

## **CHIIKAWA DAYS: CHIIKAWA in Hong Kong Neighbourhoods**

### **Frequently Asked Questions**

*[Last updated on 28 July 2025]*

- 1. If I accidentally entered the wrong name or inaccurate information for the lucky draw registration, will it affect my eligibility to claim the prize? Can I make further changes to my account information after registration?**

Answer: It will affect your eligibility to claim the prizes. No changes to the registered account information are allowed. Participants must provide accurate personal information, including their full name (which must match the name shown on their valid identification document), the alphabet and first three digits of the Hong Kong Identity Card number; or, in the case of travel documents, the first four characters (including any letters, if applicable). Participants must also provide the first four digits of a valid phone number and a valid email address.

- 2. Will I receive an email confirmation of my participation in the lucky draw or of winning?**

Answer: Yes, participants will receive an email confirming their participation in the lucky draw and winners will receive an email notification.

Email to notify participants of participation in the lucky draw or of winning:

[mkt@chiikawadays.com](mailto:mkt@chiikawadays.com).

- 3. What should I do if I do not receive a confirmation email regarding participation in the lucky draw or of winning?**

Answer: If you don't see the email in your inbox, please check your junk or spam folder.

For any enquiries, please email [mkt@chiikawadays.com](mailto:mkt@chiikawadays.com).

- 4. When and through what channels will the lucky draw results be announced?**

Answer: Winners will be announced on 16 August 2025 via AllRightsReserved's official Facebook page and the CHIIKAWA in Hong Kong Neighbourhoods activity site.

Additionally, the list of winners will be published in the 20 August 2025 editions of Sing Tao Daily and The Standard.

**5. What time on 22 August will the winning tickets be used? How will winners redeem their tickets? Is there a time limit for ticket collection?**

Answer: The tickets are for the time slot at 6pm on 22 August. Winners will receive an email notification of winning, and they must present the email and confirm their personal information at the reception of the exhibition to redeem the admission wristbands. There is a deadline for redemption (from 5:50pm to 6pm on 22 August, no later than 6pm).

**6. If I am unable to visit the exhibition in person, can I authorise someone else to collect and use the tickets?**

Answer: No, winners must visit the exhibition in person to collect the prizes.

**7. How near do I need to be for my device to successfully check in at the designated locations?**

Answer: Participants are suggested to check in within a 50-metre radius of the checkpoints. If the check-in is still unsuccessful, please refresh the browser and try again.

**8. Can I still collect stamps and download the fully coloured digital postcard at the four designated locations after 15 August?**

Answer: Yes, the e-stamp rally will last until 24 August.

**9. Is there a recommended browser to use?**

Answer: For the best experience, please use the latest version of Safari, Chrome or Microsoft Edge.

**10. Why can't my phone use the camera lens?**

Answer: Please allow the activity site to use your phone's camera function to scan the QR code.

If you are using **an Android phone and a Chrome browser**, you can follow these steps to change the camera permissions for the activity site:

- i. Click on the ':' icon in the top right corner of the webpage, then select 'Settings';
- ii. Select 'Site Settings';
- iii. Select 'Camera';
- iv. Toggle the switch to enable the camera function;

- v. If the activity site you are trying to use appears in the 'Blocked' list, click on it and select 'Allow' to unblock it;
- vi. Return to the activity site and continue using the same browser to activate the camera.

If you are using **an iPhone**, you can follow these steps to change the camera permissions for the activity site:

- i. Open the 'Settings' app on your phone;
- ii. Select 'Apps';
- iii. Choose the browser app you are using to view the activity site (e.g., Safari, Chrome, or others);
- iv. In 'Settings for Websites' select 'Camera';
- v. Choose 'Ask' or 'Allow' for 'Camera access on all sites' to change the camera settings;
- vi. Return to the browser app you used to view the activity site and refresh the page;
- vii. After completing these steps, you can use the same browser to open the camera again.

**11. Will the checkpoints at the designated locations be temporarily removed due to bad weather? If removal is necessary, when will they be reinstalled?**

Answer: The checkpoints will be temporarily removed due to inclement weather and will be reinstalled within 24 hours after the weather returns to normal.

**12. Is it still possible to participate in the e-stamp rally outside of staffed hours (11am to 7pm) for CHIIKAWA in Hong Kong Neighbourhoods?**

Answer: The checkpoints will be fenced off outside staffed hours and there will be no staff present, but participants can still engage in the e-stamp rally.

**13. If you have any other questions, please seek assistance from the staff on duty.**