



All information about the Leonardo Hotels Gift Cards

1. How can I order the Leonardo Hotels gift cards?

Order your gift card easily and comfortably via phone: +49 (0)30 688 322-0 or on our official website: www.leonardo-hotels.com/leonardo-gift-voucher. Please note that the gift cards cannot be directly ordered at the hotels.

2. What kind of gift cards can be ordered?

Leonardo Hotels offers gift cards with different amounts. You can select the desired amount value yourself and use it as preferred.

3. Is there a minimum order value?

Yes, the minimum order value for the gift cards is 25.00 EURO.

4. How do I receive the gift card?

The delivery of the gift card will be done via standard mail. The gift voucher will otherwise be sent by email if you have selected the Print@Home option.

5. How long does the delivery of my order take?

After the receipt of payment, the gift card will be sent out to the mentioned delivery address or per email within 3 working days.

6. Can the gift card only be redeemed for overnight stays?

The gift card can be redeemed for the following hotel services: overnight stay, food & beverage.

7. Could the gift card be replaced?

No, any gift cards lost cannot be replaced.

8. What happens if I do not receive the gift card although I have paid the invoice already?

Please contact us via phone: +49 (0)30 688 322-0 or email: info@leonardo-hotels.com

9. How long are the gift cards valid?

The gift card has a validation of three years. The precise date of issue is mentioned on the gift card.

10. Do I receive an invoice for the gift card?

Yes, after ordering the gift card you will receive an invoice. Please transfer the required amount of money by mentioning your full name and invoice number.

11. How do I redeem the gift card?

The Leonardo Hotels gift cards can be redeemed in all participating Leonardo Hotels in Europe for overnight stays, food & beverages. Reservations have to be made via phone in the hotel where the gift card will be redeemed by mentioning your full name and voucher number.

12. What happens to the remaining amount of money on my gift card if I do not use the full amount at once?

Please note that a cash payment of a partial amount or the remaining amount is not possible.

13. What are the conditions for redeeming the gift card?

The gift card may be redeemed in all participating Leonardo Hotels for overnight stays in Europe, food and beverage. The gift card cannot be exchanged either fully or in part for cash of any amount. Any vouchers lost cannot be replaced. The gift card is valid for 3 years from the date of purchase.

14. In which hotels can the gift card be redeemed?

The gift card can be redeemed in all participating hotels of the brands Leonardo Hotels, Leonardo Royal Hotels, Leonardo Boutique Hotels, Alden, and NYX Hotels by Leonardo Hotels in Germany, Austria, Switzerland, Poland, Hungary, Romania, Czech Republic, Italy and Spain. Please note that Leonardo Hotels in the Netherlands and the UK are currently not included.