

## COMPREHENSIVE LIST OF CASHLESS FAQS (GUESTS)

### Credit

**Q. How do I top up my credit?**

You must create an account online and link your wristband to that account. You can also purchase your credit at the event by visiting any of our Top-Up Stations located throughout the event grounds. However, to avoid any queues at the event and to spend more time enjoying the festival, we would advise topping up before the event! Remember, anything you don't spend on-site gets refunded at the end of the event (within 14 days).

**Q. Where can I pay using my credit?**

All purchases on-site can be made only via a cashless payment, using your tag on the wristband. You can use the credit at all food vendors, beer gardens, and merchandise tents on-site.

### General RFID Wristbands

**Q. Why are you using RFID wristbands?**

This RFID wristband makes it easier for you to enjoy the festival by decreasing waiting time and allowing you to leave your wallet at home. No more fumbling for change, or having to go to remote locations to buy more tokens. Just pre-load money onto your account and you're set for the duration of the event!

**Q. Will the wristband radio frequency interfere with my other cards such as credit cards?**

There are multiple layers of security with chip cards so it would never card clash with another chip card or contactless card.

**Q. I'm a techie, I want to know how this technology works!**

The platform is run on Radio Frequency Identification (RFID). RFID is a generic term that is used to describe a system that transmits the identity (in the form of a unique serial number) of an object or person wirelessly, using radio waves. RFID is designed to enable readers to capture data on tags and transmit it to a computer system, without the need for physical contact. The RFID tag includes a small RF transmitter and receiver. An RFID reader transmits an encoded radio signal to identify the tag. The tag receives the message and responds with its identification information.

**Q. How secure is it?**

The Intellipay System is 'bank-certified' (Common Criteria EAL3+ for those that care to know!). All data is encrypted with a minimum of 256 bit. Additionally, no information is stored on the wristband! So, if an RFID wristband is lost or stolen, simply login to your online account via the website and hit 'Deactivate' next to your wristband, or visit Customer Care and it will immediately be cancelled and replaced!

## Online Account & Wristband Registration

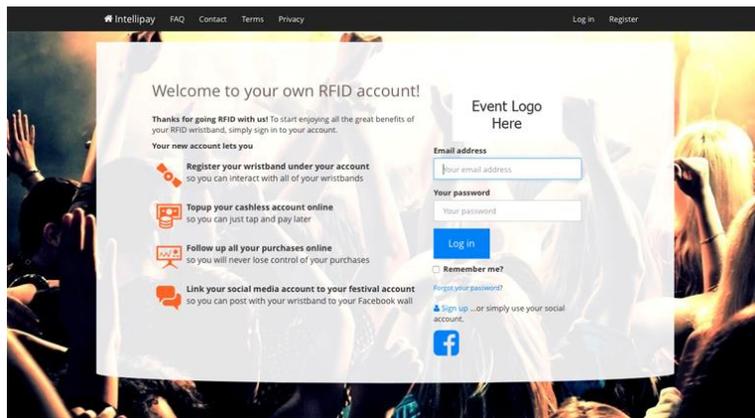
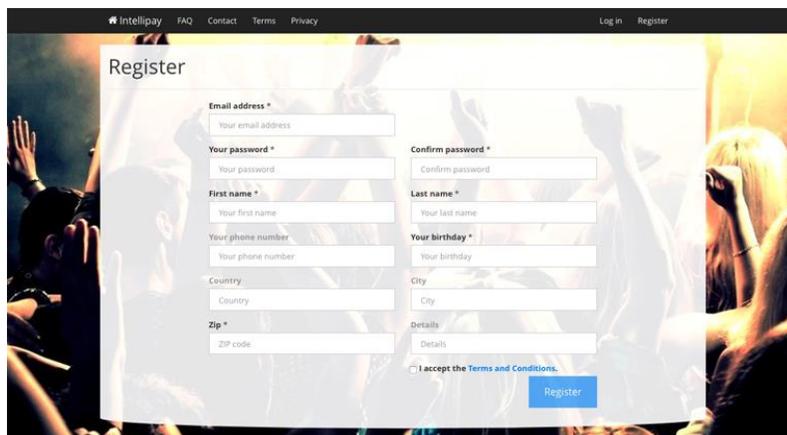
### Q. I bought multiple tickets, do I need to create multiple accounts?

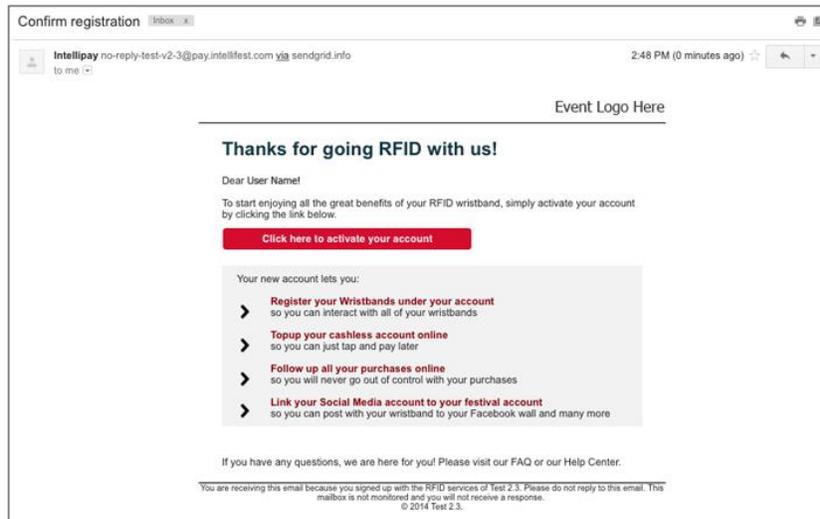
If you purchased multiple tickets and do not wish to share your balance with others in your party, you will need to create individual accounts. Prior to creating your account, please assign a ticket/wristband to each person in your party. This will ensure the right accounts and pre-loaded balances are assigned to the right wristband at the event.

### Q. How do I create an account?

**Step 1:** Click on the “Register Your Wristband” button to be re-directed to the registration page. Click ‘Sign Up’ to register with your information or use an existing Facebook account to sign up.

**Step 2:** Confirm your registration. You will receive an email from Intellipay asking you to confirm your registration by clicking the activation button in the email. Follow the instructions on the website to finish setting up your account.



**Q. How do I register or link my wristband?**

Once you've created an account, the next step is to link your wristband to your account. Complete the following steps:

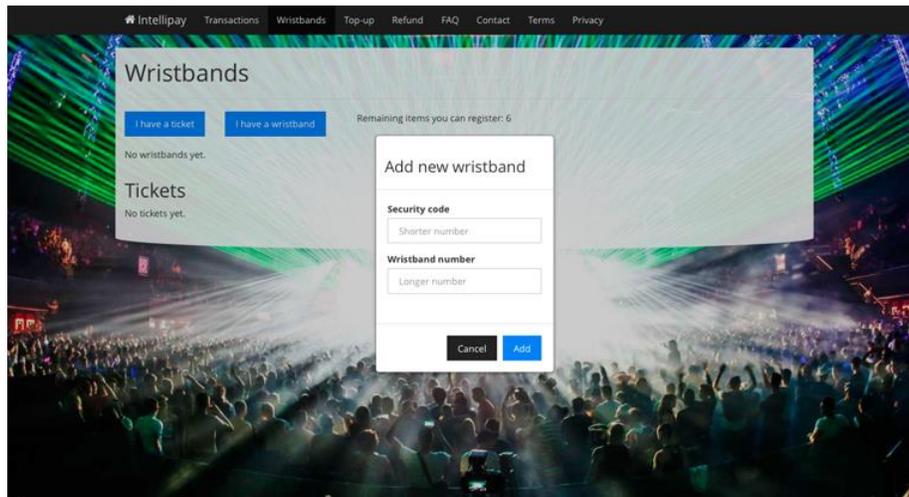
**Step 1:** Once logged into your account, click the 'Wristbands' Tab at the top menu of the user login page and click the 'I have a wristband' button.

**Step 2:** Enter your Security Code. This is the shorter number located on the back of your wristband.

**Step 3:** Enter your Wristband Number. This is the 8 or 16 digit number on the back of your wristband.

**Step 4:** Click the 'Add' button.

Once your account is created and your festival wristband is linked – you are all set to go!



**Q. I don't have my wristband, but I have a ticket number. How do I register this?**

If you are picking up your wristband at the festival but have a ticket number, you can still link your ticket number with your account online and swap your ticket for a wristband at the event. Complete the following steps:

From the User Login Page, click the 'Wristbands' Tab at the top menu and select 'I have a ticket'. Enter the original purchaser's email address and your ticket number. Click 'Add'.

Once you've created an account, the next step is to link your wristband to your account. Complete the following steps:

**Step 1:** Once logged into your account, click the 'Wristbands' Tab at the top menu of the user login page and click the 'I have a ticket' button.

**Step 2:** Enter the original purchaser's email address.

**Step 3:** Enter your Ticket Number.

**Step 4:** Click the 'Add' button.



**Q. Why should I create an account and link my wristband?**

Creating an account and registering your wristband is not mandatory, as we are always very careful to keep you incognito, Mr. Anonymous. However, by signing up and linking your wristband, you gain access to cool online features such as being able to top-up in advance and add extra credit into your account, track your on-site purchases, receive an automatic refund.

HIP HOP KEMP is not responsible for lost or stolen wristbands. However, if you've created an account and linked your wristband in advance, we will be able to cancel and reissue a new wristband at no cost. So, we recommend you play it safe and register!

**Q. I do not have my wristband yet, can I go ahead and create my account now?**

Totally! You do not need to have your wristband in-hand to create an account. Eventually, when you do receive your wristband, the next step would be to link your wristband to the account you first created. After that, you will be able to top-up online and add funds into your account.

**Q. What can I do with my account?**

Any number of things! You can add credit online, view your account history, check your previous purchases, download online receipts, link your social media accounts, deactivate lost wristbands, apply for a refund and much more!

**Q. How do I know if my wristband was successfully linked to my account?**

If you've created an account and you linked your wristband to that account, log in to your account and click on the "Wristband" Tab. On this page, you will see all your linked wristbands and their status.

If you have not linked your wristband to an account before you arrive at the event, visit a 'Reader' (wristband scanner), tap the wristband to the reader and it will tell you its status.

**Q. Can I de-activate a wristband from my account?**

If for some reason you choose to de-activate a wristband, you will not be able to link that wristband to another account. You will be required to visit one of the Customer Service areas at HIP HOP KEMP, bring your old wristband and activate a new one.

**Q. I linked a wristband to my account, but I want to create a new account. How can I 'move' the wristband to my new account?**

Once a wristband is linked to one account it cannot be deactivated and tied to a different account. It must be swapped for a new wristband at Customer Service at the festival.

**Q. Can lost or stolen RFID wristbands be tracked?**

If a wristband is lost or stolen it is simply cancelled and another RFID wristband is issued, so they don't need to be tracked. All the customer data is stored in our secure servers, not on the RFID wristband. In order to transfer your remaining balance to the new wristband, you must have previously loaded credit onto your registered account. If you never created an account and linked your old wristband, there is no way for us to retrieve your remaining balance and transfer it to the new wristband. So make sure to create an account and link your wristband to it!

**Q. Can I share my wristband with a friend?**

No, each tag is associated with an individual guest.

**Q. Can I link multiple wristbands to the same account?**

Of course! Please note that when you purchase your credit, you're adding credit to an 'account', not a wristband. Think of it as purchasing a house and providing your friends with keys to the house. By linking multiple wristbands (keys) you will be allowing each linked wristband to have access to the shared pool of funds (the house). You can also think of it as a shared family account.

**Q. I linked two wristbands to the same account, but now I only want one. How do I make the change?**

If two wristbands are linked to the same account the only way to remove one is to de-activate the wristband from the account page. De-activating a wristband will prevent you from adding funds with our cashless system. The user will have to visit a Top-Up / Customer Service Station, de-activate their old wristband, and get a new one.

**Q. Can a wristband be linked to multiple accounts?**

No, wristbands can only be linked to one account.

**Q. Who else (other than myself) will have access to my account details?**

Nobody will ever have access to your account details and login other than you. If you lose your wristband and you have not created an account and linked your wristband to it, then you won't be able to retrieve the remaining credit balance. Please set up your account and link your wristband to avoid any disappointment.

Still having trouble creating your account and linking your wristband? Read the Troubleshooting Tips Section below.

## Cashless Payments & Top-up

**Q. What is a 'cashless' payment and how does it work?**

Cashless payment systems operate in a similar manner to credit cards, debit cards, and transit cards. At HIP HOP KEMP, we will be using high tech, RFID-enabled wristbands that include an embedded electronic chip in the RFID tag that will act as your key to pay for food, drinks, and merchandise at the event.

Once you have credit pre-loaded into your account (either online or at a physical Top-up Station), you can make purchases with a simple tap of your wristband!

To make a purchase, first tap your wristband on a RFID reader located at each vendor stand to open a transaction. Place your order with the staff. To confirm and close the transaction, you will be required to use the same wristband to tap a second time. The order amount will automatically be deducted from your account.

**Q. How do cashless payments benefit me?**

Cashless payment technology offers many benefits including:

- Faster transaction times
- Reduced wait time and queues
- Super convenient; no need to carry wallets and fumble through change/tokens
- Efficient and saves time through pre-top-up and auto-top-up; no need to hit the ATM
- Safe and secure; no need to worry about getting your wallet lost or stolen
- Overall, an enhanced guest experience!

**Q. How do I add credit onto my online account before the event?**

First, make sure you have created an online account and have linked your wristband or ticket number to that account (please see previous section above for instructions). Next, complete the following steps:

**Step 1:** Click the "Top-up" Tab at the top menu of your account page. Then click the "Let's Top-up" Button.

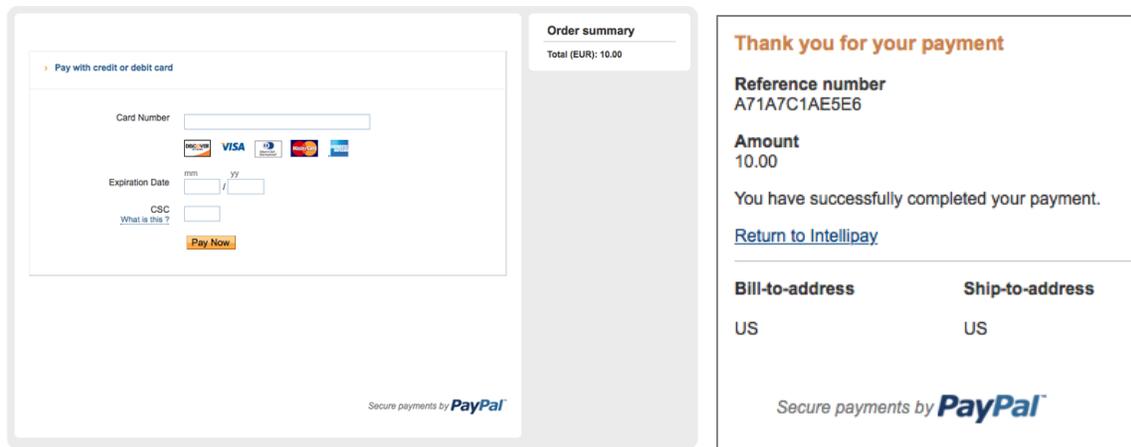
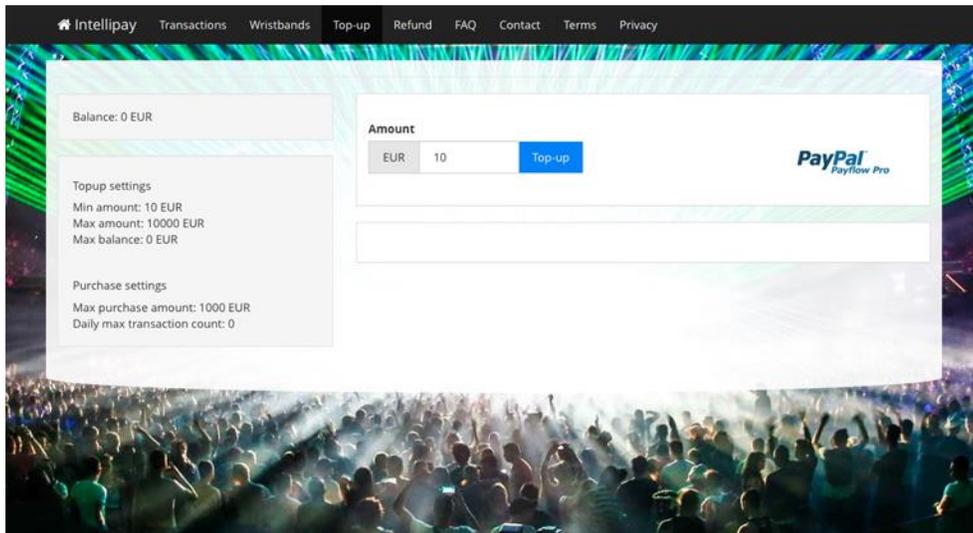
**Step 2:** You will be asked if you want to "Enable Auto Top-up" (see below for details). You can click "Maybe later" or "Yes, enable".

**Step 3:** Enter the amount you wish to top-up, then click the "Next" button. Review your order and click "Checkout".

**Step 4:** You will be re-directed to a website where you will enter your credit card information and click "Pay Now" to submit.

You will receive a confirmation of the transaction on the website, as well as an email automatically generated receipt will be sent to your inbox. You will also be able to view the transaction and download the receipt on your account page.

**TIP:** The easiest way to add credit to your account is to “**Enable Auto Top-up**” when you’re adding credit for the first time. With the “Enable Auto Top-up” feature, your account balance will automatically top up with credit when your available funds drop below a pre-determined amount. This way, you never have to worry about running low on credit at the event and you won’t need to spend any time finding a Top-up Station before making purchases on-site. Any remaining balance at the end of the event is refunded to you! It’s simple and super convenient!



**Q. How do I add credit to my account at the festival?**

You can top-up at one of the on-site Top-Up Stations located throughout the event grounds. However, vendor stands will not be able to top-up for you, so make sure you have enough credit on your account before making purchases. Trained staff will be on-hand to help you through the process.

**Q. What form of payment do you accept for top-up?**

Top-ups made online in your user account login accept credit and debit cards only. Visa, MasterCard and American Express are accepted.

On-site top-ups at the festival Top-up Stations only accept cash and credit and debit cards.

**Q. How much credit do I need to top-up?**

This is entirely up to you! But keep in mind we will refund any unused credit at the end of the festival, so we suggest topping up in larger increments to avoid lines on-site!

**Q. What is the minimum I can top-up onto my wristband?**

In your online account, the minimum top-up amount is 200CZK

At the festival, the minimum top-up amount is 200CZK if paying by cash, or a minimum of 200CZK if you are paying with a credit or debit card.

**Q. How can I check the balance of my account?**

Around the festival site, you can check your balance on the wristband readers located at Customer Care and Top-up Stations. If you registered your wristband on your online account, you can check it online.

**Q. How do I pay using my wristband?**

Once you have pre-loaded your account with credit at the vendor stands:

**Step 1:** Tap your wristband onto the reader to open the transaction. You will be shown your starting balance on the reader display.

**Step 2:** Place your order with the vendor. The reader display will show each item ordered.

**Step 3:** The total value of the transaction or 'basket' will be displayed.

**Step 4:** Tap your wristband once again to confirm and complete the transaction. The reader light will turn green, which means your transaction was successful. The appropriate charge will be deducted from your account.

**Q. Is there a limit on the value or number of wristband transactions that I can make?**

Absolutely not! If you have enough credit to spend you can carry out as many transactions as you wish throughout the event!

**Q. Is there a limit on how much I can spend in one transaction?**

You can purchase as many items in one transaction as you like – as long as you have enough credit in your account to do so!

**Q. Is it possible for my wristband to be charged more than once for a single purchase?**

No, this is not possible. The point of sale device can only carry out a single transaction at a time. Also, the wristband that is used to open the transaction must also be used to close the transaction. Trying to use someone else's wristband once the transaction is open will result in an error.

**Q. Will I receive a receipt for the on-site purchases that I make?**

You will receive an email each time a purchase is made. You can also log in to your online account to review your transaction history. If you didn't create an account and link your wristband before the event, you can create a profile post-event to view your entire purchase history.

**Q. What happens if I don't use all the money that I loaded onto the account?**

At the conclusion of HIP HOP KEMP, the credit that has been purchased but not spent will be refunded in accordance with our refund policy. Please be aware you have 7 days after the festival to apply for your refund. Please refer to the Refund FAQ Section below for details.

**Q. Can I share my cashless account with a friend or family member?**

Yes! The only thing you have to do is link your friend or family member's wristband to your account. Please note, each wristband can only be linked to one account, so they cannot link it to their own account as well.



By linking multiple wristbands to your account, you are allowing each linked wristband-holder to have access to the shared pool of credit in your account.

**Q. I have two wristbands linked to my account. How can I tell how much credit each one has?**

Your balance is per account, not per wristband. Each wristband has the same, shared access to all of the credit in your account. If you want each wristband to have its own credit to use, you must register each wristband to their own accounts.

**Q. I linked my wristband to my account, but I've lost my wristband! What happens to my credit balance? How do I get a replacement wristband?**

If you've created an account online and linked your wristband to it, no worries! Login to your account and go to the 'Wristband' Tab, then de-activate your wristband. This will immediately de-activate the wristband forever and nobody will be able to use it. You can also de-activate the wristband at Customer Service kiosks at the festival with the help of a staff member.

But don't worry; your money is still on your account if you've previously linked it. To get a new wristband, go to Customer Service at the event and a new one will be issued for you. Link the new wristband to your account and continue having a great time.

Treat your wristband the same way you would treat cash! We are not responsible for any funds stolen / missing from your wristband if you lose it.

**Q. I did NOT register my wristband and did not create an account, but I've lost my wristband! What happens to my credit balance? How do I get a replacement wristband?**

If you didn't create an account and didn't link your wristband to that account, unfortunately your remaining credit balance can no longer be retrieved.

To get a replacement wristband, visit a Customer Service kiosk and show proof of your original event ticket purchase along with valid photo ID. If someone else bought the tickets on your behalf, you will need to bring the original purchaser with you to the kiosk and show proof of purchase along with valid photo ID. Replacement wristbands will be issued at the discretion of the Customer Service Representative.

To avoid this issue, we strongly recommend you create an account and link your wristbands to that account prior to the festival.

Treat your wristband the same way you would treat cash! We are not responsible for any funds stolen / missing from your wristband if you lose it.

**Q. What if I am selling my ticket and have already created and uploaded credit onto my account?**

Unfortunately you cannot remove credit from the account once it is added. What you have to do is deactivate the wristband. The new holder of the deactivated wristband would have to visit customer service to pick up a new one in order to use the cashless payments system. If you don't deactivate the wristband and sell it, the new owner can spend your balance.

**Q. I purchased a General Admissions (GA) ticket and pre-loaded credit onto my account. I then bought a different ticket to get into VIP. Can I sell my old GA ticket and transfer the credit over to my new VIP wristband?**

To access your credit with the new VIP wristband, you must link it to the same account.

If you sell the GA wristband as is, it will give the buyer access to your loaded funds. To prevent this from happening, make sure to deactivate the wristband and remove it from your account. However, the wristband will no longer be active in the cashless system. The buyer can enter the event, but will not be able to make any purchases with that wristband. The buyer would need to receive a replacement wristband by going to a Customer Service kiosk.

## Refunds

### Q. What happens to my leftover credit?

All credit left unredeemed by **20<sup>th</sup> August 2017** will be refunded in accordance with the terms below:

- **Online Top-ups:** Leftover funds on your account purchased online via the Intellipay site will be automatically refunded back to your credit card within 14 business days following the end of the event.
- **On-site Top-ups at the Event:** Leftover funds on your account purchased on-site at the event using cash, debit card and/or credit card will require you to complete a Manual Refund in your online account page. Upon verification, the refund will be processed on 25<sup>th</sup> August 2017 or 1<sup>st</sup> September 2017 following the closure of the refund form.

### Additional Terms:

- The refunds are not subject to any further processing fees unless the transfer is made into an overseas account (any account outside the Czech Republic). These fees are subject to your bank.
- Refund processing is subject to verification of the data inputted by the guest in the Manual Refund Form. The guest is responsible for submitting accurate data.
- The deadline to apply for a Manual Refund is 26<sup>th</sup> August 2017.

### Q. What is the deadline to apply for a refund?

The deadline to apply for your refund is 26<sup>th</sup> August 2017.

### Q. How do I apply for a Manual Refund?

If you purchased credit online using a credit card on your registered cashless account, leftover funds will automatically be refunded back to your credit card within 14 business days following the end of the event. You do not need to do anything. However, if your credit card was cancelled or has expired (and the auto-refund did not process successfully), you will have to apply for a manual refund following the steps below.

For all top-ups made on-site at the event (cash, debit card, credit card), you will have to apply for a manual refund.

**Step 1:** Login to your online account page. If you haven't created an account, sign up with your information or through Facebook, confirm your registration, then activate your account.

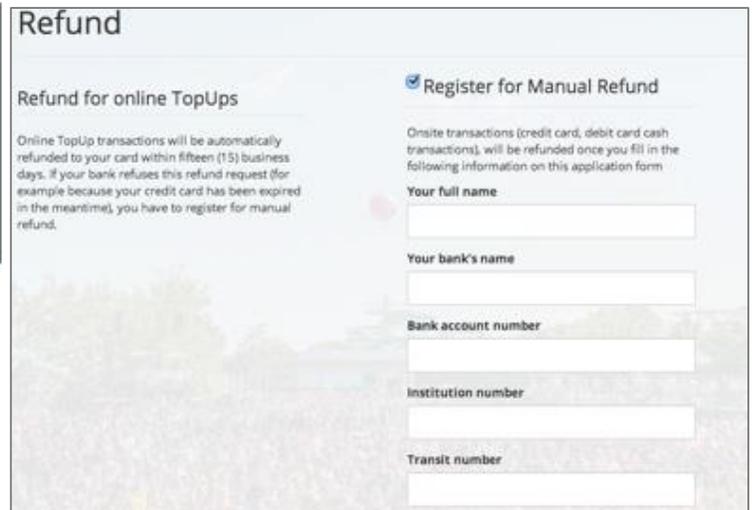
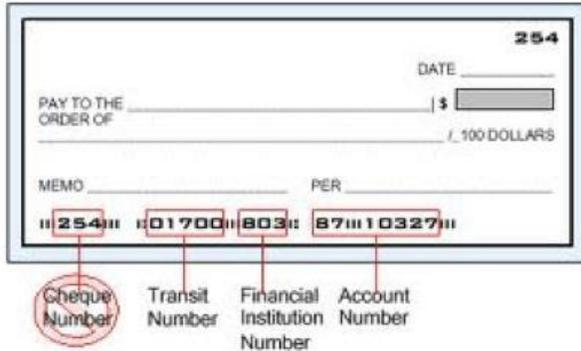
**Step 2:** If you haven't linked your wristband already, click on the 'Wristband' Tab at the top menu and add the Security Code (shorter number) and Wristband Number (longer number) found on the back of the plastic RFID tag of your wristband. Then click "Add".

**Step 3:** Click the 'Refund' Tab at the top menu and check off the 'Register for Manual Refund' box.

**Step 4:** Register for a refund by filling in your name, bank name, bank account number, institution number.

### Q. How do I find my bank account number and the other required information?

The easiest way is to look at the numbers on the bottom of your check (see image). You can also get this information from your online banking profile or by calling your bank.



**Q. I topped up online with a credit card before the event, then used cash at the event. Do I need to fill out a refund form to get the cash refund, or will the balance be refunded through my credit card?**

Remaining funds from online top-ups will be refunded automatically. To collect your refund from paying in cash at the festival, you must complete the online Manual Refund Form.

**Q. How do I know if the refund has been processed?**

You will see the refund on your online account statement as soon as it is processed. A few days later, you will also see this transaction reflected on your credit card statement or bank account in the case of a manual refund.

**Q. I topped up with a credit card before the event, but then I lost my credit card and had to cancel it. How can I get my refund?**

The refund will be attempted and subsequently rejected via the cancelled credit card. You must then complete the online Manual Refund Form to receive the funds via direct deposit into your bank account.

**Q. I used a different wristband each day of the event. Can I link them all to my account after the festival to apply for a refund?**

You cannot link multiple used wristbands to a single account after the festival. When you add funds to unregistered wristbands, you can't link them to the same account. To collect your refund for each wristband, you must create a separate account for each wristband and fill out an online Manual Refund Form for each account. You may use the same banking information for each refund form.

## Troubleshooting Tips

**Q. I am having problems filling in the registration for my account.**

- Please ensure that you have filled in all the fields marked with a \*.

- Make sure you have not already created an account under the same email.
- Please ensure that you re-typed your password correctly.

**Q. I've created my account but I have not received the activation email.**

- If you haven't received an email asking you to activate your account, check your spam folder.
- Make sure you used the correct email. A simple check would be attempting to create a new account with your email – if you are able to create an account a second time with the same email, you didn't type your email properly when you registered originally.

**Q. I have created my account but I am having problems linking my wristband.**

Using a wristband purchased directly from HIP HOP KEMP – make sure you typed in the Security Code and Wristband Number correctly.

**Q. I am trying to input my Security Code and it says my credentials are invalid.**

Please send us an email to [hiphopkemp@festivalpark.cz](mailto:hiphopkemp@festivalpark.cz) with the following:

- Your ticket confirmation
- First and last name
- Wristband Number and Security Code on the back of the wristband

**Q. I have created an account and linked my wristband but I forgot my login details – how can I retrieve them?**

Visit the Account Registration Login Page. Beside the 'Login' button, click on 'Forgot your password?' and provide your email address. You will receive an email allowing you to change your password.

**Q. I have created my account but when I go to login, it says my username isn't found?**

- Please ensure that you are using the same email that was used to set up your account.
- Visit the Account Registration Login Page. Beside the 'Login' button, click on 'Forgot your password?' and provide your email address. You will receive an email allowing you to change your password.
- If you are already at the festival, visit a Customer Service kiosk and a staff member can delete your account and allow you to register your account again.

**Q. I tried to link my wristband to my account, but it says it has already been assigned to an account. Is this possible?**

If someone else purchased your ticket for you, it is possible that they linked the wristband to another account before giving it to you. You will not be able to link the same wristband to your account. Visit the customer service kiosk at the festival to de-activate the wristband and issue you a new one.

**Q. I have linked my wristband but I am having problems topping up online.**

Make sure you are using a valid credit card and have completed all fields marked with a \*.

## Still Have Questions?

**Still have questions or troubleshooting issues?**

Please e-mail [hiphopkemp@festivalpark.cz](mailto:hiphopkemp@festivalpark.cz) and provide the following information:

- Full registered name
- Wristband number(s)
- What action you are trying to take (topping up, registering, etc.)
- Where the problem appears (e-mail, login screen, external payment site, etc.)



- What the exact error message is
- Transaction number (if applicable)

If you have questions on-site at the festival, please speak with a representative at Customer Care or a Top-Up Station. Not sure how to make your first purchase? No worries – go to any vendor stand and a staff member will help you make your first cashless purchase!