WAGGA WAGGA
BUSINESS
CHAMBER

WAGGA
WAGGA
gift card

PROGRAM GUIDE

ABOUT THE PROGRAM

The Wagga Wagga Business Chamber launched the Shop Local Wagga Wagga Gift Card Program on 28 October 2021, with the program rebranded as the Wagga Wagga Gift Card in October 2026.

Powered by Why Leave Town (WLT), the program offers physical and digital gift cards that can be redeemed through compatible payment systems, encouraging local spending, supporting businesses and keeping money circulating within our community.

When money is spent locally, its benefits extend beyond the initial purchase. Through the local multiplier effect, businesses and employees reinvest a portion of that money into other local goods and services, strengthening the local economy.

Gift cards can be loaded with any amount between $10 and $1,000 and redeemed at participating businesses, giving recipients the flexibility to choose where and how they spend.

With over 60 participating local businesses, the Wagga Wagga Gift Card is a simple and meaningful way to support local, whether you're purchasing a gift for family, friends, employees or clients.

Where can I buy a card?

Purchase physical or digital Wagga Wagga Gift Cards online via the Wagga Wagga Business Chamber website, or purchase physical cards in person at The Wagga Shop - Visitor Information Centre.

For corporate or bulk orders of six or more cards, we recommend ordering online.

Checking the balance on a card

The balance of funds remaining on the card can be found by visiting https://www.whyleavetown.com/check-card-balance. Here card holders will be able to see a full statement of where and when the card was used, as well as the expiry date of the card.

Load amounts

As little as $10 and as much as $1,000 can be loaded onto a single card.

Where is the money held?

All funds that are loaded onto the cards are stored within a separate trust account. No funds are held by Why Leave Town Promotions, the commissioning organisation (e.g. Local Council or Chamber of Commerce) or the participating businesses. This is vital in protecting the value of the card for the card holder.

Lost & damaged cards

Treat gift cards like cash. If a card is lost, it may be possible to replace it if the card number is known.

Holders of the card are encouraged to register the card at https://www.whyleavetown.com/register-card when they first receive it just in case it is lost.

Expiry & breakage

Card funds that remain after 3 years from being loaded will expire, in line with government legislation requirements. The cards themselves expire 6 years after their printing date – regardless of if they have been loaded or not.

How do I get my business involved?

Locally owned businesses with a compatible point-of-sale or payment system are eligible to participate in the Wagga Wagga Gift Card program.

Participation is free for Wagga Wagga Business Chamber members, with an annual fee of $220 for non-members.

As part of the program, we will:

- List you as a redemption store on our online directory
- Provide you collateral to identify your business as a redemption store
- Promote you on our social channels as a participating business.
- Market the program and the purchasing of cards
- Cover all associated program costs

Get in touch

If you would like to register your business or have further questions please get in touch.

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HOW TO REDEEM WAGGA WAGGA GIFT CARDS

Physical Gift Cards (Swipe)

1. Enter the purchase amount into the EFTPOS terminal.
2. Swipe the card and select SAVINGS.
3. Enter the four-digit PIN on the back of the card.
4. Once approved, the transaction is complete.

Digital Gift Cards or Chip Cards (Tap)

1. Enter the purchase amount into a compatible payment terminal.
2. Ask the customer to tap their digital card using their mobile wallet or their physical chip card.
3. Once approved, the transaction is complete.

Funds are deducted from the gift card balance and transferred to the business through its existing payment provider. Settlement times and card compatibility may vary between providers.

Customer FAQs

How many times can I use my card?
Cards can be loaded once and used across multiple purchases until the balance is exhausted or funds expire.

How do I check my balance?
Visit Why Leave Town to check your balance, transaction history and expiry date.

When does my card expire?
Funds expire three years after being loaded, in accordance with Australian gift card legislation.

Where can I purchase a card?
Purchase online via the Wagga Wagga Business Chamber or in person at The Wagga Shop, Visitor Information Centre.