

**HID**

How It's Done:

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Department:	All Restaurants	Last Updated:	5/26/2016
Subject:	Gift Card Refunds <\$5	HID#:	40

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**PURPOSE**

Comply with Colorado Law which mandates we must refund (in cash) remaining gift card balances of \$5 or less **if a guest requests**. No cash refunds should be given >\$5.

**HOW**

Note that to our knowledge such a request has never been made. So, this should be rare. If a guest does make such a request:

- Use Aloha (or other gift card system if applicable) to check the balance on the gift card
- If the balance is indeed \$5 or less, then proceed
- Write the balance of the card directly onto the card with a Sharpie or other permanent marker
- Put the card in your petty cash bag in exchange for the cash you will use to refund the customer
- Give the customer the cash
- Next time you seek petty cash reimbursement, put this on your petty cash form as a separate line item "Refund GC # \_\_\_\_\_ (fill in full gift card #)" and submit to accounting for reimbursement. Include the gift card with your other receipts.

*Notes for Accounting:*

- *Immediately reduce the balance on the card to zero (location BRF)*
- *Code the petty cash expense line to account 2041 BRF*
- *Dispose of the card*