

Thanks for making us aware of your story.

We don't understand how this could have happened. We stopped the common practice of charging dormancy fees in 2007 and eliminated expiration dates on our gift cards. And at that time we had restored any dormancy fees charged to any gift card purchased going back to 2001, when we started our gift card program. We still do not charge dormancy fees, nor do we have an expiration date on Olive Garden gift cards.

We encourage this guest to contact our Guest Relations department to resolve this issue. I'm happy to provide her with a specific name and number to contact.

HEIDI SCHAUER  
Manager, Media Relations & Communications