

USE OF CASHLESS PAYMENT BY RFID-CHIP/WRISTBAND ON THE EVENT GROUNDS

1. Why cashless payment (cashless payment by RFID-chip ("Chip")/wristband)?

We, **FRHUG Festival GmbH & Co KG, Pfuelstraße 5, 10997 Berlin**, have entrusted the catering service provider **Gastrobüro GmbH & Co KG, Ferropolisstraße 1, 06773 Gräfenhainichen** (hereinafter: "catering service provider / GB") with the organization of catering and merchandising on the event site, including a cashless payment system. The cashless payment system simplifies payment on the event site and reduces waiting times. You don't need to carry cash or payment cards with you. You can see how much you have spent and have your cashless payment chip/wristband blocked if there are any problems.

2. How does cashless payment work?

You get a wristband with a chip that you can top up with credit that you can use to pay. To do this, you have to hold the chip up to a reader when paying.

The cashless payment system is not operated by "Catering Service Provider / GB" itself, but by "Catering Service Provider / GB's" cooperation partner Weezevent (<https://www.weezevent.com/>), 10 Rue Morice, 92110 Clichy (France). If you pay for something at the event (e.g. merchandise / food & drinks), the respective vendor becomes your contracting partner. If there is something wrong with the goods / services, you should contact the vendor; Weezevent will only process the payment.

3. How do I get the chip?

You will receive the chip at the entrance to the event site when you present your ticket.

4. How do I load credit onto the chip?

In order to load credit onto your chip, you must activate it. You can activate and top up your chip at the cashless payment stations on site or, if you want to activate and top up your chip online, you must first set up a virtual account. You can also do this before the start of the event. The link for setting up a virtual account, activating the chip and topping up the chip online can be found on the event website or click here: <https://www.lollapaloozade.com/faq#cashless>. If your chip is empty and you want to spend some more, you can top up at the cashless payment stations on site or online (if you have already set up a virtual account). You can top up your chip with up to EUR 250 per month.

The following payment methods are available for topping up your chip at the cashless payment stations on site: **debit card, credit card (VISA & MasterCard)**. The following

payment methods are available for topping up your chip online: **Paypal, credit card (VISA & MasterCard)**.

Online activation of your chip **is always** free of charge.

Until **13.07.2025** at **23:59** you can top up or reload credit on your chip online free of charge. You can top up or reload credit to your chip free of charge at any time at the cashless payment stations on site.

5. Can I see my credit balance?

You can see your current credit balance during the payment process at all sales stands at the event. At the cashless payment stations on site and online (if you have already set up a virtual account) you can check your credit balance and all previous payment transactions.

6. How can I pay with the chip?

If you want to pay with the chip, hold it up to the reader at the sales stand. After payment, the reader will show you the remaining credit on the chip. If an unexpected amount has been debited, please clarify this directly on site so that the transaction can be canceled if necessary.

Please note that you cannot reverse payments yourself, that you have initiated. If you are unable to resolve the problem on site, please use the contact addresses listed at the end of this information.

Take good care of your chip, as others can also use the top-up credit if you lose or pass on the chip. You will not receive a refund for this.

7. What happens if my chip doesn't work or I no longer have it?

If there are technical problems with the chip, you can have it blocked and receive a new chip with transferred credit free of charge.

You can also have your chip blocked free of charge and receive a new chip with transferred credit if you no longer have it.

If you have any questions, please contact the addresses listed at the end of this information: cashless@lollapaloozade.com

8. Is my chip personalized or anonymous?

An individual chip ID is stored on your chip, which is linked to your name and e-mail address and stored in your virtual account. This data is required for refunds and the transfer of credit. It is also recorded in the virtual account when, at which sales stand and in what amount credit was debited from the chip. This data is needed to settle

accounts with the vendors on site and helps catering service provider / GB to improve its range of goods and services in the future. For this purpose, all data is first anonymized before it is analysed. Further information on data processing can be found at here : <https://www.lollapaloozade.com/datenschutz> . You may not transfer your chip to another person (e.g. give it away or sell it). However, you may of course give it to a friend so that they can bring you a drink.

9. How does the refund of the remaining credit work?

Within the first four weeks after the end of the event, you can submit your refund request via your virtual account. Your remaining credit will then be refunded to you free of charge without interest by Weezevent.

Four weeks after the end of the event, you must send your refund request by e-mail to "Catering service provider / GB" (e-mail address: cashless@lollapaloozade.com). Please do not forget to include **your bank details and chip number**. The credit will then be refunded to you free of charge without interest by catering service provider / GB.

Please keep the chip until you have received the refund. You cannot transfer the right to a refund to another person. Discount promotions and other promotions for which nothing has been paid are not refundable.

10. Can I use my credit for another event?

No, you can only use the chip with your credit for this event.

11. Who can I contact if I have problems?

"Catering service provider / GB" has its own crew who have a lot of experience with cashless payment and can answer any questions you may have.

You can reach the crew before the start of the event via the cashless support email: cashless@lollapaloozade.com

Catering service provider / GB has its own helpdesk at the event, where you will receive qualified help so that you can continue partying immediately. The opening hours can be found at the helpdesk or click here : <https://www.lollapaloozade.com/faq#cashless> .

After the end of the event, the crew will be available again at Cashless-Support-E-Mail: cashless@lollapaloozade.com.