported to us within the stated 24 hour timescale. Any funds remaining on the Gift Card as at the time we receive notification of the loss or theft will be protected and transferred onto a new Gift Card, but we cannot reimburse any sum that has already been deducted from the lost or stolen card prior to the time we are notified.

3. Where to purchase Thomas Cook Gift Cards:

Thomas Cook Gift Cards can be purchased at any Thomas Cook or The Co-operative Travel UK high street travel store, or online via our website at thomascook.com/gift-cards. Online sales of Gift Cards are managed on behalf of Thomas Cook by SVM Global Limited. All Thomas Cook Gift Cards are issued by TCCT Retail Limited.

4. Loading funds onto a Gift Card:

The minimum value that can be loaded onto a Gift Card is £10 and the maximum amount that can be on a Gift Card at any time is £5,000. Gift Cards can be redeemed multiple times up to the value available on the Gift Card at the time of using it to make a payment. Gift Cards are also reloadable and the minimum reload value is £10.

5. Checking the balance on a Gift Card:

If you do not spend the entire balance on your Gift Card, the remaining balance will be updated after each transaction. The balance remaining on your Gift Card can be checked in store, online, or by calling 0333 003 5784. For physical Gift Cards you can also check the balance by scanning the QR code using a QR code reader/scanner app on your smart phone or tablet.

6. Using your Gift Card in a travel store:

Gift Cards can be used at a Thomas Cook or The Co-operative Travel high street travel store in the UK to pay in full or in part for travel products and services, including travel insurance.

7. Using your Gift Card online:

Thomas Cook Gift Cards can be used online at [thomascook.com](https://www.thomascook.com) at the time of making a new booking and to make payments on existing bookings made online, but only when the booking concerned is for a package holiday operated under one of the following brand names: Airtours, Club 18-30, Manos or Thomas Cook. They can also be used to pay for Airtours package holidays on the Airtours website at [airtours.co.uk](https://www.airtours.co.uk).

Important note about online use: Please note that it is not possible to use a Gift Card to pay only part of the amount due at the time of making a new booking for an applicable package holiday online; you must have sufficient funds on your Gift Card to cover the full amount requested when you reach the payment screen, which may be a deposit or the full value of the holiday, otherwise the Gift Card will not be accepted. However, it is possible to use more than one Gift Card to pay all or part of the remaining balance due on an existing applicable holiday booking made online. You will have to make a separate payment with each Gift Card that you wish to use against the balance due on the booking.

8. Using your Gift Card for Thomas Cook Sport packages:

Thomas Cook Gift Cards can be used when you book direct with Thomas Cook Sport by telephone. Please call [01733 224 834](tel:01733224834) to make your Thomas Cook Sport booking and to use your Gift Card as payment either in full or in part, depending on the terms and conditions of the package being booked. Please note that Gift Cards cannot be used to pay for Thomas Cook Sport packages online at [thomascooksport.com](https://www.thomascooksport.com).

9. Excluded Purchases:

It is not possible to use your Gift Card to purchase foreign currency, to carry out money transfers, to purchase any other travel money or financial services product (other than travel insurance), or to purchase another Gift Card. Thomas Cook Gift Cards cannot be exchanged for cash.

10. Expiry date:

Each Gift Card has an expiry date stated on it. **Please note that the balance must be used before the expiry date shown or it will be deducted.**

11. Refunds:

If you have used a Gift Card to pay in full or in part for a travel product, and are due a refund of all or part of the cost of that product (e.g. as a result of cancelling or amending your booking), the refund due will be re-credited to your Gift Card in the first instance, unless the refund amount exceeds the amount that was originally taken from your Gift Card, in which case the remainder will be refunded either to your credit or debit card or in cash, depending on which payment method you used originally.

Please note: Gift Cards are not covered by any scheme of financial protection, including that offered by ABTA.

12. Refusal or cancellation of Gift Cards:

Thomas Cook reserves the right to refuse to accept any Gift Card which has been damaged so as to make it unusable/unreadable, or which we consider has been tampered with in any way or which, in our opinion, is being used to commit any type of fraud.

Thomas Cook reserves the right to cancel any Gift Card if, in our opinion, such action is necessary to prevent any fraud or other potential misuse. This does not affect your legal rights.

13. Limitations on transfer and re-sale:

Thomas Cook Gift Cards cannot be re-sold, or exchanged for cash. They become void if re-sold or transferred for value. Monies on unused Gift Cards cannot be transferred.

14. Card Issuer:

TCCT Retail Limited, registered office: Westpoint, Peterborough Business Park, Lynch Wood, Peterborough, PE2 6FZ, England. Company registration number 7397858.

15. Governing Law

The purchase and use of a Thomas Cook Gift Card is subject to the above terms and conditions, which we may amend at any time without prior notice. These terms and conditions are governed by English Law and any dispute will be subject to the exclusive jurisdiction of the Courts of England and Wales.