



MYPECHANGA

Guest FAQ:

How do I download the myPechanga app?

- ▶ Visit the App Store®, or Google Play™ store and search for “myPechanga”
- ▶ Visit www.pechanga.com/mypechanga for more information

What do I do once I have downloaded the myPechanga app?

- ▶ You will be prompted with a screen to create an account the first time you open the app. Follow the steps to set-up your account.

What information is required to create an account?

- ▶ Account Number: You'll need your Club account #, pin # and birthdate to link your account to myPechanga.
- ▶ Password Requirements: 8 characters, 1 number, 1 special character (\$, #, etc.)

What happens if I can't remember my password?

You can click on the “forgot password” link, to receive an email to reset your password.

NOTE: If you enter your password incorrectly more than five (5) times, your account will be locked. If your account becomes locked, please visit The Club to unlock your account.

What happens if I can't remember my pin?

- ▶ If you've forgotten your pin, you will need to choose a new pin by visiting The Club next time you visit Pechanga.

How do I unlink my Club account from my myPechanga app account?

- ▶ You can unlink your account by visiting The Club. The Club will assist with changing your pin. You can then link your app profile to a different account.

What if I need to update my personal contact information in the app?

- ▶ To update your contact info in the app, please click on the profile icon in the upper right corner. Here, you can update your password, and email address. Note: this does not affect your personal contact information on your Club card.

Can I purchase a hotel room through the app?

- ▶ You can reserve your hotel room through the app. Effective July 2021, a valid credit card is required at time of booking and check-in. The room will be held and paid for at check-in. Final room type will be based on availability at check-in.

I'm having difficulty booking my hotel room.

- ▶ When booking a hotel room, it may take a moment to save and process the reservation. For further issues, please email comments@pechanga.com.

When does my app balance get updated?

Live account balances (EasyPlay, EasyDine, Club Dollars) can be shown by swiping down on the main screen to update. Balances are valid as of the shown date & time, as shown in the image to the left.

Why is my credit card being required to book a room?

- ▶ Effective July 2021, a valid credit card is required at time of booking and check-in. This change is effective in both the myPechanga app and Hotel Reservations.

Why are all my promos not showing in the app?

- ▶ Offers will appear in the app when available. Not all guests will qualify for each promotion. All of our comps and rewards are based on rate of play. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

How do I redeem my offers and exclusive invitations?

- ▶ Depending on the offer, redemption information may be found by tapping the offer card and viewing specified promotion date and time. **Invitations are non-transferable and intended for addressee only.** Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

How do I get more information on the promos in my app?

- ▶ Tap the offer card to view more information on each promotion or offer. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.

How do I qualify for promotions?

All of our comps and rewards are based on rate of play. Visit or call The Club if you have further questions. The Club may be reached at 951.770.2508.