

## SZIGET TROUBLESHOOTING GUIDE

**SZIGET IS SAFER THAN AN AVERAGE SATURDAY NIGHT DOWNTOWN,  
BUT UNWANTED SITUATIONS MAY HAPPEN HERE AS WELL.**

**TO SOLVE THEM FASTER THEN THE SPEED OF LIGHT,  
WE MADE YOU THIS TROUBLESHOOTING GUIDE.**

What happened?	What to do in this case?
I have a question	Always check the FAQ first if you have a general question. If you can't find the answer, look for the Info Point at the City Center or next to the Medical Center.
I can't find the right direction	You can find a map on fence banners displayed in many places around the festival area, in the app and on the website as well.
I have a question about campsites	First, ask the campsite reception, if they can't solve it there, then look for the Info Point.
I'm looking for a service, but I can't find it	Visit the City Center. Most of the services can be found here. If not, at the Info Point they will tell you where to go.
I'd like to file a complaint	Contact the Customer Service as soon as possible. Days later, it's much harder to solve anything.
My tent disappeared	It was probably taken by the security because you pitched it in a no-camp zone. Contact the Customer Service, who will help you get it back.
Someone is sleeping in my tent	Wake him up.:) If you can't, find the nearest organizer or security guard and ask him to call for medical help.
I'm disappointed about the program, I'd like a refund	Please, don't complain about it, unfortunately we cannot fulfill this.
I lost/found valuables	Search for Lost and Found in the City Center. You can also report the lost item online, this option is available on the website under FAQ.
I'm from abroad, lost my papers, got in trouble	Visit the E4U - Pop-up Embassy in the City Center, they will help you or give you advice.
I need medicine	There is a pharmacy at Sziget and you can also prescribe medicine at the Medical Center. If you want to store your own medication, also visit the Medical Center.
I have to store my medication	In the Medical Center, we provide you a storage facility.
I need medical help	Visit the Medical Center or find the nearest organizer or security guard and ask them to call for medical assistance.
There is an anaphylactic shock/allergic attack	Find the nearest organizer or security guard and ask him to call medical help. EpiPen injections are also available at the campsite receptions, the main cash desk at K Entrance, and the Customer Service.
A fight broke out	Do not interfere under any circumstances. Find the nearest security guard and report the problem to him. You help our work if you take a picture of the participants.
I got robbed, harassed	If you experience violence, crime or abuse, visit the Security Point in the City Center, where they will contact the authorities.
I think I drank a little too much	In the Hangover Care Corner next to the BOLT Party Arena, you can sober up in safe conditions.
I have a panic attack, a mental breakdown	Visit the Mental Care Corner, where you can talk to experienced helpers in a safe environment.
I fear of spiking	The chance of this happening at Sziget Festival is very small, but if you want to make sure, you can buy a GHB test at the Pharmacy.
I need a morning-after pill	Visit the Medical Center, they can prescribe it for you.
What is the easiest way to leave Sziget?	The LED walls and direction signs at the exits help you to always see the current exit directions and times.
My wristband is damaged	Look for the problematic tickets desk at all three entrances.
I have payment / top-up problems	Visit the Festipay Helpdesk at the City Center.
There is a storm with heavy rains, what should I do?	Follow the information displayed on the LED walls, in the application and on social media, or ask for directions.
I'm looking for lost friends/family members	Contact the Customer Service where they can help you.
I'm a mom with a baby, where can I change their diapers?	There is a Hygiene Room in the Medical Center, which we designed for such needs.
I need a hygienic space for my special medical needs	There is a Hygiene Room in the Medical Center, which we designed for such needs.