



The Redlands Coast Deals & Rewards App

FAQs

Q. How do I collect points?

You can collect points in three ways:

1. Visiting the region: every time you visit your account will be allocated 5 points (once per day).
2. Retailer purchase: every time you spend at a participating retailer, you are allocated 10 points regardless of the purchase amount. You need to scan that retailer's QR code to get the points allocated to your account (make sure you ask the retailer for their code if you cannot see it displayed). You can only receive points once per day, per retailer.
3. Completing tasks in the App, such as completing your profile, reaching milestones, sharing your activity and referring friends to the program.



Q. What can I use my points for?

Points are used to unlock exclusive offers, redeem great prizes, and enter exclusive competitions.

Points do not have a financial value, and cannot be transferred or exchanged for cash. For full terms and conditions, please open your app and visit the 'settings' section in the side menu.

Q. Where can I see my points history?

Your points balance is displayed on the 'Home' tab of the Redlands Coast Deals & Rewards App. You can also view them in the side menu, by tapping 'history'.



Q. What phones are supported?

Android devices with Android version 4.0 or later, and iPhones with either iOS7 or later. Windows phones are not compatible with the App. As technology changes, the list of supported devices will be monitored, and may change the compatibility of your device.

For optimal performance, it is recommended that the app is used on:

Android phones except Huawei phones with Android version 6.0 or later*

iPhone SE, iPhone 6 / 6 Plus, iPhone 6s / 6s Plus, iPhone 7 / 7 Plus, iPhone 8 / 8 Plus, iPhone X, iPhone XR, iPhone Xs / Xs Max, iPhone 11, iPhone 11 Pro/Pro Max on iOS 11 or later.**

Notes:

The app requires active Internet connection

Camera access is required on the device for scanning QR codes and AR markers and taking pictures.

Photo library access is required to save photos taken during AR Hunts.

Bluetooth and Location services is required for proximity notifications.

AR experience will be faster, clearer and smoother on devices with better performance.

The app may not function optimally on phones that do not have public releases of iOS/Android installed (eg. devices that have BETA version of iOS/Android or are 'jailbroken').

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Q. What happens if I get a new phone/change my phone?

Your App account is stored online, so changing your phone won't impact your account. With your new phone, simply download the App again, and login using Facebook or the email address you used when you created your account. All of your history and points will be viewable in your new phone.

Q. Who can participate?

All visitors/customers with a supported smart phone can download the app and join the program.

Q. What happens with my data?

Data is securely stored and only used to offer you offers, services, and experiences that promote our businesses. Data is governed in line with our privacy policy, which you can view on our website. These are also found in the terms and conditions contained in the settings menu of the App.

Q. What if I want to close my account?

You can do this by simply deleting the app and/or we will delete your data after 180 days of inactivity.