Receive ticket(s)

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

> Jouw unieke link om de Amsterdam - wandel tocht volwassenen te activeren 1/2
>
> B boekingen@funtochten.nl
>   Aan mail@funtochten.nl
>
> ↩ Beantwoorden
>
> Lees altijd eerst: www.funtochten.nl/tickets. Open deze e-mail op je smartphone waarmee je de tocht gaat rijden. Klik dan op onderstaande activatielink. Na de download kun je gelijk op pad. Veel plezier, Fun Tochten Nederland
> https://app.mooveteam.com/localizador/jump.html?id=gl-YeyK01nGsk-aGh9WFWhGWQ&e=pro

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. Only click on this link if you are actually going to play right away and **have read this document fully.**

Which smartphone can I use?

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

We do not recommend using a work phones due to possible limitations to GPS, audio and/or camera.
NB: Did you use our app before? Please download our newest app in the Google Play or Apple Store on your smartphone
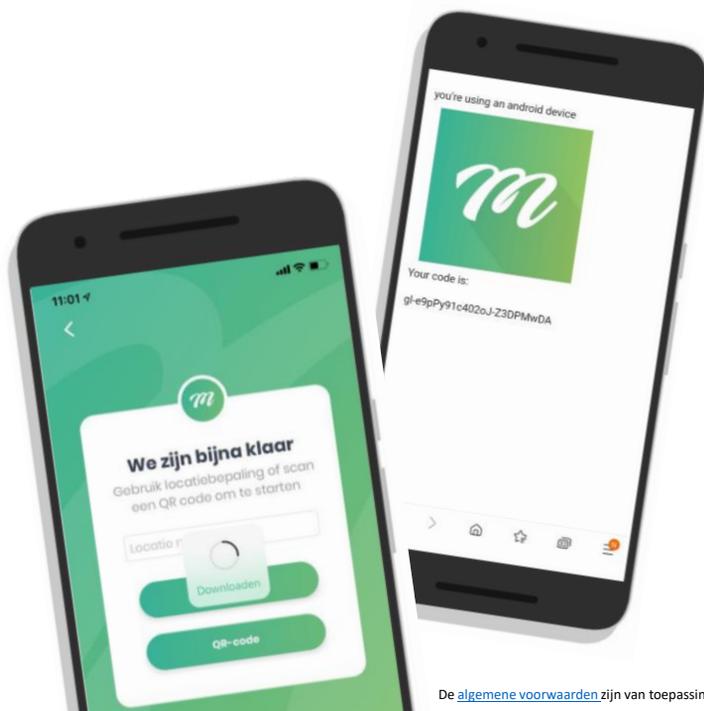
It's time to open your unique link on a suitable smartphone

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

After you clicked on the link (on your smartphone), the green logo with the letter *M* will appear on your screen.

Click on the logo and the app and chosen game will be downloaded automatically.

NOTE: Wait until everything is completely downloaded, in the meantime do not do anything else on your smartphone! If you interrupt the download, the internet may not get the whole trip and the app cannot be used.

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 hours 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 scored the most points?

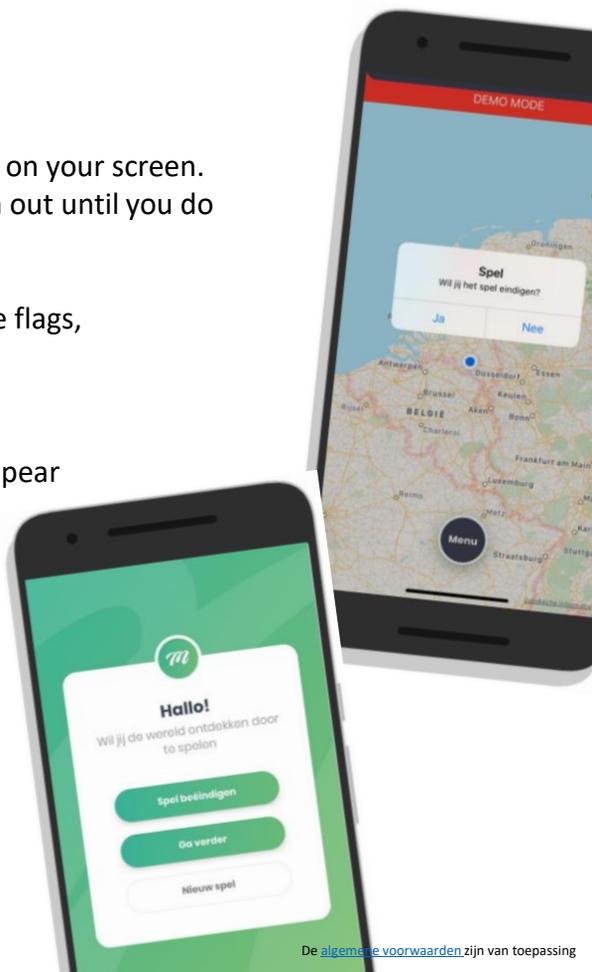## How do we start the game on the app?

After you pressed YES, the game will start.
Enter a team name of **at least 3 characters**.

The map of The Netherlands with 50 flags appears on your screen.
If you don't see any flags, use your fingers to zoom out until you do see the flags.

You can decide where you start. Walk to one of the flags, when you're near one of the flags the challenge automatically pops up in your screen.

After you completed a challenge the flag will disappear from the map.

Continue until all the flags are gone from the map.

What should I do if my smartphone crashes?

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

If our app crashes, please swipe all of the active apps away. Then open the app again and click on continue to start continue where you left off. Also check the settings in the MooveGo app if your camera, audio and GPS are still active.

How and when can I contact you?

In the first place, take a look at our website for frequently asked questions (only in Dutch). Here you will find almost every answer.
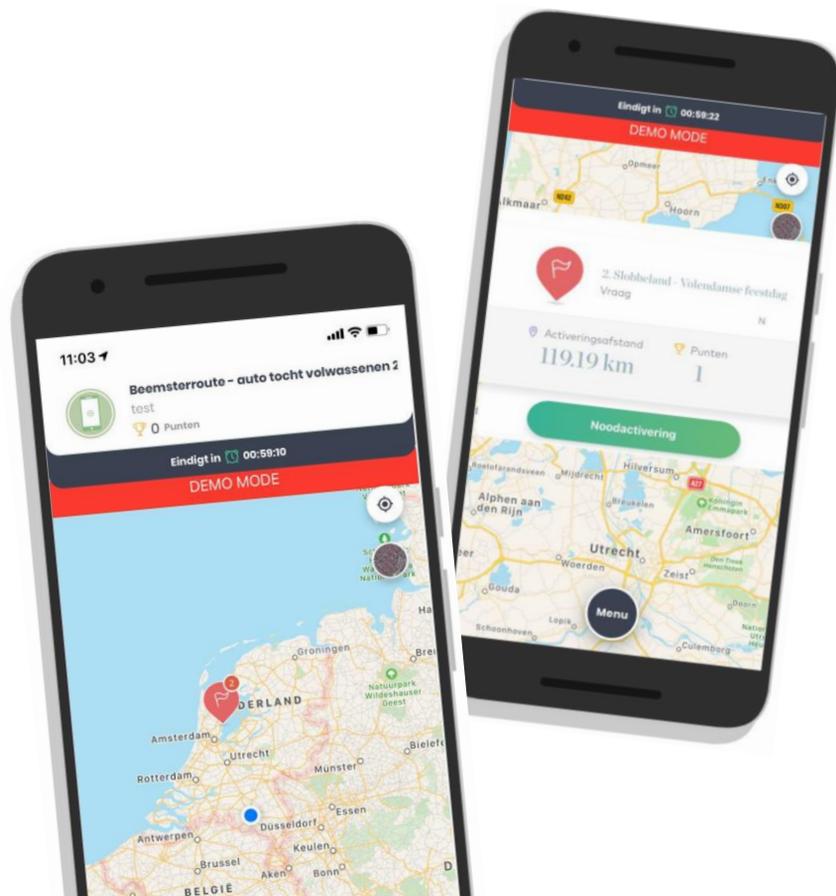
Still have a question, or is the download not possible? Please call or email us during office hours. Keep your order number at hand.

Monday to Friday from 09.00 – 17.00
Phone: 085 – 13 01 714
E-mail: boekingen@funtochten.nl

Would you like standby service during your game or our enthusiastic citygame guidance? Please ask our office.

NOW ALSO AVAILABLE ON SOCIAL MEDIA