

Hawai'i Restaurant Card Business Holiday Card Frequently Asked Questions (**For Restaurants**)

1. What is the Hawai'i Restaurant Card (HRC) Business Holiday Card?

The HRC Business Holiday Card is a pre-paid pre-loaded Debit Mastercard® usable at Hawai'i restaurants, eating places, bars, taverns and fast food establishments.

The Card is offered for sale to local businesses and organizations (not individual consumers) that want to purchase as gifts for employees, clients, partners and more this holiday season in support of the local restaurant and food supply chain industry. Cards are valid from the date of activation through June 30, 2022, at 2 p.m. Hawai'i Standard Time.

2. Where can the Hawai'i Restaurant Card (HRC) Business Holiday Card be used?

The HRC Business Holiday Card can be used for at all Hawai'i restaurants, eating places, bars, taverns and fast food establishments that accept Debit Mastercard®.

3. Can the Card be used for alcoholic beverage purchases?

Yes.

4. Can the Card be used for both takeout and sit-down dining?

Yes, the Card can be used for all food service purchases at restaurants in Hawai'i.

5. Can cardholders use the Card to order online?

That will depend on the restaurant's online ordering system. If the restaurant accepts Debit Mastercard®, the restaurant's payment platform should be able to accept the card. However, if the restaurant's online payment system does not accept it, customers will need to contact the restaurant for assistance.

6. Can the HRC Business Holiday Card be used to purchase gift cards?

No. The HRC Business Holiday Card can only be used to purchase food and beverages (alcoholic and non-alcoholic) at restaurants and fast food establishments in Hawai'i.

7. Can tips or gratuities be left using the HRC Business Holiday Card?

Yes. A HRC Business Holiday cardholder may leave tips or gratuities when making purchases at restaurants. Cardholders should have a second form of payment available for the restaurant to cover any payment that goes over the Card's value.

8. How can restaurants be sure the Card being used for approved purchases has enough funds?

We recommend asking the cardholder to have a second form of payment available that is accepted by the restaurant to potentially cover the difference and process the transaction as a split payment. Examples of payment options include cash, check, debit card or credit card.

9. What if cardholders want to pay for their purchase with their HRC Business Holiday Card but don't have a PIN?

At the time of purchase, swipe the Card through the keypad and select "credit" to complete a signature purchase transaction.

10. How can restaurants and food trucks become eligible to participate? Must they apply and/or be approved?

No application or approval is required. The HRC Business Holiday Card is a prepaid pre-loaded card that may be used at restaurants, bakeries and food caterers, fast food establishment located in Hawai'i that accepts Debit Mastercard® and process under MCC codes 5812, 5813 and 5814.

11. Where do I go to get more information about the HRC Holiday Business Card?

Please visit asbhawaii.com/HRC for additional details about the program.

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