



GIFT CARD GIVE BACK

WE'RE IN THIS TOGETHER. LET'S TEAM UP TO SAFELY SUPPORT THE BUSINESS COMMUNITY.

PROGRAM DESCRIPTION

WHAT IS THE GIFT CARD GIVE BACK?

The Brookings Area Chamber of Commerce has been conducting surveys of their membership over the past months and has found many continue to struggle, some even at risk of having to close their doors within mere months if conditions don't improve.

In response, the Chamber of Commerce has created the Gift Card Give Back program. The Brookings Area Chamber of Commerce will build an online shop where gift certificates to participating local businesses will be sold.

The program is open to all locally owned, for-profit small businesses

located in the Brookings area that are struggling as a result of the COVID-19 pandemic.

Businesses may join the program by completing the form at brookingschamber.org/givebackform and sending to info@brookingschamber.org before Friday, November 13 at 5:00 pm. A membership to the Brookings Area Chamber of Commerce is required.

The online store will go live on Thursday, November 19. Shoppers may visit brookingschamber.org/store to purchase gift certificates.

The program will match each purchase, dollar for dollar, for as long as the matching fund lasts. That means that for each \$20 unit purchased, the customer receives a \$40 gift certificate to be redeemed when the time is right, and the business receives that \$40 now, when cashflow is most crucial.

The shopping experience will be broken into two phases. Phase 1 will include a \$500 purchase limitation per household; in addition, no more than 5 gift certificates to a single business may be purchased.

If there are matching funds left after December 1, 2020, Phase 2 will begin. Phase 2 will simply remove the purchase limitation per household/business.

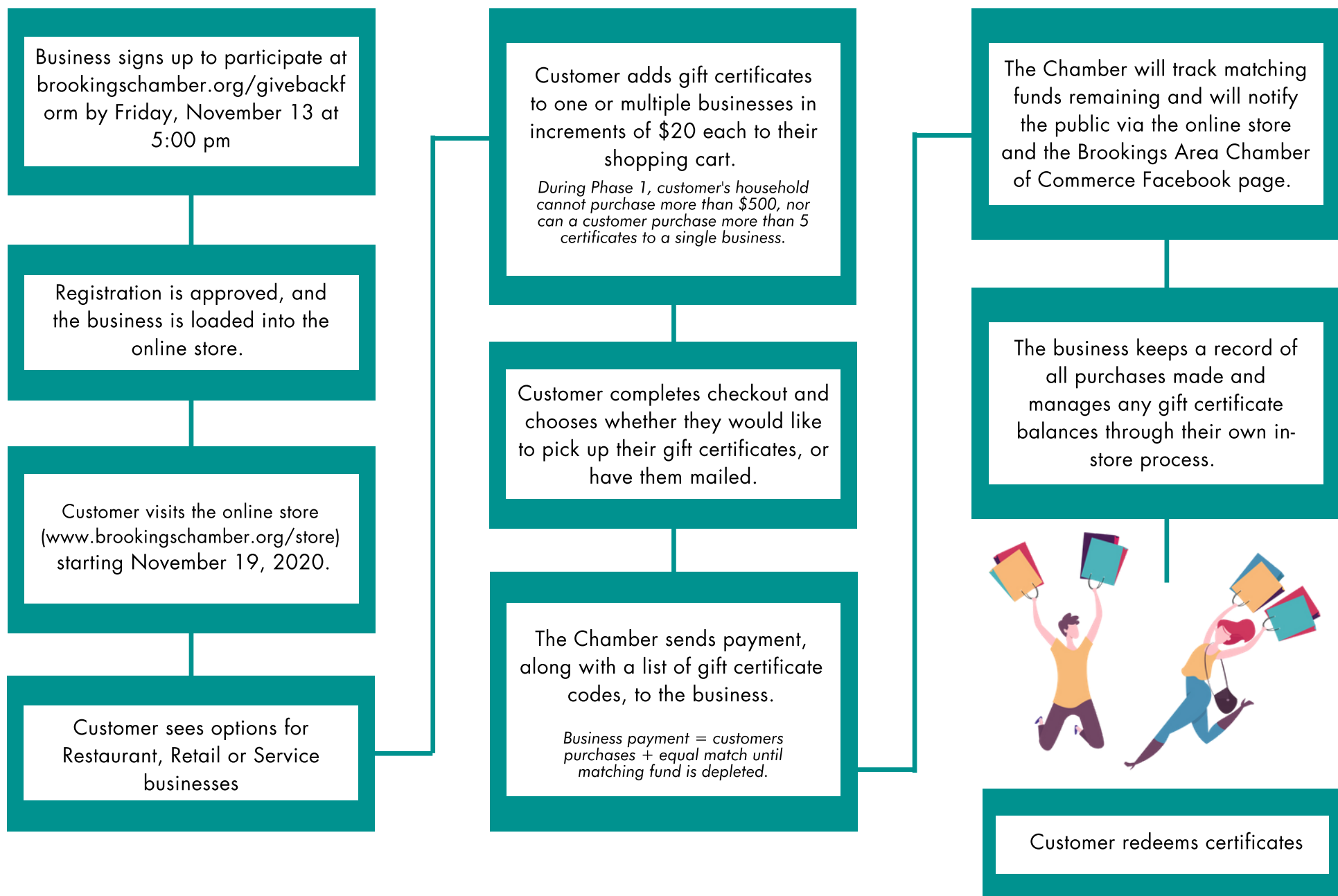
Businesses who sign up are required to agree to a set of terms and conditions for participation. Certificates will expire December 31, 2021. Individuals and organizations wishing to contribute to the matching fund are invited to contact Kimberly Ton at the Brookings Area Chamber of Commerce (692-8922).

This document explains how the program will work.



WORKFLOW

A GENERAL OVERVIEW OF THE PROCESS





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IS THERE A LIMIT TO HOW MANY GIFT CERTIFICATES I CAN PURCHASE?

Yes. Each household is limited to purchasing 5 gift certificates per business. The limit for the total order per customer's household is \$500. So you can buy 5 gift certificates at your favorite participating restaurant, then 5 at your second favorite restaurant, plus 5 at your favorite retailer, etc. Just don't exceed \$500 in your total order. Any customer who tries to exceed the limit by falsifying information will not be issued gift certificates.

CAN I BUY CERTIFICATES TO MY OWN BUSINESS?

No. Business owners and immediate family members (significant other, child, parent, sibling, etc.) are not allowed to buy gift certificates to their own business. Anyone found to be committing these acts will be immediately withdrawn from participating in the program.

WHEN AND HOW DO I GET MY CERTIFICATES?

Once your order is paid, you will receive an email that notifies you the order is confirmed. This should occur almost immediately after completing your payment. Please check your spam folder if you do not see it. During checkout, you will have chosen to either pick up your gift certificates or have them mailed to you.

PICK UP: You will be able to pick up your certificates Tuesday, November 24 - Wednesday, November 25. The Chamber will be closed for the Thanksgiving holiday starting Thursday, November 26 and opening back up on Monday, November 30.

MAILED: Gift certificates will be mailed as soon as our office is able to process them - estimated to be the week of November 30. After mailing, the Chamber is not liable for certificates lost or damaged in the mail.

HOW DO I REDEEM A GIFT CERTIFICATE?

For every \$20 unit purchased, you will receive a \$40 gift certificate with a unique code. You must present it at the time of payment. Each business is provided with a record of these unique codes, to verify the validity of the gift certificate.

FAQ

FREQUENTLY ASKED QUESTIONS

WHAT IF I DON'T SPEND THE ENTIRE AMOUNT IN ONE VISIT?

Once you redeem a gift certificate, it is up to the business to utilize their own in-store credit process to handle any balances left after a purchase is made. This may be in the form of an in-store gift certificate or gift card or simply recording the new balance on your gift certificate for you to bring back later. The in-store credit method may still fall under the same expiration terms as stated on the gift certificate. Certificates cannot be redeemed for cash and change should not be given.

WHAT IF THE MATCHING FUNDS RUN OUT WHEN I'VE ALREADY PURCHASED MY GIFT CARDS?

Customers must understand that this is a program to assist the small businesses in our community. We will try our best to cut off the sales of matched gift certificates once the fund is depleted, however there may be some purchases that occur after that point. You will be notified if your purchase cannot be matched. You will be issued gift certificates that reflect the amount you actually paid.

WHEN CAN I SPEND MY GIFT CERTIFICATE?

Each gift certificate will expire on December 31, 2021.

I OWN A BUSINESS - HOW DOES MY BUSINESS SIGN UP TO BE A PARTICIPATING BUSINESS?

Interested business owners should download the "Participation Agreement Form" and return to the Chamber by end of day Friday, November 13th.

WHAT IF THE BUSINESS CLOSSES PERMANENTLY BEFORE I CAN REDEEM MY GIFT CERTIFICATE?

We hope this program makes it possible for businesses to keep their doors open. However, if a business permanently closes it will be up to the business owner as to how any remaining gift certificates will be handled.

CAN I GET A REFUND IF THE BUSINESS IS STILL OPEN?

No refunds will be given.

STILL HAVE QUESTIONS? EMAIL [INFO@BROOKINGSCHAMBER.ORG](mailto:info@brookingschamber.org)