

FAQ'S

WHAT IS A REWARDS FOR ALL CODE?

If you have a Reward for All code or Promotional code, congratulations! You have the access key to this platform where you can view all the rewards available to you. All you have to do is make your choice and claim it.

The first time you access the website with your code, you will need to fill in your details. Once done, you can come back and access the website with your code whenever you like until you select your reward or until your Rewards for All code expires.

HOW CAN I GET A REWARDS FOR ALL CODE?

To get a Rewards for All code you will need to participate in one of our promotions. To find more about our client promotions you can contact us by [clicking here](#).

MY REWARDS FOR ALL CODE IS NOT WORKING PROPERLY, WHAT SHOULD I DO?

First, check that you have entered your code correctly – the code is case-sensitive. We advise you to copy & paste your code to make sure you get it exactly right, making sure there are no spaces before or after the code. If your code is still not working, please contact us by [clicking here](#).

HOW LONG IS MY REWARDS FOR ALL CODE VALID FOR?

The expiry date of your Rewards for All code is normally stated on email or the communication you received when you participate in one of our promotions and have been deemed valid. Once your Rewards for All code is activated, the final date for you to select a reward will be displayed on the homepage on the welcome message.

HOW CAN I CHOOSE A REWARD?

By using your Rewards for All code on the platform, you will be able to see all the available rewards and select the one(s) you want. Once your choice is made and you claim your reward, you will automatically receive an email containing your voucher and instruction on how to use it on our partner website.

On the platform, you will find 2 type of offers:

- Digital offers: a partner code will be printed on the voucher for you to use on the partner website.
- Experiences: all the details of the offer will be printed on the voucher. Present the voucher at the partner venue the day you want to enjoy your reward. The terms of use will be available via the platform. Please ensure you check the terms before visiting your chosen venue.

WHAT IS A PARTNER CODE?

The partner code is the code that will be printed on the voucher you received by email after you have chosen your reward. This partner code will need to be used on the partner website.

WHEN WILL I RECEIVE MY REWARD?

You should receive your reward by email immediately once you have selected your reward and completed the requested information. If after a few minutes you have not received it, be sure to check your junk or spam folder. If you still haven't received it, please [contact us](#) so that we can help you.

I HAVE LOST MY VOUCHER. HOW CAN I ENJOY MY REWARD?

First, check your junk or spam folder. If you are still unable to find it, [contact us](#) so we can help you.

WHAT IS THE VALIDITY DATE OF MY REWARD?

The validity date or period of your reward is written on the voucher you received by email, once you have selected the reward.

CAN I GIVE MY REWARD TO A FAMILY MEMBER OR FRIEND?

Yes, once you have decided on the reward you want to enjoy, complete the details of the person to whom you want to give it to, and we will send the voucher directly to them.

I WON'T BE ABLE TO USE MY REWARD; CAN I CHANGE IT FOR ANOTHER REWARD?

No, unfortunately the reward cannot be exchanged or refunded.

I HAVE QUESTIONS ABOUT THE REWARD I CHOSE, WHAT SHOULD I DO?

All the information concerning the reward can be found on the voucher you received by email. If you still have a question you can contact us by [clicking here](#).

MY QUESTION HAS NOT BEEN ANSWERED BY THESE FAQs, WHAT SHOULD I DO?

Contact us by [clicking here](#) and we will help you further.