



Gift Certificate Exchange Policy

The Iron Kettle Landmark Restaurant wants every patron to know they are appreciated! Quality food and service is the lifeline of any successful restaurant. This notice is our policy for using or exchanging gift certificates issued by prior Iron Kettle Restaurant ownership.

Before starting, we must let you know about the program limitations:

1. We ask you to please appreciate that we did not sell the previous gift certificate so we will receive NO cash in return by honoring or exchanging your gift certificate. **We are simply trying to “do the right thing” by making a good-faith effort to take care of you.**
2. The Iron Kettle Landmark Restaurant is not obligated, in any way, to honor gift certificates which were issued prior to our purchase of the building in 2022. As such, we reserve the right to modify or terminate this program any time, with or without notice.
3. All decisions by management/ownership are final.
4. Use or exchange of old gift certificates will be done on a cash basis. No credit cards permitted (you will understand what we mean when you review the examples below).
5. Old gift certificates may **not** be used toward any portion of service gratuity in Option 1.

Here are your options to use or exchange a gift certificate purchased prior to our ownership in 2022:

OPTION 1: Use During Dining Experiences

We will permit you to use your old gift certificate to pay **UP TO 25%** of your bill total during each visit.

EXAMPLE: Assume your bill total is \$10 dollars. 25% of your bill total (\$2.50) will be applied to your old gift certificate.

The balance of your bill and all gratuity must be paid using cash. No credit cards permitted.

Any remaining gift certificate funds will be available for use during future visits.
Same rules apply to future visits.

OPTION 2: Exchange for a New Gift Certificate

You may apply the full balance of your old gift certificate toward a new gift certificate. The purchase price of the new gift certificate must be at least 4 times the remaining balance (not face value) of your old gift certificate.

EXAMPLE: Assume you have an old gift certificate with a remaining balance of \$25. You can apply your \$25 balance toward the purchase of a new \$100 gift certificate (4 x \$25).
The balance (\$75 in this example) must be paid using cash.

The advantage to this option is 100% of your bill and gratuity may be paid using your new gift certificate.