

## 24x7 App Challenge – Parent & Guardian FAQ

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### What is the 24x7 App Challenge?

The **24x7 App Challenge** is a May campaign encouraging parents and guardians to use the **Parent/Guardian App** to stay fully informed about their child's journey.

By registering and using the app correctly, you'll be entered into a prize draw.






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### What can I win?

-  **Champagne Summer Hamper**
  -  **Summer Hamper**
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### What do I need to do to enter?

To qualify, you need to:

-  Download the **Parent/Guardian App**
  -  Register your passenger details
  -  Confirm your **collection postcode**
  -  Enable **push notifications**
  -  Use the **latest app version (1.7.9)**
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### I already have the app — do I need to do anything?

Yes — to be included in the draw, you must:

- Ensure your app is updated to **version 1.7.9**
  - Check your details are correct
  - Make sure **notifications are turned on**
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### What are the benefits of using the app?

The app gives you:

-  **Real-time journey notifications**
  -  **Driver & Passenger Assistant names**
  -  **Collection and drop-off updates**
  -  Greater visibility and peace of mind
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### **Why do I need notifications turned on?**

Push notifications allow you to receive **live updates about your child's journey**.

 Without notifications enabled, the app won't function fully and you may not qualify for the draw.

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### **When does the challenge run?**

- Starts: **1st May**
  - Ends: **31st May**
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### **When will the winners be announced?**

Winners will be selected after the campaign ends and announced in **early June**.

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### **How will I know if I've won?**

Winners will be:

- Contacted directly
  - Announced via 24x7 communications channels
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### **Why do I need to register through the app?**

For security and data protection reasons, passenger details must be confirmed **directly by parents/guardians within the app**.

 This ensures all information is accurate and securely managed.

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### **Final Reminder**

Using the app keeps you informed, reassured, and connected to your child's journey every day.

 **Download. Register. Stay informed.**