

Frequently Asked Questions



What are St. David's Gift Cards?

The St. David's Gift Cards are a new gift product that is available as an alternative to gift vouchers. St. David's Gift Cards provide much more flexibility and choice than standard vouchers, as they can be spent at any retailer within St. David's that accepts Maestro.

St. David's Gift Cards may be loaded with your chosen value from £5 up to £1000 per card. They are more flexible than gift vouchers as they may be spent many times at many different retailers until the amount loaded onto the card has been exhausted. They also provide better value than gift vouchers, as the customer will only be charged by the retailer for the exact amount of the transaction and will not be refused change.

Where can I buy a St. David's Shopping Centre Gift Card?

St. David's Gift Cards are available to purchase from the customer information desks in St. David's, located in front of Debenhams or in Grand Arcade.

Where can I use my Gift Card?

You may use your Gift Card at stores in St. David's that accept Maestro. However, there are some stores that are unable to accept the cards, please speak to the customer information desk team for details prior to purchase.

How do I use my Gift Card?

Firstly sign the card on the reverse. When you wish to spend on the card, simply present it to a participating retailer in the same way as any other debit card. The retailer will process the transaction and ask you to sign the debit card receipt. The Gift Card is not a Chip & PIN card and you do not need a PIN. It is always a good idea to check your balance before spending on the card.

Where can I check my balance?

You may check your balance at the customer information desk, online at www.flex-e-card.com or by telephoning customer services on **0870 7307343**.

Please remember to quote the unique passcode that is shown on the receipt supplied with your Gift Card.

What do I do if I lose my Gift Card?

If you lose your Gift Card, please telephone customer services on **0870 7307343**. You will not be responsible for any transactions on the card after notifying customer services.

Do any charges apply?

There is a small cost of £2 charged in addition to the value loaded onto the cards. No further charges are applied to the Gift Card account. However, the Gift Card expires 12 months after issue. The exact expiry date of your Gift Card is shown on the receipt supplied with your Gift Card and the Card will not be valid for use after that date.

Where can I find further information?

For further information please visit either of the customer information desks in St. David's or telephone Customer Services on **0870 7307343**.

For all corporate sales please contact cathy.clifton@landsecurities.com