

**Thematic Challenge #5
Beach Bash with Timberland Challenge
Frequently Asked Questions (FAQs)**

General																			
1.	<p>What is the Beach Bash with Timberland Challenge?</p> <p>The Beach Bash with Timberland Challenge is a thematic challenge of the National Steps Challenge™ Season 3 (NSC3) It is a physical activity initiative by the Health Promotion Board (HPB) to encourage NSC3 participants to be physically active every day, anytime and anywhere. Participants stand a chance to win attractive prizes when they successfully complete the entire challenge.</p>																		
2.	<p>Who can sign up for Thematic Challenge #5 – Beach Bash with Timberland Challenge</p> <p>The Beach Bash with Timberland Challenge is open to all NSC3 participants with a valid NRIC or photo identification at the point of registration. Participants must also be 17 years or older at the point of registration. Please note that eligible persons who are below 21 years of age must obtain parental consent before participating in the Beach Bash with Timberland Challenge.</p>																		
3.	<p>How does the Thematic Challenge #5 – Beach Bash with Timberland Challenge work?</p> <p>Participants stand a chance to win attractive prizes by completing the game stations located along Sentosa beaches during the Challenge period (28 Apr 2018, 2pm to 6pm).</p> <ul style="list-style-type: none"> ▪ Each participant will be given a game card. ▪ Participants will have to complete the game stations located along the beaches. ▪ Participants can gather a maximum of 6 stamps. ▪ Each stamp is unique. ▪ Collecting 3 stamps entitles the participants to a goodie bag. ▪ Collecting all 6 stamps entitles the participants to a goodie bag and a sure-win scratch card. ▪ Goodies bags are given on a while stocks last basis. ▪ Participants with 3 or more stamps collect shall be eligible to participate in a lucky draw that will be conducted at 7pm on the same day. <p>Challenge prize mechanics:</p> <table border="1" style="width: 100%; border-collapse: collapse; text-align: center;"> <thead> <tr> <th style="background-color: #cccccc;">Number stamps obtained (max 6)</th> <th style="background-color: #cccccc;">Prizes</th> <th style="background-color: #cccccc;">Lucky draw eligibility</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>None</td> <td>No</td> </tr> <tr> <td>2</td> <td>None</td> <td>No</td> </tr> <tr> <td>3</td> <td>Goodie Bag</td> <td rowspan="4">Yes</td> </tr> <tr> <td>4</td> <td>Goodie Bag</td> </tr> <tr> <td>5</td> <td>Goodie Bag</td> </tr> <tr> <td>6</td> <td>Goodie Bag + Scratch Card</td> </tr> </tbody> </table> <p>All registered participants are also eligible to collect a free life-size inflatable slipper* at 5pm to take part in an activation on the Sentosa Palawan Beach to set the Singapore Record of Longest Line of Inflatable Slippers on Palawan Beach.</p> <p>*While stocks lasts</p>	Number stamps obtained (max 6)	Prizes	Lucky draw eligibility	1	None	No	2	None	No	3	Goodie Bag	Yes	4	Goodie Bag	5	Goodie Bag	6	Goodie Bag + Scratch Card
Number stamps obtained (max 6)	Prizes	Lucky draw eligibility																	
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4.	<p>How does the lucky draw work?</p> <p>Participants will be eligible for the end-day lucky draw if they collected 3 or more stamps on their game card.</p> <ul style="list-style-type: none"> ▪ Participants shall be required to deposit their lucky draw coupons at the stated timing to take part in the draw. 																		

- Each lucky draw coupon is serialised.
- The lucky draw coupon has to be stamped at the redemption counter before depositing.
- Lucky draw coupons will be collected at 6pm and deposited at Palawan Beach by 7pm.
- Lucky draw winners **MUST** be present when the draw is conducted with the corresponding lucky draw slip with the right serial number.
- In the event that the participant is not present when the serial number is called, the draw will be made again and the prize will be given to the next winner drawn on the spot.

Beach Bash with Timberland Challenge lucky draw prizes:

Category	Prize	Number of Winners
Top Prize (1 st)	<ul style="list-style-type: none"> • Samsung Gift Set <ul style="list-style-type: none"> - Samsung Note 8 - Samsung Gear Sport - Samsung Gear IconX • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket • Jabra Rox Wireless headset • 4x Sentosa Islander membership • 4x 2-day Sentosa Fun pass including USS • 2x tickets to an event at Sports Hub 	1
2 nd	<ul style="list-style-type: none"> • Samsung Gift Set <ul style="list-style-type: none"> - Samsung Note 8 - Samsung Gear Sport - Samsung Gear IconX • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket • 2x Sentosa Islander membership • 2x 2-day Sentosa Fun pass including USS 	1
3 rd	<ul style="list-style-type: none"> • Staycation for 2 at W hotel + 2x day passes to USS • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket • 2x Sentosa Islander membership 	1
4 th to 8 th	<ul style="list-style-type: none"> • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket • Samsung Gear Sport • 2x Sentosa Islander membership • 2x 2-day Sentosa Fun pass including USS • 4x Sentosa adventure cove waterpark pass 	5
9 th to 15 th	<ul style="list-style-type: none"> • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket • 2x Sentosa Islander membership • 4x Sentosa adventure cove waterpark pass 	7
16 th to 20 th	<ul style="list-style-type: none"> • Timberland yellow boots • Timberland packable backpack • Timberland packable jacket 	5

Restricted

	<ul style="list-style-type: none"> • 4x Sentosa adventure cove waterpark pass 	
	<ul style="list-style-type: none"> ▪ Only participants of the Beach Bash with Timberland Challenge are eligible to take part in the lucky draw. ▪ A lucky draw will be conducted, in descending order (Lowest value prize to highest value prize), to select the winners. This means that a lucky draw will be conducted for the 25th-19th Category Prize first, followed by the 15th to 18th category, followed by the 11th to 14th category, and finally the top 10 prizes. ▪ Participants are only allowed to win in one category. ▪ Participants who did not win in the lucky draw of the preceding category will remain eligible to win in the draws of the subsequent categories. ▪ In the event that a participant wins in a category, their names will be automatically removed from the other subsequent categories. ▪ HPB may, in its sole and absolute discretion and without prior notice, replace, change or substitute any prizes with another of similar value. ▪ Prizes are not exchangeable for cash. Any request to exchange prizes will not be entertained. ▪ If the prize winners are under the age of 18, the prize must be claimed by their parent or legal guardian. 	
5.	<p>What if I am not around during the lucky draw?</p> <p>If a participant's lucky draw serial number is called but he/she is not at the event venue, he/she will forfeit the prize and the prize will be given to the next winner drawn.</p>	
6.	<p>Can I indicate/suggest my own preferred prize category for the lucky draw?</p> <p>The lucky draw will be conducted in descending order of the category, as indicated in the previous question. Participants will not be allowed to indicate their preferred prize category.</p>	
7.	<p>How do I sign up for the Thematic Challenge #5 – Beach Bash with Timberland Challenge</p> <p>Step 1: Download the Healthy 365 mobile app on your smartphone, create a profile and sign up for the Beach Bash with Timberland Challenge.</p> <p>Step 2: Consent to the Terms and Conditions of the Beach Bash with Timberland Challenge and select your preferred tracking mode.</p> <p>Step 3: Head to Sentosa Palawan Green during the Challenge period (28 Apr 2018, 2pm to 6pm) to collect your game card.</p> <p>Step 4: Complete the Challenge and win great prizes!</p> <p>The Challenge will be available for pre-registration on the Challenges tab of Healthy 365 mobile app, from <u>9 April 2018</u> onwards.</p>	
8.	<p>Will there be any penalty if I decide to withdraw or drop out from the Thematic Challenge #5 – Beach Bash with Timberland Challenge Challenge?</p> <p>No penalty will be imposed for both withdrawal and drop-out.</p>	
9.	<p>Must I pay to participate in the Thematic Challenge #5 – Beach Bash with Timberland Challenge?</p>	

	No, participation in the Beach Bash with Timberland Challenge is free of charge.
10.	<p>Can I sign up on behalf of my friends or family members for the Thematic Challenge #5 – Beach Bash with Timberland Challenge</p> <p>No, each person must sign up individually on a smartphone.</p>
11.	<p>Must I sign up for the National Steps Challenge™ Season 3 as well?</p> <p>Yes, participants of the Beach Bash with Timberland Challenge need to be a participant of the National Steps Challenge™ Season 3 (NSC3).</p>
12.	<p>When does the Thematic Challenge #5 – Beach Bash with Timberland Challenge start?</p> <p>The Beach Bash with Timberland Challenge will start on 28 Apr 2018, 1400 hrs (Singapore time). The Challenge period is 28 April 2018, 1400 hrs to 1900 hrs. Registration will end on 28 April 2018, 1800 hrs (Singapore time). Redemption of goodie bags will end at 1900 hrs.</p>
13.	<p>What do I do after I have signed up for the Thematic Challenge #5 – Beach Bash with Timberland Challenge Challenge?</p> <p>Once you have successfully signed up for the Beach Bash with Timberland Challenge Challenge, all you need to do now is to proceed to Sentosa Palawan Green during the Challenge period (28 April 2018, 2pm to 6pm) to collect the game card in order to start the challenge.</p>
14.	<p>Can I participate more than once?</p> <p>No. Each participant may only take part in the challenge once.</p>
15.	<p>Is the Challenge time-based? I.e. is the timing taken to complete the Challenge is being considered?</p> <p>No, the Challenge is not time-based. Participants will not be rewarded for completing the Challenge faster and likewise, participants will not be penalised for taking a longer time to complete the Challenge. Participants can participate in the Challenge at their own pace within the Challenge period.</p>
16.	<p>What are the different modes of steps tracking?</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <ul style="list-style-type: none"> • Actxa® mobile app¹ with Actxa® activity trackers • Samsung Health mobile app² with Samsung Gear wearables • Health Kit mobile app³ with Apple Watch • Fitbit mobile app¹ with any Fitbit tracker <p>¹ Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge</p> <p>² Samsung Health – Android 4.4 and above. Samsung Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”. Please ensure that there are steps clocked on your Samsung Health for pairing to be successful.</p> <p>³ Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”. Please ensure that there are steps clocked on your Health Kit for pairing to be successful.</p>

	<p>Please note that the Healthy 365 mobile app will only retrieve up to seven days of data and you will need to sync your selected tracking mode with the Healthy 365 mobile app at least once every seven days to prevent any data loss. Tap on the Green button on the “Dashboard” to sync.</p> <p>Note: Steps synced into Healthy 365 mobile app are dependent on the steps recorded from the mobile device itself. Healthy 365 mobile app alone does not do any form of steps tracking.</p>
17.	<p>Will participants of the Thematic Challenge #5 – Beach Bash with Timberland Challenge be given a free HPB steps tracker?</p> <p>HPB steps trackers will not be distributed for this Challenge.</p> <p>Participants may track their steps using the following trackers or mobile applications compatible with the Healthy 365 mobile app.</p> <ul style="list-style-type: none"> • Actxa® mobile app¹ with Actxa® activity trackers • Samsung Health mobile app² with Samsung Gear wearables • Health Kit mobile app³ with Apple Watch • Fitbit mobile app¹ with any Fitbit tracker <p>Participants who have not collected a HPB steps tracker before may also make an appointment at http://stepschallenge-appointment.com to collect at selected Singapore Post Offices. Terms and conditions apply.</p> <p>¹ Participants must have an existing Actxa®/Fitbit account and Actxa®/Fitbit mobile app to use Actxa®/Fitbit trackers for the Challenge.</p> <p>² Samsung Health – Android 4.4 and above. Samsung Health must be installed on phone. To check Android version, please go to “Settings” on your phone and tap on “About device”. Please ensure that there are steps clocked on your Samsung Health for pairing to be successful.</p> <p>³ Health Kit – iPhone 5S and above, with iOS 8 and above. To check iOS version, please go to “Settings” on your phone and tap on “General” then “About”. Please ensure that there are steps clocked on your Health Kit for pairing to be successful.</p>
<p>Healthy 365 mobile app</p>	
18.	<p>Is the Healthy 365 mobile app compatible with my smartphone?</p> <p>Please check that both the version of your phone’s operating system (OS) and your phone model are compatible with the Healthy 365 app.</p> <p>For smartphone OS versions, the Healthy 365 mobile app requires at least Android 4.4 and iOS 8 and above to operate.</p> <p>To date, the following phone models are known to have compatibility issues with the Healthy 365 mobile app or connection issues with our HPB steps trackers.</p> <ul style="list-style-type: none"> i) LG G2 ii) Samsung S3 iii) iPhone 4 iv) Samsung Note 4 v) Samsung Ace vi) Redmi 2 vii) ASUS viii) ASUS and Alcatel Tablets (as Healthy 365 is designed to work with smartphones) <p>Please note that this is not an exhaustive list and we are currently working on the Healthy 365 mobile app so that it can be compatible with more phone models.</p>

19.	<p>Do I need data or internet connection to use the Healthy 365 mobile app?</p> <p>The Healthy 365 mobile app requires internet connection (data plan or WI-FI connection) to register for challenges, to refresh the Challenge Summary page and the leader boards, and to scan QR codes. The app does not require Internet connection to sync your steps tracker to your smart phone as it uses Bluetooth® technology. However, Internet connection is required for the step count data to be sent to our server for updating of the Challenge Summary page.</p>
<p>Technical assistance / Troubleshooting</p>	
20.	<p>I cannot click on “I Agree” when I try to register for a challenge.</p> <p>As the Healthy 365 mobile app is built to be time sensitive, you may encounter an error when the time on your phone is different from the time in Singapore. If you are currently in Singapore, please ensure the time on your phone is accurate.</p> <p>Please follow the steps below:</p> <p>For iOS:</p> <ol style="list-style-type: none"> a) Go to your phone’s “Settings” page b) Tap on “General”, followed by “Date & Time” c) Turn “Set Automatically” option on <p>For Android:</p> <ol style="list-style-type: none"> a) Go to your phone’s “Settings” page b) Tap on “Date and Time” c) Turn “Automatic date and time” option on
21.	<p>I am unable to complete registration for a challenge on the Healthy 365 mobile app.</p> <p>You might not have internet connectivity or our servers may be busy/under maintenance at the moment. Please try again later. If the problem persists, please contact us at stepschallenge@hpb.gov.sg for further assistance.</p>

For other enquiries, please contact us at stepschallenge@hpb.gov.sg.