

NParks Coast-to-Coast (C2C) Mobile Application – C2C Christmas Giveaway

Frequently Asked Questions (FAQs)

1. What is the C2C Christmas Giveaway?

- a. The C2C Christmas Giveaway is a special event in celebration of the Christmas festive season where participants stand a chance to win grocery shopping vouchers.

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

- a. This is a 30 days event beginning from 12:00 PM, 25 November 2020 (Wednesday) to 11:59 PM, 24 December 2020 (Thursday) (“Qualifying Period”).

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

- a. Lucky Draw Prizes:
 - i. One hundred (100) units of NTUC grocery vouchers (“Grocery Vouchers”), valued at \$10 each (each a “Lucky Draw Prize”);
 - ii. To be won by any number of Participants, while stocks last.

4. How do I participate in this event?

- a. Log in to the C2C Mobile App and use the app on your visit to the C2C Trail during the Qualifying Period (25 November 2020 – 24 December 2020)
- b. Only Participants who have logged into the C2C Mobile App and visited the C2C Trail during the qualifying period will be eligible for the Lucky Draw.

5. Do I need to pay to participate in this event?

- a. Participation in the event is free.

6. How can I win the \$10 NTUC Voucher?

- a. Visit the C2C Trail during the Qualifying Period and use the C2C Mobile App to 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) Fruits
- b. Every 500 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 event will be automatically converted to Lucky Draw chances during the Qualifying Period.

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

- i. Daily visits to the Trail – 10 Flowers
- ii. Visiting checkpoints along the Trail – 0 Flowers for the first checkpoint, 50 Flowers for each subsequent checkpoint
- iii. Completing quests at checkpoints – 50 Flowers per quest

- iv. Searching for Hidden AR fruits that may appear in randomised locations daily – 10 Flowers per fruit
- v. Uploading and sharing photos – 5 Flowers per post (up to 10 Flowers daily)

8. 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.

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 28 December 2020 (Monday) 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 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.