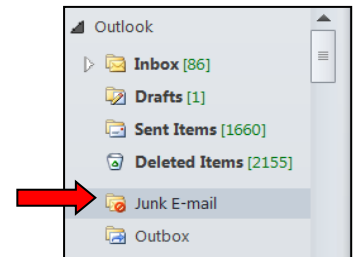


Sydney Harbour Gift Certificates Help

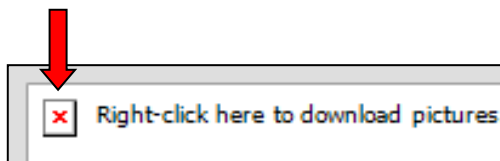
My Gift Certificate has not arrived

- Gift Certificates purchased online are sent by email
- Certificates are sent to the email address entered on the Order page, not the payment form
- If your certificate has not arrived by email within 30 minutes
 - Please check your internet/email connection
 - Your computer may have a high filter setting and our email may have been redirected to your "Junk" or "Trash" email folder



What does the Gift Certificate look like?

- Gift Certificates purchased online are sent by email
- The Gift Certificate appears in the body of the email, not as an attachment
- Please be sure to click the download pictures button in the header to see the image



How do I present my gift?

Here are three ways to present your gift

- Print the email certificate and put it inside your card
- Forward the email certificate directly to the recipient
- Copy the certificate from the email and paste into a word document. You can then personalise the certificate with your own individual style – just remember to keep all the words & mostly importantly the Certificate No.

I still need help

That's fine – we are happy to help. Please call us on +61-2-9206 1111 or email dine@captaincook.com.au. Working days Monday to Friday are best but if it's urgent we will try to meet your requirements.