

FREQUENTLY ASKED QUESTIONS

1

Q: I didn't receive my verification email?

A: Your verification email may have gone to your junk email. If it has been sent to your junk folder, please add the address to your safe senders list for any future emails. If it is not in your junk folder, please email us at rewards@canberraairport.com.au

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Q: I have tried to reset my password, but I haven't received any emails?

A: The reset password email may have gone to your junk folder. If it is not in your junk folder, please email us at rewards@canberraairport.com.au

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Q: If I reserve an offer, how long does it stay reserved?

A: You can redeem the offer up to 24 hours after reserving. Please note, the offer will disappear once it expires.

4

Q: Do I need to work in the Airport Business Parks to access these offers?

A: Yes, you will need to work in either Brindabella Business Park, Majura Business Park or Fairbairn.

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Q: Can I redeem an offer more than once?

A: It will depend on the offer you're redeeming. You will need to read the Terms and Conditions of that offer to determine if you can redeem more than once.

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Q: Can I enter a competition more than once?

A: It will depend on the competition you're entering. You will need to read the Terms and Conditions of that competition to determine if you can enter more than once.

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Q: What do I do if my workplace is not displaying?

A: Please email us at rewards@canberraairport.com.au to let us know which workplace is not displaying.

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Q: I'm a retailer in the business parks, and I would like to become apart of the rewards program, what do I have to do?

A: If you are a retailer in any of the business parks and would like to become apart of the rewards program, please email us at rewards@canberraairport.com.au

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Q: I tried to redeem an offer at one of the retailers, but they weren't accepting the deal, what do I do?

A: Please email us at rewards@canberraairport.com.au letting us know which retailer you were visiting and which offer you were attempting to redeem.

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Q: Which QR code do I scan to redeem the offer?

A: Each participating retailer will have the redemption QR code available to scan on their counter. Once you have downloaded the app, select the offer for that retailer, click redeem, and scan the QR code. Once scanned, show the staff member and click 'Done'.

If you have any other questions or concerns that were not addressed above, please email us at rewards@canberraairport.com.au