

FAQ'S

Where can Westlake Village Inn gift cards be used?

Gift cards can be used at the Westlake Village Inn Resort and Spa to pay for charges including accommodations, dining at The Stonehaus, Mediterraneo and Bogies, and services at Spa Relais and any incidental charges directly charged by the property.

Where can Westlake Village Inn gift cards be delivered?

Gift cards can be delivered to recipients worldwide. However, please note that gift cards cannot be shipped to a PO Box.

When will my credit card be charged?

Your credit card will be charged when you click "Purchase" during the checkout process.

When do gift cards expire?

Westlake Village Inn gift cards do not expire.

Can a gift card be redeemed for cash?

Westlake Village Inn gift cards are not redeemable for cash, nor can any remaining balance be refunded in cash.

What if my purchase is less than the value of my card, do I need to use it all at one time?

The Westlake Village Inn gift card can carry a balance so any unused balance is stored for future use.

Can gift cards be ordered by telephone?

Please call (818) 889-0230 to purchase a gift cards via telephone and our team can assist you.

How is an e-gift card different from a traditional gift card?

An e-gift card can be used in the same way as a traditional gift card. The only differences between a traditional gift card and an e-gift card are the delivery and presentation. A traditional Westlake Village Inn gift card is a plastic physical gift card, while an e-Gift Card is sent to the recipient via e-mail. The recipient can then print out a copy of the e-Gift Card for redemption at the Westlake Village Inn or show it to hotel and resort staff on a personal handheld device.

How do I redeem an e-gift card?

To redeem an e-gift card, please provide the e-gift card number as a form of payment upon check-in or once services have been rendered upon check out at the hotel or upon payment at any of our food and beverage outlets or Spa Relais. An e-gift card can be printed out for redemption or shown to hotel staff on a personal handheld device. When using an e-gift card for accommodations, we suggest advising the reservations associate at the time of booking that an e-gift card will be applied to the stay.

What if my card is lost or stolen?

Westlake Village Inn is not responsible for lost, destroyed or stolen cards. If a plastic gift/loyalty card has been registered for balance protection, please send an email to accounting@wvinn.com and provide the email address that was used to register the gift/loyalty card. The remaining balance on your gift/loyalty card will be frozen and transferred to an e-gift card. The value stored on the replacement e-gift card will match the balance of your account at the time you reported your original card missing.



If you misplace an e-gift card, please send an email to accounting@wvinn.com and we can assist you. An e-gift card can be resent with the remaining balance via email to the purchaser or recipient. Please note that e-gift cards can only be re-sent to the recipient's email address that was used at time of purchase.

In what denominations are gift cards sold?

Gift cards and e-gift cards can be purchased on our website in any denomination ranging from USD 25 to USD 5,000.

How do I protect my gift card balance?

Traditional plastic gift/loyalty cards can be registered for balance protection. From our gift/loyalty card page select "My Account" to register your card. To register you will need to supply your email address, a password and enter the 20-digit number on your card. Lost or stolen plastic gift/loyalty cards can only be replaced if they are registered.

What time is the gift card customer support team available?

Gift Card Customer Support is available 5 days a week between the hours of 8:30 a.m. to 4:00 p.m. Pacific Standard Time. For support contact accounting@wvinn.com