

FAQs – Customers

General

What are myAlice discount vouchers?

myAlice discount vouchers are digital vouchers with a monetary value that can be used towards purchases at participating Alice Springs businesses.

Why were myAlice vouchers started?

myAlice discounts were created to provide incentive to customers to increase spending at locally-operated businesses. This is an economic stimulus program, developed by the City of Darwin and licenced to Alice Springs Town Council, to assist the local economy through easing of coronavirus (COVID-19) restrictions. The program aims to support food, retail, hospitality and tourism businesses operating an outlet within the Alice Springs municipality.

Is myAlice a mobile app or a website?

myAlice is a website application that can be accessed via myalice.me – a quick link which redirects you to the myAlice portal myalice.alicesprings.nt.gov.au. The website application is not available from Google Play or the Apple App Store.

Who can use the myAlice vouchers?

Any adult over the age of 18 years who resides in, or is visiting, Alice Springs can access myAlice discount vouchers.

How do I get myAlice vouchers?

Register at myalice.me to create a login to the myAlice portal. Once registration is approved the myAlice home page will display your available daily vouchers.

How does the myAlice program work?

Every registered customer will receive \$40 worth of myAlice vouchers per day until myAlice program funds are all redeemed or the program ends. Used vouchers are replenished daily. These are made available as:

- 2 x \$2.50 discount
- 1 x \$5 discount
- 1 x \$10 discount
- 1 x \$20 discount

A myAlice discount voucher can be used at any participating business, as long as the minimum spend is achieved for each transaction.

What are the minimum spend requirements?

The following myAlice discount vouchers become available when a minimum spend is achieved:

- \$2.50 myAlice voucher = minimum spend of \$10
- \$5 myAlice voucher = minimum spend of \$20
- \$10 myAlice voucher = minimum spend of \$40
- \$20 myAlice voucher = minimum spend of \$80

How many myAlice vouchers can I use per day?

You may use all \$40 worth of vouchers each day however, there is a limit of one discount voucher per business per day, regardless of which voucher value is redeemed at that business. The purpose of this is to spread Customer spending across a diverse range of businesses within the Alice Springs municipality.

Can I use a myAlice voucher more than once?

Each myAlice discount voucher (with a unique 5-digit code) is single-use only. The full value must be used at each transaction.

Where can I use the myAlice voucher?

A complete list of participating businesses can be found [here](#)

How do I redeem a myAlice voucher?

Once registered as a Customer via the myAlice web-app, login to your myAlice account on an internet enabled smart device (mobile, tablet, or computer), navigate to the My Vouchers panel to select the voucher you want to use, and **show the business operator the unique 5-digit voucher code** that appears alongside the \$ value. Validation of vouchers must occur prior to making payment.

myAlice discount vouchers must be validated by the Merchant at the point of sale, using the Merchant's myAlice program dashboard.

How long are the vouchers valid for?

Each registered Customer is assigned a maximum value of \$40 in myAlice discount vouchers per day, until the myAlice program funds are fully expended. The Customer's **My Vouchers** screen displays the remaining overall program funds, as well as your available vouchers. Refresh your browser before using each discount voucher to ensure the information displayed is current.

Can myAlice vouchers be used for delivery orders or online purchases, e.g. food delivery?

myAlice discount vouchers can only be used for in-store purchases with participating businesses. myAlice discount vouchers do not work with food delivery services or with online / e-Commerce / web-based businesses.

Can I share myAlice vouchers with family and friends?

myAlice discount vouchers are non-transferable, but please encourage your family, friends and colleagues to register to receive their own myAlice vouchers!

Can I use myAlice vouchers to buy alcohol or tobacco?

No. The myAlice program does not permit discount vouchers to be applied for the purchase of alcohol or tobacco.

Can myAlice discounts be used for gaming purchases?

No. The myAlice program does not discount vouchers to be applied to any gaming related transaction.

Can I trade the vouchers for cash or purchase of a gift card?

No. The myAlice program does not permit its discount vouchers to be traded for cash or used to purchase gift cards.

Troubleshooting

How do I reset my password?

From the [login page](#), click on 'Forgot your password?' or [click here](#) to reset your password directly.

When I try to visit the myAlice website, my device says 'browser is unsupported'

If you see this message, you may need to upgrade your internet browser. The myAlice website works best with the latest versions of: Apple Safari, Google Chrome, Mozilla Firefox and Microsoft Edge.

My account is blocked, how do I reactivate it?

Send an email to myAlice support team at myalice@astc.nt.gov.au including the email address and / or mobile phone number associated (used to register your account) with the account that needs to be unblocked.

Privacy

How will my registration details be used (e.g. mobile number and email address)?

Your mobile number and email address are used by Alice Springs Town Council to confirm that you have not previously registered for the myAlice program. All information is securely stored in, and does not leave, Australia.

For more details on Alice Springs Town Council's approach to privacy please visit:
alicesprings.nt.gov.au

Get in touch!

How do I get in touch with the myAlice support team?

By email – myalice@astc.nt.gov.au

By Phone – (08) 8950 0560, Monday to Friday, 8.30am – 5pm (excluding public holidays)