

# Gift Card FAQs

- **My recipient did not receive the e-Gift Card. What should I do?**

Please have the recipient check all spam and promotions folders first.

If you need the e-Gift Card re-sent, please email us at

[manager@bastillerestaurant.com](mailto:manager@bastillerestaurant.com)

- **Where can I purchase a Gift Card?**

Online via our website: [Bastille Brasserie & Bar E-Giftcard](#)

By Phone at 703-519-3776

In Person: Bastille Brasserie & Bar | 606 N. Fayette St |

Alexandria VA 22314

- **How do I contact Bastille's team about my order?**

Call Bastille's Management team at [703-519-3776](tel:703-519-3776) or by email at

[reservations@bastillerestaurant.com](mailto:reservations@bastillerestaurant.com)

- **Can one use more than one Gift Card at a time?**

Yes. You may use multiple gift cards to pay for your bill. Please note - a maximum of two (2) gift cards may be used at any one time, and a maximum of \$500 may be applied to final payments of contracted events.

- **Can you replace my physical Bastille Gift Card if it is lost or stolen?**

Please protect your physical Gift Card like cash because it cannot be replaced if lost or stolen. E-Gift Cards can be researched and replaced, unless they have already been used or redeemed in any way.

- **Can I use my e-Gift Card or physical card to pay for private parties?**

Bastille Gift Cards will be accepted for payments of private parties up to \$500. Gift Cards cannot be used towards deposits, but can be used towards final payments.

# Gift Card FAQs continued

- **Will I receive Rewards Points when I purchase Bastille gift cards?**

No, you do not receive rewards points when purchasing a Toast gift card, as these purchases are automatically excluded from the rewards program. However, you can earn rewards points when you use a gift card to pay for purchases, provided the gift card is a Toast-enabled gift card and not a third-party card.

- **Can I use my Bastille e-Gift Card or physical gift cards for Online Ordering?**

Bastille e-Gift Cards and physical cards are valid on any orders placed through our website's online ordering service which is hosted by Toast.

- **Can guests with gift cards find my restaurant on the Local by Toast app?**

Yes! Bastille Brasserie & Bar Gift Cards can be searched for in the Local by Toast app and used there.

- **How do I use my Bastille Gift card for online delivery and pick-up orders?**

Online delivery and pick-up orders must be placed through [bastillerestaurant.com](http://bastillerestaurant.com) or the Local by Toast app in order to use your Bastille E-Gift or Gift Card as payment.

- **I have an old Bastille Brasserie & Bar paper (cash) certificate, can I still use it?**

No, these are not accepted through our online ordering system, although we do encourage you to redeem them when dining in-person..

- **I have an old Bastille Brasserie & Bar paper (cash) certificate, how do I use it?**

Paper certificates must be redeemed in person at Bastille Brasserie & Bar.

# Gift Card FAQs continued

- **What are the provisions of the Bastille Brasserie & Bar Gift Card?**

Please present the e-gift card, paper certificate or physical gift card for food, beverage, tax and gratuity at Bastille Brasserie & Bar. Purchases will be deducted from the e-Gift card, physical card or paper (cash) certificate until the value reaches zero. The E-card, Physical card or paper (cash) certificate cannot be redeemed for cash, except where required by law, and cannot be replaced if lost or stolen. This e-Gift card, physical gift card or paper (cash) certificate is not valid toward diner rewards when used.

- **Types of Certificates | Gift Cards:**

**Complimentary/Donation Certificates:** If your certificate has an expiration date printed on it, it would be at the discretion of the manager if and when to accept it. Please email the manager at [manager@bastillerestaurant.com](mailto:manager@bastillerestaurant.com) with any questions.

**Holiday Bonus Vouchers:** These Vouchers are only valid January 2 - March 31. We do not accept old Holiday Bonuses during this redemption period.

**Paper (Cash) Certificates:** These certificates, dated after 2015, are considered cash and will be honored by Bastille Brasserie & Bar without restrictions. Although these certificates are the precursor to our plastic gift cards, and have no expiration, they will not hold a balance and must be used in full at the time of use.

- **Terms and Conditions**

Le Coq LLC dba. Bastille E-Gift and Physical Cards are valid the same day as purchased. The E-Gift, Physical card or paper (cash) certificate have no maintenance or non-usage fees. Protect them like cash. Le Coq LLC. dba. Bastille Brasserie & Bar is not responsible for gift cards sold on unauthorized sites or secondary markets. Le Coq LLC. dba Bastille Brasserie & Bar reserves the right to refuse a gift card(s) when there is reason to believe that the gift card(s) were obtained fraudulently and without verifiable proof that the transaction occurred through Le Coq LLC dba. Bastille Brasserie & Bar directly.