

GG2GO FAQs

Help with an order

How does GG2GO work?

GG2GO is Aruba's first downloadable Delivery App and the easiest way to order your favorite dishes from 9 of the best restaurants on the island. With the app, you can now order ahead, customize your order, and choose whether you want to pick-up your order at our GG2GO designated area or have it delivered straight to your door. With the app you can also earn, track, and pay with your Loyalty points.

Download the app to experience the dishes from Aruba's best restaurants.

How can I place an order on GG2GO?

Ordering from your favorite Gianni's Group restaurant has never been easier. Follow these simple steps to place your order on the app

- 1) Download the GG2GO on the App store or on Google Play
- 2) If you are an existing member, log-in to the app using your email address. Not a member yet? No problem! Simply click the sign-up button and follow the steps on the app
- 3) Select order on the bottom right corner to start the order process
- 4) Select your restaurant of choice, indicate whether you would like to pick up your order or if you want it delivered straight to your door, and confirm the date and time that you want your food
- 5) Select order, browse the restaurant's menu and make your choice

Don't have your phone with you? No problem!

Orders can also be made on the GG2GO website. Simply go to **insert website** and follow the same steps as for GG2GO app orders.

How can I pay for my order?

GG2GO accepts a variety of payment methods, allowing you to select the option that is most convenient for you.

Accepted payment methods at GG2GO include:

- Credit or Debit Cards: Visa, MasterCard, Discover, American Express, or any local debit cards are accepted as payment method once your order is ready for pick-up or is delivered. You can also save a credit card in the GG2GO app to pay directly when ordering ahead.
- Gianni's Group Loyalty Points: You can use your earned points of previous purchases to pay for your order
- Gift cards can be used a payment option only for pick-up orders
- Cash is always an option too

Earn Loyalty points – whether you've paid with Credit or Debit card, or cash.

I am already a Gianni's Group Loyalty Member, will I lose my points when I sign-in via the GG2GO app?

Existing Gianni's Group loyalty members will not lose any points that were earned prior to downloading the app. Your earned points will be transferred automatically to your user profile on the app.

Can I order multiple meals, or from multiple restaurants, in the same order?

You are able to order multiple items from the same restaurant, however you are not able to order items from multiple restaurants in one order.

If you would like to order items from multiple Gianni's Group restaurants, simply place your order from your first chosen restaurant, and then you can follow the same steps and order from a different restaurant.

Please take note that each order will have its own order details and will include its own delivery fee.

Can I change order items after completing the checkout process?

If you would like to make a change to your order before it is delivered or picked-up, you can contact the GG2GO coordinator to request this by calling +297 5655530.

To make this process as seamless as possible, please provide the following information to the coordinator:

- Your name
- Your order number (visible on the app and on the order confirmation email send to you)
- Your phone number / address

We will do our best to accommodate your request, however, if your order is already being prepared or is in the process of being delivered, it is possible that we will not be able to fulfill your request.

Please take note that if you make changes to your order after completing the checkout process, you may be subject to additional charges.

How can I cancel my order?

If you would like to cancel an order after you received a confirmation email, you can contact the GG2GO coordinator to request this by calling +297 5655530.

When cancelling your order, please communicate the following information to the coordinator:

- Your name
- Your order(s) number (visible on the app and on the order confirmation email send to you)
- Your phone number / address

Please note that if you would like to cancel an order AFTER the restaurant started preparing it, you may not be eligible for a refund.

My order is taking too long, how can I check the status of the order?

We are sorry for this inconvenience. We are doing our best to deliver your food within the estimated delivery time, however external factors may cause delays.

If your order is taking longer than expected you can contact the GG2GO coordinator by calling +297 5655530 and ask for the status of your order.

If you have ordered from more than one of the Gianni's Group restaurants, remember to provide the order details of each order to the GG2GO coordinator.

Is it possible to change my delivery address after completing the checkout process?

We will do our best to accommodate your request, however, if your order is already in the process of being delivered, it is possible that we won't be able to fulfill your request.

If you would like to request a change in delivery address you can contact the GG2GO coordinator by calling +297 5655530. If you have ordered from more than one of the Gianni's Group restaurants, remember to provide the order details of each order to the GG2GO coordinator.

Please note that you may be subject to additional charges. These will be communicated to you by the GG2GO Coordinator.

I received my order but it is not what I requested

We are sorry for this inconvenience.

If this happens to you, please double check your order confirmation email. If there is a difference between what is on the confirmation email and what you received, please contact the GG2GO coordinator straight away by calling +297 5655530. The delivery person will come to pick-up your order and you will need to provide us with a written complaint on the back of the receipt.

An investigation will then be initiated by the GG2GO Delivery Services team.

How much does delivery cost?

GG2GO's delivery rate will vary based on your preferred delivery location and your invoiced amount. Depending on distance and order, delivery charge may be forfeited.

Is everything on the Gianni's Group restaurant menus available for delivery?

We are pleased to inform you that all standard menu items of Gianni's Group restaurants are available for order with the exception of drinks and some desserts.

Discounted items or specials are also available for order on GG2GO, however these are only available for pick-up at the GG2GO designated area, which is located at Gianni's Ristorante Italiano.

Where can I pick-up my order?

For all orders placed via the GG2GO mobile app or website you will need to go to the GG2GO designated area. This area is located at Gianni's Ristorante Italiano where you will find one of our friendly GG2GO representatives who will be happy to assist you.

Why was my order cancelled?

We are very sorry if this happened to you. There may be a few possible reasons for why this could have happened:

- The restaurant where your order was placed may have been closed at that time. Please make sure to select a delivery or pick-up time within the restaurant's hours of operation.
- The items you requested may have been unavailable at the time of ordering

In the event of a cancellation, you can try to order from the restaurant again in a few minutes or order from the menu from one of our other delicious restaurants.

Why did I not receive a confirmation email?

If you have not received a confirmation from us within 10 minutes of placing your order, please double check your spam or junk folder.

If you can't find the email there is no need to panic, it could be that we do not have your correct email address.

You can always view your recent orders in the GG2GO app. Simply go to your user profile, select "my activity" and view your recent orders under "purchases". If you cannot find your order, you can always place the order again.

Why do I see different order time slots for each restaurant?

There are different time slots for each restaurant as all of the restaurants open at a different hour. The hours of operations for each restaurant are the following:

Amore Mio: 11:00 AM – 10:00 PM

Azia: 5:00 PM – 10:00 PM

Azzurro: 12:00 PM – 10:00 PM

Daniel's: 4:00 PM – 10:00 PM

Garden Fresh: 8:00 AM – 10:00 PM

Gianni's: 11:00 AM – 10:00 PM

Still craving a specific dish? No problem!

You can always pre-order from your favorite restaurant for delivery or pick-up on the GG2GO mobile app.

Account and Payment Options

Account

How do I update account information?

To update your account information, simply go to your user profile and select “update”. Here you will find all of your account information. After updating your information, please click “update” for the changes to be saved.

How do I view my receipts and order history on the GG2GO mobile app?

You can always view your recent purchases, point and credit transactions in the GG2GO app. Simply go to your user profile, select “my activity” and view your recent orders under “purchases”.

Payment

Can I save my Credit Card information on the GG2GO mobile app?

Yes, you can!

After completing your first online purchase on the GG2GO app, your credit card information will be automatically stored in the GG2GO platform, allowing you to pay directly when ordering ahead.

Can I change my payment method for an order?

A change in payment method is always possible as we want you to select the option that is most convenient for you.

You are able to choose your preferred payment method prior to confirming your purchase.

How can I use my Loyalty points to pay for my order?

When placing an order, select your preferred payment method as “Pay with points” and enter the number of points you would wish to redeem.

In the case that there is a remaining balance, the app will automatically calculate this and you will need to select an additional payment method prior to confirming your purchase.

Where can I find promotions on the app?

Rewards and promotions that are available to you are shown in “gift list”. The app will automatically ask you if you are interested in using any of your available gifts when purchasing an order on the GG2GO app.

Promotions and rewards seen in the app are only available to redeem for purchases on GG2GO.