ATLAS
RESTAURANT GROUP

Gift Cards FAQs

For all help with e-gift cards please visit our self service site:
https://atlas.cashstar.com/self_service/v2/register/

Where can I check the balance on my physical gift card?
All gift card balances can be checked here:
https://atlas.myguestaccount.com/en-us/guest/nologin/account-balance.

What happens if I lose my gift card?
Unfortunately, lost or stolen gift cards cannot be replaced. Please treat them as cash.
eGift cards can be resent to the purchaser or recipient as long as a valid email address or order number is provided.

What should I do if my recipient or I haven't received the eGift card(s) or bonus eGift card?
During high volume times, email delivery may be delayed. Please check your Spam folder for any emails from **AtlasGiftCards@cashstar.com.**

If you still do not see the email with your eGift card(s), please refer to the **Self-Service Site** or fill out the **Customer Support Form.**

Why was my order flagged as potentially fraudulent and not processed?
Unfortunately, we cannot give you a specific reason as to why your order was not processed.
Here are a few tips that may help resolve the issue:
1. Clear Cache and Cookies: Sometimes, stored data can cause issues with transactions.
2. Use a Different Browser: A different web browser or a private/incognito window to see if it resolves the issue.
3. Contact the Bank or Card Issuer: Occasionally, payment declines may occur due to restrictions or fraud protection measures by the card issuer.
4. If these options do not resolve the issue, please call Blackhawk Customer Service at 855-741-1209 for assistance with getting your order processed or processing a new order.

Who can I contact for more information?
For any additional questions or assistance, please contact info@atlasrestaurantgroup.com.

2026 Holiday Bonus eGift

What is the 2026 Holiday eGift card promotion?
Purchase $100 in eGift cards, receive a $25 bonus eGift Card. Purchase $50 in eGift cards, receive a $10 bonus eGift Card. The bonus eGift Card value will be combined based on the total purchase amount.

When does the promotion start and end?
The promotion runs from 11/02/26 to 12/31/26.

Where can I purchase the eGift cards?
eGift cards can only be purchased online at atlasgiftcards.com.

Does my bonus gift card expire?
All bonus eGift cards received 11/02/26 - 12/31/26 from our online only offer will expire on June 30th, 2027.

Can I earn points on gift card purchases?
You cannot earn points on the purchase of eGift Cards or physical Gift Cards.

Are there any restrictions on the use of my bonus eGift cards?
Yes, you cannot use your bonus gift cards on tax, gratuities or delivery fees.

Can I upload my bonus eGift card to my Atlas Rewards App?
No, bonus eGift cards from our holiday promotions cannot be added to your Atlas Rewards App.

Can I use the bonus card immediately?
eGift cards purchased and bonus eGift cards are redeemable upon your next visit.