NParks Coast-to-Coast Mobile Application – C2C Christmas Challenge

Frequently Asked Questions (FAQs)

FAQs for the Coast-to-Coast Mobile Application can be found *here.*

1. **What is the C2C Christmas Challenge?**

   a. The C2C Christmas Challenge is a special event in celebration of the Christmas Festive Season where participants stand a chance to win attractive prizes.

2. **How long is the duration/qualifying period of the C2C Christmas Challenge?**

   a. This is a 12 day event beginning from 1200HR, 11 December 2019 (Wednesday) to 2359HR, 22 December 2019 (Sunday) ("Qualifying Period").

3. **How many prizes are being given away and how much are they worth?**

   a. Grand Prize:
      i. One (1) unit of 13" MacBook Pro laptop valued at S$2,899.00 (Recommended Retail Price);
      ii. To be won by one (1) Participant.
   b. Lucky Draw Prizes:
      i. One hundred (100) units of NTUC grocery vouchers, valued at $100 each (each a "Lucky Draw Prize");
      ii. To be won by any number of Participants, while stocks last.

4. **How can I win the Grand Prize?**

   a. On 22 December 2019, a hidden Augmented Reality depiction of Santa Claus ("AR Santa Claus") shall be released on the C2C Mobile App interface to participants using the C2C Mobile App on the C2C Trail.
   b. The release of the AR Santa Claus will be broadcasted once to all participants through the C2C Mobile App Push Notification feature on the C2C Mobile App at 2359HR on 21 December 2019.
   c. The challenge will end at 2359HR on 22 December 2019 or when a participant finds the AR Santa Claus on the C2C Trail, whichever is the earlier.
   d. The first participant to find the AR Santa Claus on the C2C Trail will win the Grand Prize.
   e. The winner is to take a screenshot of Santa Claus (winner notification screen) and post in on his/her personal social media and hashtag #NParksC2C.

5. **How can I win the $100 NTUC Voucher?**

   a. Visit the C2C Trail by using the C2C Mobile app and accumulate points ("Flowers") by:
      • Daily log in at the C2C Trail
      • Uploading and sharing photos (in-app) at the C2C Trail
      • Visiting the checkpoints at the C2C Trail
      • Clearing the quests using the C2C Mobile App at the checkpoints
      • Finding the Augmented Reality (AR) Gingerbread Man ("AR Gingerbread Man").
   b. Every 1500 Flowers earned will be automatically converted to 1 Lucky Draw chance during the Qualifying Period.

    c. Accumulate as many Flowers as possible during the Qualifying Period to increase the number of lucky draw chances.

    d. Existing points accumulated by the participant prior to Challenge will be automatically converted to Lucky Draw chances during the Qualifying Period.

6. **How many Flowers are given for each feature or function in the app?**

    a. Daily visits to the Trail – 10 Flowers

    b. Visiting checkpoints along the Trail – 0 Flowers for the first checkpoint, 50 Flowers for each subsequent checkpoint

    c. Completing quests at checkpoints – 50 Flowers per quest

    d. Searching for Hidden AR Gingerbread Men that may appear in randomised locations daily – 100 Flowers per Gingerbread Men

    e. A One (1) time bonus of 1000 Flowers for finding all 12 AR Gingerbread Men in the Gingerbread Men Hunt feature.

    f. Uploading and sharing photos – 5 Flowers per post (up to 10 Flowers daily)

7. **Are the trails accessible at all times?**

    a. The Trail is accessible at all times except for certain parks and gardens which are closed at night. For example, some Nature Parks are closed from 7pm to 7am, while the Singapore Botanic Gardens is closed from midnight to 5am. These hours will apply during any special events as well. Participants can check the NParks website for the specific opening hours of parks and gardens.

8. **Do I need to pay to participate in this challenge?**
    a. Participation in the challenge is free.

9. **Am I allowed to create more than one user account to increase my chances of winning?**

    a. Each mobile device is tagged to only one user account. Hence, only one chance is given per mobile device regardless of how many accounts are created.

10. **Where can I report an error or provide feedback?**

    a. Users can submit a report via the in-app feature at Me → Settings → Report a Problem.

11. **When will the results be out?**

    a. Winners for the Grocery Vouchers will be selected at random on 26 December 2019 at 2pm at Singapore Botanic Gardens, 1 Cluny Road, Singapore 259569 by representatives from NParks.

    b. Winners will be notified via email and/or phone call.

12. **If I am the winner of the Grand Prize, where can I redeem my prize?**

    a. Collection of the Grand Prize will be at Singapore Botanic Gardens, 1 Cluny Road, Singapore 259569.

b. NParks will notify the winner through the email account registered in the C2C Mobile App.

13. If I am a winner of a Grocery Voucher, where can I redeem my prize?

a. Grocery Vouchers will be mailed out to the winners through registered mail.
b. NParks will notify the winner through the email account registered in the C2C Mobile App.