

**Q: Where do I get the Thrive App?**

A: Thrive app is available from the Apple App Store or the Google Play site. When searching for the right app, look for the logo above (Thrive: Good Food, Fast).

**Q: How do I start ordering?**

A: Before using the app, you will need to register your information and enter your payment method.

**Q: Is it important for me to add my phone number and email address?**

A: At the minimum, guests should enter their mobile device number. This allows the app to send you notifications that your order has been received, is in process, and ready for pick-up.

**Q: Why are there different locations?**

A: Thrive is a Compass dedicated application. Any Compass account using the Thrive app within your vicinity will appear as a location. Select or search for 'Disney Studios' to access locations available for mobile ordering. Once you select 'Disney Studios', this will become your default location every time you use the app.

**Q: The location I have selected shows 'Mobile Ordering Not Available', what does that mean?**

A: This message will appear if the location you are trying to order from has closed for the day.

**Q: I noticed that the order of the location on the app changes, what does that mean?**

A: After a location closes for the day (Café's at 1:30pm), only the remaining locations that are still open (Starbucks until 3:00pm) will be on top and the cafés that are closed are on the bottom.

**Q: What are 'modifiers'?**

A: Modifiers provide the guest options to customize their orders. Example: type of cheese, bread, protein or add-ons to your Starbucks beverage.

**Q: I have placed my orders but my order with modifiers will not go through, why?**

A: Modifiers have 'optional' and 'required' entries. Please make sure to scroll through the modifiers to ensure that all 'required' modifiers are selected based on your choice. Once your order is complete, the 'Place Order' button will be activated.

**Q: When can I pick up my order?**

A: The app will allow you to designate your pick-up time for your order during normal business hours. However, the app automatically informs the guests if their order falls within 10 minutes of when the location closes.

- BV Café Breakfast - 10:05am last order time.
- BV Café Lunch - 1:20pm last order time.
- Starbucks - 2:55pm last order time.

**Q: Where do I pick-up my order?**

A: Food order for the café will have clear signage on where 'Mobile Order Pick-Up' stations will be located. The same will be available for Starbucks locations.

**Q: If I purchase something from Starbucks using this app, will I get credit to my Starbucks Rewards Program?**

A: Since this is a third party app, it will not give you credit for your Starbucks Rewards Program.

**Q: Can I use my Starbucks Rewards points if I order through this app?**

A: Redeeming Starbucks Rewards points is not available through this app.

**Q: I have additional questions not covered in this FAQ.**

A: Please call:

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