

FAQs *for customers*

General

What are myTodd Mall discount vouchers?

myToddMall discount vouchers (discounts) are digital discounts with a monetary value that can be used to make purchases at participating Alice Springs businesses.

Why were myTodd Mall discounts started?

myToddMall discounts are designed to support businesses in the Todd Mall while construction continues as part of the Regenerating the Alice Town Centre project. The discounts were developed in response to the temporary impacts construction can have on local traders, helping drive foot traffic and encourage people to continue shopping, dining and enjoying everything the Todd Mall has to offer.

Is myTodd Mall a mobile app or a website?

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

Who can use the myTodd Mall discounts?

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

How do I get myTodd Mall discounts?

Register at myToddMall.alicesprings.nt.gov.au to create a login to the myToddMall portal. Once

registration is approved the myToddMall home page will display your available weekly discounts.

How does the myTodd Mall program work?

Every registered customer will receive \$40 worth of myToddMall discounts per week until myToddMall program funds are all redeemed or the program ends. Used discounts are replenished weekly. These are made available as:

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

A myToddMall 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 myToddMall discount vouchers become available when a minimum spend is achieved:

- 2 x \$5 savings for \$20 spent
- 1 x \$10 savings for \$50 spent
- 1 x \$20 savings for \$100 spent

How many myTodd Mall discounts can I use per day?

You may use all \$40 worth of discounts each week with vouchers replenishing one week after use. There is a limit of one discount voucher per business per week, 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.

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Can I use a myTodd Mall discount voucher more than once?

Each myToddMall 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 myTodd Mall discount voucher?

A complete list of participating businesses can be found here: myToddMall.alicesprings.nt.gov.au

How do I redeem a myTodd Mall discount voucher?

Once registered as a customer via the myToddMall web-app, log in to your myToddMall user dashboard on your smart device. You will then be able to select the discount value you want to use and show the business operator the unique 5-digit voucher code.

myToddMall discount vouchers may also be printed out or read out over the phone. Validation of your voucher must occur prior to making payment.

How long are the discounts valid for?

Each registered customer is assigned a maximum value of \$40 in myToddMall discount vouchers per week, until the myToddMall program funds are fully expended. The User Dashboard 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 myTodd Mall discount vouchers be used for delivery orders or online purchases, e.g. food delivery?

myToddMall discount vouchers can be used for in-store purchases, as well as purchases made over the phone with participating businesses. myToddMall discount vouchers do not work with food delivery services or with online / e-Commerce / web-based businesses.

Can I share myTodd Mall discount vouchers with family and friends?

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

Can I use myTodd Mall discount vouchers to buy alcohol or tobacco?

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

Can myToddMall discounts be used for gaming purchases?

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

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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 myToddMall website, my device says 'browser is unsupported'

If you see this message, you may need to upgrade your internet browser. The myToddMall 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 myToddMall Administration Team at myToddMall@alicesprings.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 myToddMall 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 my Todd Mall support team?

By email: regeneratingalicetc@astc.nt.gov.au

By phone: (08) 8950 0560

Monday - Friday, 8am - 5pm (excluding public holidays)

Website: myToddMall.alicesprings.nt.gov.au