

Frequently Asked Questions

How do I enter a voucher code?

Open the Australian Venue Co. App
Head to the menu on the top left and select 'voucher code'
Enter your voucher code and click 'apply'
Your voucher code will be automatically applied to your account

How do I pay with the app?

Simply order as usual
Open the app and tap Pay At The Bar
Tell the staff member you are paying with the app
Show them your phone screen with your unique number and they will process the transaction.
Once the payment is processed tap leave and you will see how many points you have earned.

How do I earn points?

Every \$1 you spend using the Australian Venue Co app is worth 10 points.
Once you have reached 2000 points you can redeem these points for a \$20 credit or save up
5000 points and redeem for a \$50 credit.

I want to question a transaction on my account?

Head to the support tab in the main menu and let us know what the issue is.
We will be in touch to sort out the issue and organise a refund.

My voucher code isn't working?

Head to the support tab in the main menu and let us know the voucher number and how you
came to receive it and we will organise a new one for you!

How long is credit valid for?

\$20 and \$50 credits redeemed via points are valid for 6 months from the time of being claimed.
Promotional credits outside of these will have their expiry period clearly outlined when the code is provided.

How do I find venues near me?

When you open the app it will always open to the nearest Australian Venue Co location
(if it doesn't, check your location services are switched on).
You can also discover new venues by heading to the menu and opening the Venue Finder tab.

Do I get a receipt?

You will receive a digital receipt straight to your inbox after each transaction.
You can also see your history in the My Activity tab in the menu.