

RELACTIVE EVENTS

EXPLANATION GAMES

Receive ticket(s)

After you purchased a ticket on the website, you will receive this email.

If you bought several tickets, you will receive separate emails (one per ticket).

Open the unique link, mentioned in the email, on a suitable smartphone. This phone should be the one you are going to use for playing the game or quiz. Only click on this link at the moment you will start playing, and **after you have read this explanation completely**.



Which smartphone can I use?

The smartphone has an operating system of at least Android 9 or iOS 12; a 6inch screen; and a Google Play or Apple Store

We do not recommend using a work phone due to possible limitations of GPS, audio and/or camera.

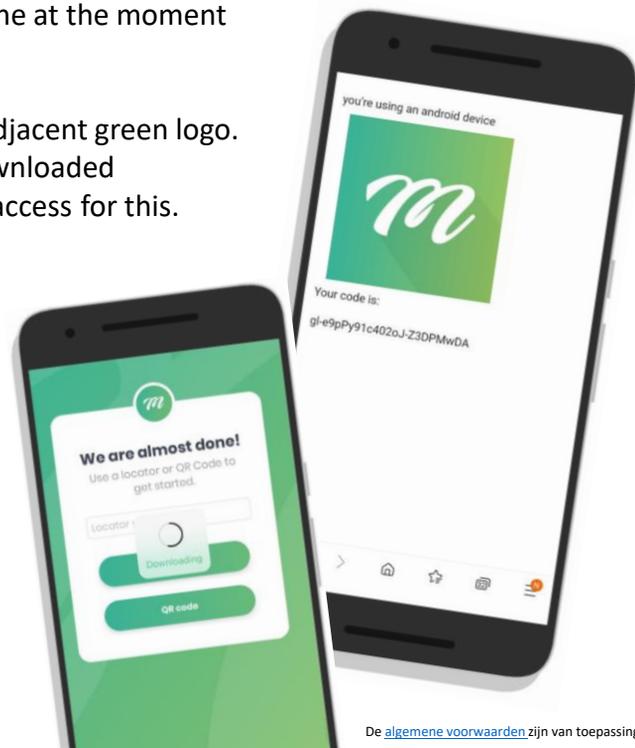
NOTE: If you have used our app before, please delete the old app and then download the new app on your smartphone.

It's time to open your unique link on a suitable smartphone

Click on the unique link from your smartphone at the moment you would like to start playing.

After you click on the link, you will see the adjacent green logo. Click on it, and the app and game will be downloaded automatically. Of course, you need internet access for this.

NOTE: Wait until everything is completely downloaded, don't do anything else on your smartphone in the meantime! If you interrupt the download, your phone may not be able to download the entire game and the app may not be usable.



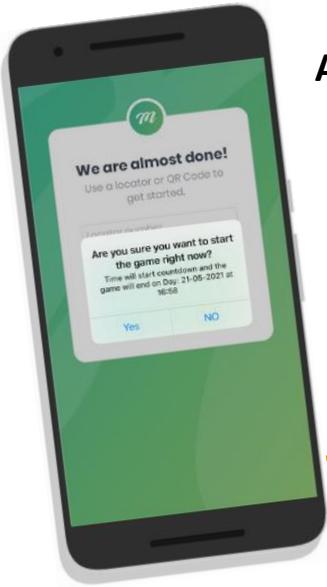
ONLINE GAMES

Are you sure you want to start the game right now?

Once the game is downloaded, a pop-up will appear on the screen asking if you are sure you want to start the game right now?

Please press the button **YES**. A timer will start counting down from 72 to zero. This is irreversible.

After you pressed **YES**, the app will ask permission to use location, camera and audio. Please allow all.



How can we play a competition?

If you purchased multiple tickets, you can set up a competition. Start playing at the same time. Agree either on a time limit or decide to play all of the challenges in once.

Which team completed the most challenges or scored the most points?

How do we start the game on the app?

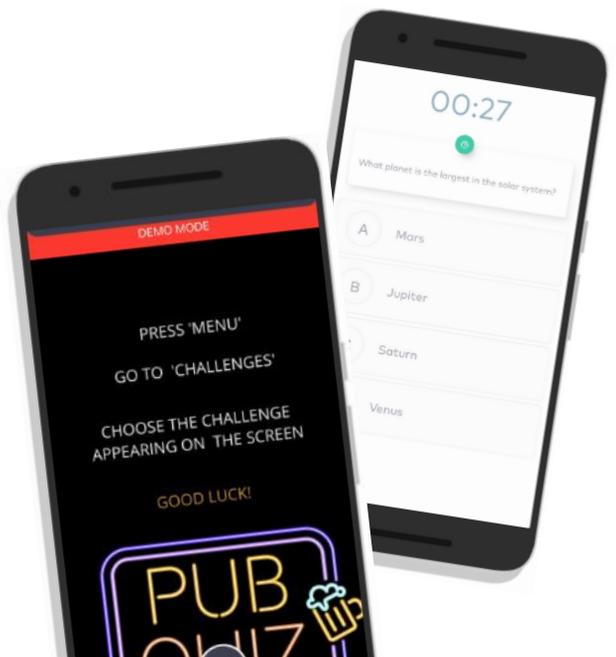
After you pressed YES, the game will start. Enter a team name of at least 3 characters. The start screen of the game will appear after you entered a team name.

You will start the game by pressing menu at the bottom of the screen.

Choose challenges and select start to begin.

Are you playing with several people but all from your own home (through video connection)?

Then you can share your screen via MS Teams or Zoom so that everyone will be involved.



ONLINE GAMES

What should I do if my smartphone crashes?

During the game, you can use other apps on your smartphone and switch between different ones.

If our app crashes, please swipe all of the active apps away. Then open the app again, and click on the continue button to start where you left off. The game continues where you left off.

How and when can I contact you?

If you have any general questions about the games or especially about the app, please feel free to reach out to us. You can reach us by phone or email.

If you already purchased a ticket, please keep your order number by hand if contacting us.

Monday through Friday from 09.00 till Friday 17.00h.

Phone: +31 40 25 24 656

E-mail: Boekingen@relative-events.nl

If you want to do a quiz or game in the evening or on the weekend, please request optional (and at additional cost) telephone standby service.

Upon request (and at an additional cost), we also have online support available who can provide a fun online quiz or game! Contact us for this.

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