adiCentre Booking FAQ's

1. ## Can I just book over the phone?
   Unfortunately, there is no way for our staff to manually enter bookings into our online system. All bookings require customers to book themselves in through scanning the QR code and picking a time. We recognise that this can be difficult sometimes which is why we urge you to feel free to contact us at adicentre.bookings@adidas.com and direct all enquiries there so we can assist you.

2. ## I can't scan the QR code. What do I do?
   Please ensure that you are simply aiming your phone's camera at the QR code and not taking a photo. The camera will recognise the QR code and read it automatically. Taking a photo will not actually read the QR code.

   If you are using an Android device, in some cases you will need to download a separate QR code reader app in order to scan the QR code if your phone is not one that does it automatically. Apple devices are programmed to scan QR codes automatically unless this setting had been manually turned off.

3. ## When I scan the QR code it says, "no usable data found", what does that mean?
   This error occurs when the adidas app in not downloaded prior to scanning the QR code. The QR code does not take you to a website but rather a specific spot within the adidas app itself which is why you <u>must</u> have the app downloaded and have created an account before scanning the QR code.

4. ## Can I bring my children?
   Absolutely! Bookings accommodate for a maximum of 4 people. Carried children or children in prams do not counts towards this number but generally, if they are old enough and walking around the store, we do count that towards the maximum of 4.

5. ## Can I order products online through the 40% off discount?
   Unfortunately, we **no longer offer the 40% off for online orders** through our store. This also extends to styles and items we do stock in store but may not currently have your size in. The 40% off only applies to the wide range of Performance, Originals and Kid's products we physically stock in our store.

6. ## When I press "Book now", the page loads for a while then refreshes and does nothing.
   We have heard of this issue happening however we are not entirely sure why. This does seem to occur with Samsung devices specifically and we have had some luck in instructing customers to enable location services when using the adidas app. We are not sure why this works but if this is an issue your facing, please be sure to check that location services are enable for the adidas app.

   If doing this does not fix the issue, please contact us at adicentre.bookings@adidas.com

7. How do I change my booking for another day?

The only way to change your time for another day is to first cancel your current booking and go through the booking process again. We understand that in cancelling your current booking you may be left without a booking at all if there are no more timeslots available for your preferred time. In this scenario we recommend contacting the store at adicentre.bookings@adidas.com to ensure that there is a spot available for you to change over to.

8. Do I need to book another appointment for exchanges or refunds?

Yes. All visits to our store must be prebooked. This is purely so we can manage traffic and ensure that every customer gets the best possible experience in-store.