EAT ME RESTAURANT

DINING VOUCHER TERMS & CONDITIONS

Thank you for choosing to gift an EAT ME experience.

We are delighted to help you share a taste of Bangkok's iconic dining with your family, friends, or colleagues.

To ensure your gift is processed securely and redeemed smoothly, please review the following Terms & Conditions.

By purchasing a voucher, you agree to these terms.

Please note that to protect our customers, all online orders are subject to a 72-hour verification period before the digital voucher is emailed.

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1. ***Nature of the Voucher and Exclusions***

- Dining Vouchers can be purchased in amounts of 1,000 or 5,000 or 10,000 Baht.
- EAT ME Dining Vouchers are available as digital/virtual vouchers (purchased online) or printed physical vouchers (purchased in-store).
- Dining Vouchers can be redeemed for food and beverage dining experiences at EAT ME Restaurant.
- **Exclusions:** Dining Vouchers cannot be used to purchase other Dining Vouchers, make online booking deposits, purchase special event tickets (e.g., New Year's Eve events), or buy merchandise online. They are strictly for in-restaurant dining and beverage purchases. Vouchers may be given as gifts but may not be resold or offered for sale on any third-party website or marketplace.

2. ***Delivery and Processing***

- **Online Purchases (Digital Vouchers):** To protect our customers and prevent fraud, all online voucher orders are subject to a **72-hour processing and verification period**. The digital voucher PDF will be emailed exclusively to the email address of the purchaser within 72 hours of the order being placed. It is the purchaser's responsibility to forward the PDF to the recipient.
- **In-Store Purchases (Printed Vouchers):** Printed vouchers may be purchased directly at EAT ME Restaurant. These are processed immediately at the time of payment and are **not subject to the 72-hour online processing delay**.

3. *Validity and Redemption*

- Dining Vouchers are valid for 12 months from the date of issue.
- They may be used for multiple visits to EAT ME Restaurant until the balance is fully spent or the validity period has expired.
- Any unused value is forfeited on expiry.
- No change will be given. If the dining bill is less than the voucher value, the remaining balance stays on the voucher for future use.

4. *Refunds, Exchanges, and Fraud Prevention*

- **No Change of Mind Refunds:** All Dining Voucher sales are final. Dining Vouchers cannot be exchanged for cash, transferred to a new voucher, or refunded simply because the purchaser or recipient changed their mind. Lost, stolen, or expired vouchers will not be replaced.
- **Fraud and Unauthorized Transactions:** In the event of a verified fraudulent transaction or an unauthorized credit card chargeback, the funds will be returned strictly to the original payment method used at the time of purchase, and the associated voucher will be immediately voided.
- **Right to Cancel:** EAT ME reserves the right to cancel any order and void any voucher if we suspect fraudulent activity, unauthorized use of a credit card, or a violation of these terms.

We hope this gift brings as much joy to its recipient as it does to you in giving it. Should you require any assistance, our team is always here to help at gift.vouchers@eatmerestaurant.com.

We look forward to seeing you at EAT ME Restaurant.

EAT ME Restaurant
1/6 Soi Phiphat 2, Convent Road, Silom, Bangrak, Bangkok 10500 Thailand
Tel: +66 2238 0931 | **Email:** gift.vouchers@eatmerestaurant.com
Web: eatmerestaurant.com
These Terms & Conditions are subject to change without prior notice.
Last updated: Nov 2026