

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.

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?

For security reasons, all members are logged out of the app every 12 months. To log back in, select Welcome Back, Log In and use your email address and password you set up when you first became an app member.

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

Not a problem! Under the Welcome Back, Log In tab, there is a Forgot Password button. Once you enter your email, you will be sent a temporary password and the instructions on how to log in.

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.

HAVE YOU LOGGED IN TO A BLACK SCREEN?

In August 2023 we had a major app update, which required members to delete and redownload their app. If you haven't logged in since then please delete and redownload the app to continue accessing your amazing benefits!



SCAN HERE TO GET IN CONTACT WITH OUR SUPPORT TEAM

NOT WORKING? EMAIL JDAHOTELS@GMAIL.COM

Conditions apply. Membership is at management discretion. Points earned are reset at the end of every financial year. All membership enquiries should be forwarded to Hotel Reception or jdahotels@gmail.com

THE PEAKHURST
HOTEL

UNION PLACE
HOTEL

PADSTOW PARK
HOTEL

GENERAL THE GORDON

GUN SHARADE

MOUNT BATTEN
HOTEL

Charlie Chana
B.B.R.