

Questions and answers

Where can I order a DinnerGift Gift voucher?

The DinnerGift Gift voucher can only be ordered online via www.dinnergift.be and, if available, the website of the culinary business or their facebook page.

How can I pay?

Our online payment possibilities are VISA, MasterCard, American Express, or Bancontact.

Does ordering a DinnerGift Gift voucher involve extra costs?

When ordering a DinnerGift Gift voucher, you'll pay a small processing fee depending on the chosen amount of the voucher. This fee includes administration cost, costs to guarantee a safe transaction, VAT, and a possible exchange rate cost.

I would like to order a Gift voucher for professional purposes. Can I receive an invoice?

When ordering the DinnerGift gift voucher(s), you need to fill in the name and VAT number of your company. After the order is completed, you can download the invoice or access it at all times at "My Gift Vouchers". No extra costs are charged.

I'm a foreign company within the EU, can I be exempted from VAT?

If you have a valid VAT number, we can reimburse the Belgian VAT. Please pay the full amount upon checkout, and reply to the email with the order confirmation. The amount for the VAT will be refunded to the credit card you paid with.

How can I receive my gift vouchers?

The electronic version of the gift voucher can immediately be downloaded after the payment and you will also receive this via email. If you've made the order directly on the DinnerGift website, you can access it at all times through "my gift vouchers" on your dashboard.

How can I use the DinnerGift gift voucher ?

The DinnerGift Gift voucher can be used as (partial) payment in the gastronomic business mentioned on the voucher.

The DinnerGift Gift voucher cannot be exchanged for cash, or for a DinnerGift gift voucher of another culinary business.

Do I have to use the full gift voucher in one transaction?

Yes, the full sum of a gift voucher must be used in one transaction. The remaining amount cannot be exchanged for cash.

How long is a gift voucher valid?

The DinnerGift gift voucher mentions an expiration date. It is valid within 12 months of issue date unless explicitly stated otherwise on the gift voucher and gastronomic business page. There is no extension possible.

Is the DinnerGift gift voucher personal?

No. DinnerGift gift vouchers are not linked to a specific name. They can thus be given or passed on to someone else.

Is the value mentioned on the gift voucher?

The gift voucher mentions the value because the beneficiary should know how much can be spend. In case of an arrangement the value is not mentioned.

Do I need to make a reservation?

It's recommended to make a reservation and mention the gift voucher.

Help! I have payed for the gift voucher but haven't received an email. What do I do?

Don't panic! Be sure to check your spam folder first and make sure your mailbox isn't full. If you've made the order directly on the DinnerGift website, you can access your order at all times through "my gift vouchers" on your dashboard. If you are still experiencing problems, or if something went wrong during the payment, please don't hesitate to contact us at hello@dinnergift.be.

If you have any questions, you can contact us at all times at hello@dinnergift.be. We're here to help!
