

Wellness in #DTBURL

Participant FAQ

What is a Pass?

A “pass” refers to a mobile friendly, digital “passport” program that you download onto your phone. When you arrive at each participating business you will use a 4-digit code to “check-in” on your phone and be able to receive the deal or incentive as provided by the participating business

Where Can you Download a Pass?

Head to <https://burlingtondowntown.ca/wellnessdtburl> to download your pass. Your pass will be emailed or sent via text and you are all set! The pass is added directly to your home screen

Do You Need to Pay for a Pass?

Nope! The Wellness pass is a free program

Does a Pass Expire?

The pass can only be redeemed and / or collected during the specified program duration of April 17th 2023 through June 30th 2023. Thereafter the pass is no longer able to be redeemed

How do You Collect your Discount / Deal?

When you arrive at the participating stores you will “check-in” using the 4-digit code and be able to redeem the deal or incentive as provided by the participating business. Simply click “check-in” and “redeem” using the code and you’re all set

Are All Participating Businesses Offering a Discount / Deal?

All participating businesses are offering an incentive. This may come in the form of a deal, discount, free information kit, or a similar offering. Please see the following url for a complete list of what each business is offering: <https://burlingtondowntown.ca/wellnessdtburl>

Are All Burlington Downtown Businesses Participating?

As not all businesses in Burlington Downtown are participating, please see the url below for complete list of which businesses are included in the Wellness pass: <https://burlingtondowntown.ca/wellnessdtburl>

You can also look for a “participating business” window decal provided to participating businesses

What Qualifies as a Check-In?

A check-in is when a participant has received the 4-digit code from the business and has entered it into the applicable business portal within the pass by clicking the “check-in” button. You must be within 0.25 miles of the business location to check-in



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What Qualifies as a Redemption?

A redemption is when a participant has received the 4-digit code from the business and has entered it into the applicable business portal within the pass by clicking the “redeem” button and has completed the purchase transaction required. You must be within 0.25 miles of the business location to redeem

Can you Check-in or Redeem at the same Business More than Once?

You can only check-in and redeem once per individual business

Can a Pass be Shared?

Only one user can use each pass. It cannot be shared amongst multiple users

Do You need to Download Your Pass Before Entering the Participating Business?

You can download your pass while in the store! If you are interested in participating, scan the QR code at the participating business to join in

Do All Check-ins / Redemptions Need to be Completed in a Single Day?

Check-ins / redemptions can be completed at any time, during each businesses operational hours, April 17th 2023 through June 30th 2023

Is the Wellness in #DTBURL Pass in-store or on-online?

The Wellness Pass is an-instore initiative only

Is Every Participating Business Using the same 4-Digit Code?

Each participating business will be using their own unique code. Make sure to use the correct one per store!