

## TERMS & CONDITIONS

### REFUNDS

1. To obtain a refund for the balance remaining, each customer is required to have created a Cashless account and linked their card to it. Without an account and linked card, refunds are not possible.
2. Customers without a Cashless account will be required to create one and complete the necessary Refund Form which can be found on the Cashless web page <https://air.pay.intellifest.com>.
3. Customers cannot claim a refund if they are unable to supply their card UID and Security number (during either the account creation process and refund application process). To create a Cashless account and link your card, check the FAQ, section "I DIDN'T PURCHASE MY CREDITS IN ADVANCE, I NEED TO CREATE AN ACCOUNT AND LINK MY CARD".
4. A customer may submit a refund application up to midnight on the **6.8.2017**, any claim after this date will not be legible for a refund.
5. Customers are fully responsible for the accuracy of bank details provided on the refund application. Second and subsequent refund attempts due to incorrect bank details being entered will incur a 100,- CZK administration fee.
6. All refunds shall be processed within 10 days of application.
7. Refund charges and minimum balance: The refund charge per Cashless account is included in the XX CZK paid automatically when the wristband is activated by the first Top Up.

### GENERAL

8. The customer is wholly responsible for the protection for any funds uploaded to their Cashless account powered by IntelliPay. The event promoter, Intellitix or any other subcontractors are not liable for any misspent or fraudulent activity on the customers Cashless account due to loss of card or any other reason.
9. The customer is responsible for deactivating their card and dissociating it from their Cashless account if lost or at risk.
10. The customer is responsible for any and all costs incurred accessing the Cashless / IntelliPay website, whether this be Internet, WiFi, data or any other costs incurred.
11. Any complimentary credits or bonuses received if any are not eligible for refund (e.g., any 'free', bonus' or 'reward' credits applied to the customer account as a competition prize, incentives or any other reason).
12. The event promoter reserve its right to deny access to the ACDC Prague Concert and furthermore reserve the right to deactivate Cashless accounts and RFID card if deem necessary.
13. The standard data protection and privacy policies found at <https://air.pay.intellifest.com> apply.