

## USER'S GUIDE

to the Festipay Voucher (hereinafter referred to as "PAYMENT CHIP" or "Festipay payment wristband") placed on the wristbands to provide access to events arranged and conducted by the Sziget Kulturális Menedzser Iroda Zártkörűen Működő Részvénytársaság.

### 1. GENERAL PROVISIONS

This instruction manual defines the general terms and conditions for the use of the Festipay payment chip (hereinafter referred to as "Payment Chip") issued by Sziget Kulturális Menedzser Iroda Zártkörűen Működő Részvénytársaság (1033 Budapest, Hajógyári Island, Hrsz. 23796/58., Company reg. no. 01-10-049598, tax number: 26189905-2-41, hereinafter referred to as "Organizer") for usage at the Telekom VOLT Festival, at the Balaton Sound Festival and the Sziget Festival in 2022 (hereinafter referred to as "the Festival", collectively "Festivals").

Interpretation of terms used in this guide, in particular "Visitor" and "Wristband" are the same as those in the Organizer's website (<https://szigetfestival.com/hu/>) and in other publications of Organizer (especially "General Terms and Conditions - SZIGET Kulturális Menedzser Iroda Zrt."), The "Sziget Festival Visitor Regulations" and the "General Privacy Policy") and their interpretation.

By accepting the entry wristband and the Payment Chip placed on it, the Visitor accepts the relevant provisions of the Organizer as compulsory to himself/herself. The Festipay Payment Chip placed on the wristband is a specific cash substitute payment instrument issued by the Organizer that allows the Holder the purchase of goods or services only from a closed-loop system of service providers directly contracted by Organizer in the areas used by the Organizer for the purpose of the Festivals. Organizer unilaterally has the right to prescribe the Payments Chips as means of payment at the Festivals, on an exclusive or non-exclusive basis. Wristbands are equipped with RFID Payment Chips for contactless payments. The Payment Chip is not a bank card, the Payment Chip is a cash substitute payment instrument. (Hereinafter referred to as "wristband" or a "Payment Chip", also referring to as "cash substitute payment instrument", meaning the Payment Chip.)

The amount uploaded to the Payment Chip may only be used in commercial units operating at the event venues provided by the Organizer during the duration of the given Festival. If Visitor purchases more than one daily ticket, Visitor will receive a new wristband for each daily ticket, and therefore another Payment Chip. In such cases, the transfer of the balance is possible in accordance with this User's Guide.

Payment Chip Expiration - the validity of the Payment Chip expires at the given Festivals as the following:

Telekom VOLT Festival: 12:00 June 26, 2022

Balaton Sound Festival: 12:00 July 3, 2022

Sziget Festival: 12:00 August 16, 2022

**The remaining balance of the Payment Chip of the wristband assigned to any day ticket or pass can therefore be refunded at the latest by the date specified above.**

The RFID Payment Chip built into the wristband is valid from receipt and can be used after top-up. If the balance that was topped up at a Top Up Point remains on the Payment Chip and is not refunded by the Visitor at the Festival or until the date indicated in the "Payment Chip Expiration" section, the remaining balance will be lost and cannot be transferred to the Organizer's additional festivals (such as Telekom VOLT Festival, the Balaton Sound Festival or the Sziget Festival).

### 2. REQUESTING WRISTBAND, PAYMENT CHIP, REGISTRATION

The Visitor will be obligated to receive his or her wristband containing the Payment Chip upon arrival at the Festival at the Ticket Sales Points. Disabling Lost or Damaged Payment Chip may only be requested by a registered user.

Registration can be done in the Festival Account of the given Festival following the steps described there with the PIN-code received simultaneously with the top-up or registration. You will also need a PIN code that is either the last four characters of the visitor's voucher number (which is located under the QR code) or the four characters that were given to the Visitor at the festival site when purchasing a ticket on-site.

The Payment Chip can be used without registration, but the registration increases its security, as only by completing the registration can the Visitor block a lost Payment chip. **We draw your attention to the fact that, in the absence of registration, the electronic voucher embodied by the lost Payment Chip can no longer be used by the original holder of the wristband, and anyone, who finds the Payment Chip will be able to use the balance for unauthorized purchases.** With this in mind, we strongly recommend registration! The Organizer shall not be held liable for any damage resulting from non-compliance with the above, loss or damage of the wristband, use by an unauthorized person or failure to register, and expressly excludes liability for such damages.

### 3. BALANCE TOP-UP

There is a balance on the Payment Chip. The balance may be topped-up in any amount as detailed below:

In the case of a new Payment Chip, which has not been used yet, the minimum amount of the first top-up is HUF 2,000, while the minimum top-up of a Payment Chip already in use is HUF 1,000.

Cash Top-up (Hungarian Forint Only!):

The maximum balance of the Payment Chip and the maximum amount of a top-up is HUF 360,000, with a fee charge of HUF 500 per each top-up transaction.

Top-up with Credit card:

The Balance for the Payment Chip can also be topped-up by a credit or debit card. The maximum amount of top-up is HUF 360,000. The fee for a bank card top-up is HUF 500 per each top-up transaction.

Top-up via the Festival Account available on the webpages of the Festivals:

The balance for the Payment Chip can be uploaded through the Festival Account available on the webpages of the Festivals. The maximum amount of top-up is HUF 360,000. Pre-top-up is also available through the Festival Account by use of the voucher (either at the purchase of ticket, or later on, until the receipt of wristband equipped with the Payment Chip). Top-up can be uploaded by the use of bank card. The fee for a bank card top-up via app is HUF 500 per each top-up transaction.

The Payment Chip can also be uploaded through the Festival Account by charging the balance (hereinafter "Refund Balance") or gift credit (hereinafter "Gift Credit") determined by the Refund Policy of Sziget Ltd. consolidated with changes as of 18 March, 2021 with amendments. If the Refund Balance is determined in euros, the upload can be made by charging such balance by euros, however, the uploaded balance of the Payment Chip will be kept in Hungarian forints. **We draw your attention that the Gift Credit may be used for uploading the Payment Chip at latest on the last day of Sziget Festival, August 15, 2022, and the refund of the not used Gift Credit cannot be claimed!**

Other information related to top-up:

The balance is recorded only in Hungarian Forint. Conversion and other costs associated with bank card top-ups in other currencies are charged to the bankcard holder. Complaints are only possible at the Top-up Points, immediately after the top-up transaction, if the discrepancy can be clearly established. After leaving the Top-up Point, the Organizer will NOT accept any complaints!

The Payment Chip can be used for purchases in the amounts covered by the topped-up balance. The balance of the Payment Chip may be refilled at any time until the end of the Festival but may not exceed HUF 360,000.

#### 4. PAYMENT WITH PAYMENT CHIP

Purchases can be made at merchants using payment terminals. A terminal consists of two parts:

- (i) a card reader with a display that is fixed to the counter in a clearly visible manner for the wristband holder, and
- (ii) a POS terminal located on the counter of the Merchant, not necessarily visible to the Visitor.

Purchase process:

- (i) the total amount of the purchase is entered into the cash register by the Merchants and the amount is entered into the POS terminal;
- (ii) after the purchase amount is entered, the amount of purchase is displayed on the display of the wristband reader, and, if the Visitor accepts the sum displayed, the Visitor touches the wristband to the reader so that the Payment Chip contacts the reader and thus the transaction takes place;
- (iii) the Visitor's voucher balance is debited with the purchase amount. If Visitor has made top-ups through multiple channels (mobile application and on-site), the system will first reduce his/her balance topped up on-site (in cash or by credit card);
- (iv) the new balance appears on the wristband reader's display. If the transaction has inadvertently contained an erroneous amount or has to be cancelled for any reason, the payment Terminal is able to do so. The cancellation of the transaction is only possible at the terminal on which the transaction was made and only if this was the last transaction of both the Payment Chip and the Terminal. Cancellation is not possible in any other case. It is possible to give a tip by using the system, in such case, an amount higher than the actual purchase amount will be charged. We kindly ask Visitors to double-check the amount displayed in such cases. If the Organizer resolved to let adding tips, the Visitor, after pushing the "Yes" button below the question "Do you wish to add tip?" on the appropriate display (customer-side screen), can choose between 0%, 5%, 10%, 15% or 20% amounts or may determine individual amounts as tips. If there is no interaction by the Visitor, the transaction can be finalized by touching the slot by the bank card or the Payment Chip. The merchant gives a receipt for the purchase. If the Visitor returns or disputes the purchase price of the purchased product, the terms and conditions of the return will be determined jointly by the merchant and the buyer in accordance with applicable law.

#### 5. CHECKING BALANCE

The Payment Chip balance can be queried at Merchants, Top-up Points, Top-up Machines, and via the Mobile Application. The Visitor accepts the Organizer's database and statements in relation to the Balance of the Payment Chip. The Organizer will investigate complaints and possible abuses of transactions in accordance with applicable laws.

#### 6. PAYMENT CHIP REPLACEMENT

6.1. The replacement of a lost Payment Chip is possible at the Festipay Helpdesk and at the "Problematic Tickets / Ticket Helpdesk". Replacing a Defective Payment Chip is possible at Festipay Helpdesk and at "Problematic Tickets / Ticket Helpdesk" in possession of an intact armband. The balance of the Payment Chip affected available at the time of the replacement or failure will be transferred 30 minutes later, following the replacement, to the new Payment Chip at the Festipay Helpdesk or at the "Problematic Tickets / Ticket Helpdesk".

If the Visitor is not in possession of the PIN-code attached to the Payment Chip, the old Payment Chip cannot be replaced.

6.2. In any other case, if the Visitor requests the replacement of the Payment Chip, Organizer will decide if Visitor's request will be accepted or not, based on the circumstances of the case, at the "Problematic Tickets / Ticket Helpdesk"

In doing so, if the Visitor

- claims to have registered the Payment Chip to be replaced, the Visitor has to provide the e-mail address and mobile phone number used for the registration, as well as the transaction history of the Payment Chip concerned;

- claims to have not registered the Payment Chip to be replaced, has to specify the serial number of the ticket voucher for the Event that belongs to his/her wristband, failing that, the e-mail address used to buy the ticket, failing which he/she will be required to present the invoice or receipt confirming the purchase of the ticket, and in any case described above, the Payment chip transaction history.

If, based on the above, the Visitor's Payment Chip Replacement Requirement is unquestionably substantiated, the Organizer will invalidate the Payment Chip concerned and its available balance will be transferred 30 minutes later, following the replacement, to the new Payment Chip at the Festipay Helpdesk or at the "Problematic Tickets / Ticket Helpdesk". The Organizer's decision is final.

In cases described in point (a) of the present 6.2. above, the Organizer shall record the conduct of the above procedure in a protocol, a copy of which shall be given to the Visitor.

## 7. REFUNDING BALANCES THAT WERE TOPPED-UP AT TOP-UP POINTS OF THE FESTIVAL

Any unspent amount of the Payment Chips, that were topped-up at Top up Points in the Festival area in cash or by credit card, can be refunded at the Top-up Points according to the general rules for rounding to fifty forints (in case of residual values ending between HUF 1-24 to HUF 0, in case of the residual values ending with HUF 25-74 to 50 HUF; in case of residual values ending with 75-99 HUF to HUF 100). Upon refund, the Visitor receives a Receipt from the Cashier. In an event of the refund of a high amount balance (more than HUF 20,000), the cashier may verify the identity (may ask the presentation of a personal ID) of the holder of the wristband (Payment Chip) and may ask the consent of the Festipay Financial Centre for the payment. The last date of refund (the expiry of the Payment Chip) is identical to the expiration date of the Payment Chip in accordance with Section 1. The last refund is possible at the open Top-up points. **Please be careful not to leave the refund of unused balances for the last minute!**

**ATTENTION! The balances that were topped up at Top-up points and remained unused, can only be refunded at the Top-up Points! Refunds of these balances through the Festival Account (refund function according to point 10.) are NOT possible!**

## 8. REFUND FUNCTION

If the Visitor tops-up the Payment Chip Balance through the Festival Account following a registration, the remainder of the topped-up Balance (topped-up via the app) will be automatically refunded as a refund transaction after the Festival. The refund will be fulfilled to the bank account belonging to the bank card used for the top-up. If, the bank card has been blocked, the automatic refund cannot be fulfilled. In an event of this, the complaints division of OTP Bank Nyrt. shall fulfil the refund, which may take more than 30 (thirty) days. The online uploaded balance cannot be repaid by bank transfer. If by the upload the balance of the Festival Account (including the Refund Balance and the Gift Credit) has been charged, the not used balance will be refunded to the Festival Account.

If Visitor makes an on-site top-up with bank card and / or cash on the same Payment Chip at a Festipay Top-up Point, then the Visitor has the option to reclaim the unused balance as described in Point 7 of this Guide.

**If the Visitor tops-up his/her balance both via the Festival Account and an on-site Top-up point, the balance will be managed in two ways. The balance remaining from the on-site top-up (s) can only be refunded in cash at the Top-up points at the Festival, while the amount topped-up in the Festival Account may only be returned in the form of an automatic refund to the Visitor as described above. If the Payment Chip has been uploaded both via the Festival Account and an on-site Top-up point, the consumption shall be settled by charging first The Refund Balance, second the on-site top-up, third the bank card top-up, fourth the organizer's top-up and fifth the Gift Credit.**

The fee for the refund is 500 HUF, which is deducted from the balance to be returned by the Organizer. Any balances below 500 HUF cannot be refunded.

## 9. HIGHLIGHTS OF DATA PROCESSING

The Visitor acknowledges that his/her personal data is necessarily handled by the Organizer (as data controller) and, in the event of use of the Festipay Payment Chip on the wristband for entry, connected with the use of the Payment Chip, Festipay Zrt. (1126 Budapest, Derkovits utca 3-5, Reg. No.: Cg. 01-10-048644, registered by the Company Court of the Metropolitan Court, tax number: 25405983-2-43, tel.: 06-1-309-46-06, email: [sales@festipay.com](mailto:sales@festipay.com)) as data processor of the Organizer and CARDNET Kártyarendszerek és -szolgáltatások Zártkörűen Működő Részvénytársaság (seat: 1135 Budapest, Reitter Ferenc utca 46-48., registered by the Company Court of the Metropolitan Court, Reg. No.: 01-10-042150) data processors included in the Privacy Policy in connection with the use of the service.

The privacy policy is available at <https://volt.hu/en/policy-gctc> or <https://balatonsound.com/en/policy-gctc> and <https://szigetfestival.com/en/policy-gctc> and on-site at the Top-up points.

## 10. COMPLAINTS, DESUETUDE, OTHER PROVISIONS

Complaints at Festipay HelpDesk and "Problematic Tickets / Ticket Helpdesk" can only be accepted in case the wristband and the RFID Payment Chip built into it are presented. The Organizer and Visitor agree on a 6-month period of desuetude for the enforcement of claims arising from this legal relationship in accordance with Section 3 of 6:22 of the Civil Code of Hungary. It is forbidden to make photographs, video clips, or any kind of image recording of the Top-up points, either externally or internally, and the prior written permission of the Organizer is required to do so. These rules also apply to audio and video recordings made with the staff of the Top-up points. The Organizer is entitled to unilaterally amend this User's Guide by notifying the Visitors at the same time as the amendment is made.