



Gaylord National – Cashless Group Q&A

Commonly Asked Questions:

- **What types of payment does Gaylord National accept?**
 - The resort accepts all major credit cards including its restaurants and spa. Debit Cards are also accepted throughout the resort; however, upon room check-in at the front desk, the guest's bank will place a hold on the debit card for room & tax plus \$50 per day for incidentals. This hold will not be released for up to 5- 7 business days after checkout. We recommend using a credit card at check-in to prevent this hold on the guest's cash funds.

- **Where can a guest visit if they need to change cash into a card to purchase something at the hotel?**
 - There is a Cash-To-Card kiosk located on the lobby level, by the main entrance next to the celebrity service office. This machine issues a Mastercard ranging from as low as \$20 to a maximum of \$500. There is no fee to use the machine, and if the full amount on the card is not used at the resort, it can be used anywhere a Mastercard is accepted. Cards are not returnable or exchangeable for cash.

- **What if I need small bills for tips?**
 - The Cash-to-card kiosk also has a bill breaking feature which can be used free of charge.

- **How can guests check the balance on their gift card?**
 - On the back of the issued card, there is a website and phone number. The site will allow guests to check their gift card balance, review transactions and track refunds.

- **What happens when a past-stay guest requires a refund, but has lost their gift card?**
 - The hotel can issue a check for any needed refund.