

Title: FAQ's

Q: What is Campaign?

A: Campaign's mission is to give gamers the experience of a lifetime by playing 1-1 with their favorite celebrities. Find the top celebrity gamers on Campaign and shop their unique offers.

Q: If I buy a gaming experience, what do I get?

A: By purchasing a gameplay session through Campaign, you'll get to play 1-1 with your favorite celebrity in the game of your choice. With a minimum of 30 minutes gameplay guaranteed, and full mic access, you're bound to have an experience you'll be raving about for months to come.

Q: Can I bring a group of friends to play as a squad?

A: Some celebrities offer gaming experiences for squads. Check their Campaign page to see if this is available.

Q: How much will it cost me to play with a celebrity?

A: Each celebrity gamer sets their own fees for their store. Visit the celebrity's page to see the games they offer and fees.

Q: What kind of equipment do I need to play?

A: To play, you need to have a standard gaming headset with microphone, at minimum.

Q: What happens if I purchased a 1-1 gameplay session but the celebrity doesn't show up?

A: At Campaign, we're committed to your satisfaction. Our goal is to provide you with an unforgettable fan experience. If you don't get to play 1-1 with the celebrity within seven days of purchase, or they don't show up to your scheduled session, you'll get a full refund!

Q: Which specific games can I play with celebrities?

A: The celebrities on Campaign select the games they're offering at this time. If you're looking forward to playing a specific game, and the celebrity you want to play it with isn't currently offering it, keep checking back! Have a suggestion of a game you're interested in playing, or a celebrity you're interested in playing with? Let us know at support@campaign.tv!

Q: Does gameplay happen through the Campaign website ?

A: Campaign helps celebrities connect with their fans through major gaming platforms. When you book a 1-1 gaming session, we'll help you set up your gameplay through the relevant major platform (XBox, Playstation, PC, etc.) so you can play 1-1 with your favorite celebrity within 7 days from purchase.

Q: How will my gameplay be set up?

A: When you purchase a 1-1 gameplay session, Campaign creates a gaming lobby in the relevant platform. We'll help you coordinate your schedule with the celebrity gamer so you can game at a convenient time that works.

Q: How much time do I get to game with the celebrity?

A: All purchases are set at a minimum of 30 minutes of gameplay. If either player loses or if the gaming is interrupted by a faulty internet connection, the celebrity will restart the game so you get your minimum time or more.

Q: Why are some games priced differently?

A: Each celebrity sets their own prices per sessions and game.

Q: How does scheduling work?

A: After you book a 1-1 gameplay session, you'll hear from us to coordinate your scheduling preferences. We want to help you find a time that works for your gameplay!

Q: Will I get to play with the celebrity immediately after I purchase?

A: Potentially! It depends on time of booking and whether the celebrity is immediately available. Under our 7-day guarantee, you'll get to play within 7 days or get a full refund.

Q: If I need a refund, how do I request one?

A: Campaign is committed to your total satisfaction. If you need a refund for any reason, please click the link in your original purchase email to request one.

Q: What is the likelihood I'll get to game with a celebrity before my 7 days are up?

A: Usually, you get to game with the celebrity within a few days of your order. Celebrities on Campaign love engaging with their fans! It's rare that an order isn't fulfilled, but if you don't get to play, you're covered by our full refund policy.

Q: How do I play a match?

A: Book a Campaign by visiting the page of the celebrity you want to play with! Once booked, one of our coordinators will reach out to coordinate the time and date of your 1-1 gameplay session.

Q: Does it cost me anything to sign up for an account?

A: All accounts on Campaign are free.

Q: Are there monthly charges to my cc?

A: No, Campaign accounts are free. Your credit card will only be charged if you make a purchase.

Q: Can I update my request after I book?

A: After booking, you can update the specific game you selected. However, you cannot update the celebrity you booked with. If you have any questions or need to change something about your order, reach out to support@campaign.tv.

Q: Is this like Twitch?

A: No, Twitch is a site that live streams video content. Campaign is a platform that connects celebrities and their fans to one another through online gaming.