

The Golden Guide & The Golden Pass

Frequently Asked Questions



About The Golden Guide

Q: Who is Tourism Golden?

- Tourism Golden is the Destination Marketing Organization (DMO) that works to market Golden and Area 'A' as a destination for people who may want to come here. We support local businesses and develop marketing programs that promote the place, activities, and culture that Golden has to offer. This brings valuable tourism dollars to Golden's economy.

Q: What is The Golden Guide?

- The Golden Guide is a free online training program that shares information about Golden as a destination. This program is for community champions like yourself who regularly interact with visitors. It's designed to provide you with the information and resources you need to create an exceptional visitor experience.

Q: Who is this Guide for?

- The Golden Guide is for anyone who interacts directly with visitors to Golden, including hospitality services, tourism businesses, and activity providers, and anyone currently residing in Golden and Area A who wants to learn and tell the world about Golden.

Q: Why should I spend my time on this? What's in it for me?

- When you complete the courses in the guide, you are eligible to access The Golden Pass, which gives you discounts and benefits for local businesses. (Who doesn't like discounts to your favourite spots?)

Q: Are there fees involved?

- There are no fees — this is proudly brought to you by Tourism Golden.

Q: Who can I contact if I need help or have feedback?

- If you have a question that we haven't answered, you can reach out to support@goldenguide.ca, and we'll get back to you as soon as possible.



The Golden Guide & The Golden Pass

Frequently Asked Questions



Getting Started

Q: How do I register?

- Visit www.goldenguide.ca and click on the *Get Started* button, fill out your name & email address and hit *Sign up*.

Q: How do I log in?

- Click *Sign In* in the top right-hand corner and enter the email address and password you used to sign up.

Q: How long does it take?

- There are two courses: Part 1, a 10-module course, and Part 2, a 4-module course. Completing both typically takes 2-3 hours.

Q: How long will I have access to the Guide?

- You'll have access to The Golden Guide every year through the end of March. Until then, you're welcome to come back and rewatch videos or access the resources anytime. The Guide will be updated each April with the latest information, and when that happens, you'll need to re-complete the program in order to access the new resources and rewards.

Q: Where can I check my progress?

- You can see how far along you are in the Guide by checking the progress bar on the top left hand side of your screen. You can also see this on your Dashboard, on the Guide button.

Q: How many courses do I have to complete?

- First-time participants must complete Part 1 to earn their Golden Pass, which typically takes 1-2 hours. Returning Golden Guide graduates need to complete Part 2 (40-minute duration) to regain access to rewards.



The Golden Guide & The Golden Pass

Frequently Asked Questions



Q: Can I go back and watch videos that I have already watched?

- You can start, pause, go back, and rewatch the video in previous modules as much as you'd like. If you get stuck on a question in a quiz, you can leave the quiz, go back and find the answer in the video, and then return to your quiz without losing your place.

Q: What happens if I get answers on the quiz wrong?

- You must score at least 80% on each quiz in order to pass and move on to the next module. If you answer a question incorrectly, you're still required to complete the entire quiz before making another attempt at the question. You may attempt each quiz as many times as you like.

Q: Who can I contact if I need help or have feedback?

- If you have a question that we haven't answered, please reach out to support@goldenguide.ca, and we'll get back to you shortly.

About The Golden Pass

Q: What is the Golden Pass?

- The Golden Pass is a rewards program that is offered exclusively to those who have successfully completed The Golden Guide. Administered through the **FREE Golden BC App** it provides rewards, discounts and experiences at participating tourism and hospitality businesses all over Golden.

Q: Where can I find my Golden Pass?

- Once you've completed the Golden Guide, you'll be able to access your Golden Pass exclusively through the **FREE Golden BC App**. You will receive an email within 7 days confirming your access to the Golden Pass rewards program; this email will include instructions on how to download the Golden BC App, create an account and find your Golden Pass. **It is important that you use the same email address to create your Golden BC App account as the one used to create your Golden Guide account.** These emails must be the same in order to get access to the Golden Pass.

Please note: If you haven't received your email to access your rewards after a week, please reach out to us at support@goldenguide.ca



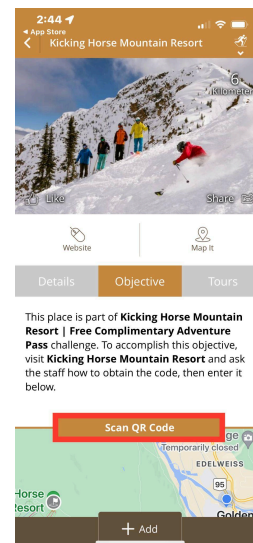
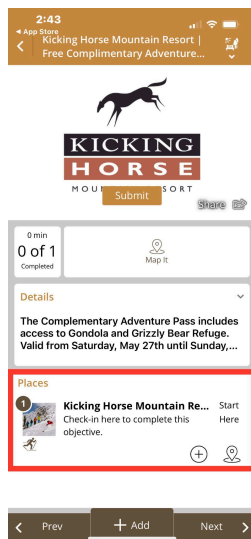
The Golden Guide & The Golden Pass

Frequently Asked Questions



Q: What establishments can I use The Golden Pass at? How do I redeem it?

- The Golden Pass offers discounts and incentives at attractions, activities, and dining experiences in Golden and the surrounding areas. To redeem a reward, inform the business before placing your order. In the app, tap the reward you want to redeem, then select the business's name to check-in. You'll be prompted to either scan a QR code or enter an alphanumeric code. Once redeemed, a notification badge will appear, which you'll need to show to the business to receive your reward.



Q: Do these rewards expire?

- Some rewards are only available at certain times of the year, so be sure to check each reward's description for availability. The Golden Pass expires each March. New rewards are released on April 1, along with a new course in The Golden Guide, which must be completed each year to regain access to the rewards.

Q: Why can my friend see a reward that I can't?

- New offers can be uploaded to the Golden Pass at any time. Make sure that your **FREE Golden BC App** is kept up-to-date to make sure you have access to the latest rewards.

