

# HAVING ISSUES WITH YOUR APP?

## FREQUENTLY ASKED QUESTIONS

### WHERE CAN I USE THE JDA REWARDS APP?

The JDA Rewards App can be used at any JDA Hotels venue. Browse our venues via the Select Your Venue button on the home page of the app. Can also be used at Gold Coast Tavern and Mermaid Beach Tavern.

### MY BARCODE HAS NOT BEEN GENERATED, WHAT HAPPENS NOW?

Have you confirmed your email address? A confirmation email has been sent to the email address linked to your account. Once you have confirmed your email, your barcode will be generated.

### MY EMAIL ADDRESS IS WRONG OR HAS CHANGED, HOW DO I UPDATE IT?

Easy! Select the See My Profile button on the sidebar, then click Edit my details. If you are locked out of your account, please scan the QR code to get in touch with our support team.

### I'VE BEEN LOGGED OUT OF THE APP, HOW DO I GET BACK IN?

Members may be logged out of the app when there is an update. To log back in, select Welcome Back, Log In and use your email address and password you set up when you first signed up.

### I CAN'T REMEMBER MY PASSWORD, WHAT SHOULD I DO?

Not a problem! You can log in using your email and the phone number you signed up with as your password. Just note it might be in the format 04 or +61 depending on what you used at sign up.

Alternatively, Under the Welcome Back, Log In tab, there's a Forgot Password button. Enter your email and we will send you a temporary password along with simple steps to get back in.

### HOW CAN I ACCRUE POINTS?

You can earn points on purchases made at JDA Hotels bistros, bars, and bottle shops. Points accrue at a rate of 2% per \$1 spent at Cellarbrations bottleshops and 5% per \$1 spent at pub venues.

### HELP! I DIDN'T RECEIVE REWARD POINTS FOR MY PURCHASE, WHO DO I CONTACT?

Please make sure you scan your app at the start of the transaction, as we are unable to reimburse points. If a large transaction has been finalised, please ask for a receipt and scan the QR code to get in touch with our support team.

### I SIGNED UP A WHILE AGO AND HAVE A PLASTIC MEMBERSHIP CARD.

### I WANT TO TRANSITION OVER TO THE APP. WHAT SHOULD I DO?

Select Match My Account on the front page of the app and enter your Account ID and Account Number. If you do not know your account details, ask one of our friendly staff in venue or scan the QR code to get in touch with our support team.



**SCAN HERE TO GET IN CONTACT  
WITH OUR SUPPORT TEAM**

**NOT WORKING? EMAIL [JDAHOTELS@GMAIL.COM](mailto:JDAHOTELS@GMAIL.COM)**