

Gift Cards FAQ

Where can gift cards be purchased?

Gift cards are readily available for purchase online www.mohawkasino.com/giftcards or by calling the hotel front desk US: 877-99-CASINO or CAN: 888-622-1155 extension 6000.

Where can gift cards be redeemed?

Gift cards are redeemable for dining, at the gift shop, hotel stays and at the Sweetgrass Spa.

Restaurants

- Maple Steak & Ale
- Native Harvest Buffet
- Sticks Bar & Grill
- Cedars Coffee
- Cascades Bar & Lounge
- Rapids Food Court

What phone number should guests call to purchase cards over the phone?

Hotel front desk US: 877-99-CASINO or CAN: 888-622-1155 extension 6000.

Can gift cards be redeemed for event tickets?

Unfortunately, event tickets cannot be purchase with a gift card.

Do gift cards expire?

No, the Gift Cards do not expire.

What are the dollar amounts in which gift cards are sold?

Gift cards are available in any denomination. Gift cards must have a minimum purchase of \$5.00 and maximum limit of \$1,000 per card in US funds only. There is a maximum limit of \$1,000 per guest per day.

Can comp dollars be used to purchase gift cards?

No, gift cards are only available for purchase with cash or credit/debit cards.

Are there taxes and/or fees associated with a gift card purchase?

There is no tax on the purchase of a Gift Card. E-Gift Cards purchased online will be delivered with no delivery fees or processing fees.

Can gift cards be used to cover gratuities?

Yes, gratuities can be paid with gift cards.

Are gift cards redeemable for gaming?

Gift Cards are not redeemable for Slot Play, Table Games or Bingo.

What forms of payment do you accept?

We accept all major credit cards: Visa, MasterCard, Discover and American Express.

What is the Gift Card Return Policy?

The Gift Card is redeemable for merchandise or services only and may not be redeemed for cash and cannot be returned.

I lost my Gift Card or My Gift Card was stolen. Can you cancel or replace the card?

Gift Cards are treated just like cash. Unfortunately, if the card is lost or stolen it cannot be replaced.

How can I check the balance on my gift card?

You can check the balance of the gift card online at www.mohawkasino.com/giftcards or at the following locations; Sweetgrass Spa, Hotel Front Desk, Gift Shop, and all dining venues