

**From:** Jennifer Mullen  
**Sent:** Thursday, 23 February 2012 4:57 PM  
**To:** CCAAC  
**Subject:** Gift cards

We are medical practice so do not offer gift cards.

I have had several negative experiences with gift cards.

- 1) My children have received cards as gift card and lost the money because they did not notice the expiry date. I accept that the cost of the good or service may increase over 12 months however the cash value should be honoured in definitely.
- 2) A day spa would only honour the gift card at the least popular and therefore heavily restricted times excluding the weekend even though the same service was available for that value at any time. The business had the privilege of holding significant customer funds in advance of the service being provided and therefore if anything a discount should apply or a better than standard service.
- 3) If the receiver genuinely does not want the service they should be offered either a cash refund or choice of another service of equal value. Once again I have had an experience of being forced to have a facial that doesn't suit my skin or forfeit the funds (which is what I did).

Warm wishes

Jennifer Mullen