

## USER'S GUIDE

about the terms of use regarding the Festipay Card as specific cash substitute payment instrument (hereinafter referred to as "**Festipay card**") issued by **Weekend Event Korlátolt Felelősségű Társaság** (hereinafter referred to as "**Organizer**") at the **2025 STRAND Festival** organised and conducted by the Organizer.

### 1. GENERAL PROVISIONS

This User's Guide defines the general terms and conditions for the use of the Festipay card issued by **Weekend Event Korlátolt Felelősségű Társaság** (1122 Budapest, Városmajor utca 48. B. ép. fszt. 2., company reg.no. Cg. 01-09-695549, tax number: 12625150-2-43) at the **2025 STRAND Festival** (hereinafter referred to as the "**Festival**") organised and conducted by the Organizer.

Interpretation of terms used in this guide, in particular "*Visitor*" are the same as those in the Organizer's website (<https://www.strandfesztival.com/en/visitor-policy/>) published by Organizer (especially "*General Terms and Conditions*", "*STRAND 2025 Visitor Policy*" and the "*General Data Protection Regulation*") and their interpretation.

By receiving the Festipay card, the Visitor accepts the relevant provisions of the Organizer as compulsory to himself/herself. The Festipay card is a specific cash substitute payment instrument issued by the Organizer that allows its 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 Festival. Organizer unilaterally has the right to prescribe the Festipay cards as means of payment at the Festival, on an exclusive or non-exclusive basis. The Festipay card is an RFID card for contactless payments. The Festipay card is not a bank card, the Festipay card is a cash substitute payment instrument.

The amount topped up to the Festipay card may only be used in commercial units operating at the commercial units operating at event venues provided by the Organizer during the duration of the Festival.

Expiration of the Festipay card at the Festival: 12:00, August 24, 2025

**The remaining balance of the Festipay card can therefore be redeemed at the latest by the date specified above.**

The RFID chip built into the Festipay card is valid from receipt and can be used after top-up. If the balance that was topped up remains on the Festipay card and is not redeemed by the Visitor at the Festival or until the date indicated in the "*Expiration of the Festipay card at the Festival*" section, the remaining balance will be lost and cannot be transferred to further festivals (eg. SopronFest, B MY LAKE Festival).

### 2. REQUESTING FESTIPAY CARD, REGISTRATION

The Visitor can request a Festipay card personally upon arrival to the Festival, at the Festipay card top up point. The Festipay card is valid from takeover, it can be used following its has been topped up. The Festipay card can be taken over against a deposit of 500 HUF, which is given back in case of undamaged return of the card. Disabling lost or damaged Festipay card may only be requested by a registered user.

Registration can be done in the Festipay mobile application, available either as an Android or iOS application, by using the 4 digit PIN code received at the activation of the Festipay card.

The Festipay card can be used without registration, but the registration increases its security, as only by completing the registration can the Visitor block a lost Festipay card. **We draw your attention to the fact that, in the absence of registration, the electronic voucher embodied by the lost Festipay card can no longer be used by the original holder, and anyone, who finds the Festipay card will be able to use the balance for unauthorized purchases.** With this in mind, we strongly recommend registration! The Organizer expressively excludes its liability for any damage resulting from loss or damage of the Festipay card, use by an unauthorized person or failure to register.

### 3. BALANCE TOP-UP

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

In the case of a new Festipay card, 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 Festipay card already in use is HUF 1,000.

Cash Top-up (Hungarian Forint Only!):

The maximum balance of the Festipay card 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 bank card:

The balance for the Festipay card 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.

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

### 4. PAYMENT WITH THE FESTIPAY CARD

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 Festipay card 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 card reader, and, if the Visitor accepts the sum displayed, the Visitor touches the Festipay card to the reader so that the RFID 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 card 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 Festipay card 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 Visitor wants to add a tip using the appropriate display (customer-side screen) Visitor can choose between 0%, 5%, 10%, 15% or 20% amounts as tips, however, the Visitor may opt for an individual amount as well. If not willing to give a tip, the Visitor may choose either the 0% amount or pushing the button "Finalization of the order". The payment transaction may be finalized in each case by touching the bank card or the Festipay card to the card reader. The merchant gives a receipt for the purchase. If the purchaser 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 Festipay card balance can be queried at merchants, Top-up Points, Top-up Machines, and via the Festipay mobile application. The Visitor accepts Festipay Zrt.'s database and statements as final and authoritative in relation to the balance of the Festipay card. Festipay Zrt. will investigate complaints and possible abuses of transactions in accordance with applicable laws.

## 6. FESTIPAY CARD REPLACEMENT

**6.1. The replacement of a lost Festipay card is possible at the Festipay Helpdesk, if the Festipay card has been registered by the Visitor.** Replacing a defective Festipay card is possible at Festipay Helpdesk in possession of the defective Festipay card. The replacement fee of the Festipay card is 1000 HUF, but the 500 HUF deposit is given back in case of undamaged return of the Festipay card. The balance of the Festipay card, available at the time of the blocking or failure, will, after deduction of the deposit and the replacement fee, be transferred to the new Festipay card at the "Festipay Helpdesk" 30 minutes later after the replacement,.

**If the Visitor has not registered the Festipay card, the old Festipay card cannot be blocked, i.e. no replacement is possible!**

6.2. In any other case, if the Visitor requests the replacement of the Festipay card, Festipay Zrt. will decide if Visitor's request will be accepted or not, based on the circumstances of the case, at the "Festipay Helpdesk". In doing so, if the Visitor claims to have registered the Festipay card to be replaced, the Visitor has to provide the mobile phone number used for the registration, the PIN code, as well as the transaction history of the Festipay card concerned.

If, based on the above, the Visitor's Festipay card replacement request is unquestionably substantiated, the Organizer will invalidate the Festipay card concerned and its available balance will be transferred 30 minutes later, following the replacement, to the new Festipay card at the Festipay Helpdesk. The Organizer's decision is final.

In case described in point 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. REDEMPTION OF THE BALANCES TOPPED-UP AT TOP-UP POINTS OF THE FESTIVAL

Any unspent amount of the Festipay card, that were topped-up in cash or by credit card at Top up Points in the Festival area or via Festipay mobile application, can be redeemed 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 the redemption, the Visitor receives a receipt from the cashier. In case of the redemption of a high amount (i.e. exceeding HUF 20,000), the clerk is entitled to check the identity of the holder of the Festipay card (i.e. may ask to present a personal identification document) or may ask for the consent to the payment of the FestiPay Payment Centre. The Visitor acknowledges that such procedure and getting authorization for the payment may involve waiting. The last date of refund (the expiry of the Festipay card) is identical to the expiration date of the Festipay card 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!**

**The top-up points at the Festival will open on August 20, 2025 at 13:00 and on the other days of the Festival at 10:00 and will operate for maximum 30 (thirty) minutes after closing the Festival, so they will close on the days of the Festival at 04:30. The Top-up points are closed out of the foregoing open hours and it is not possible to redeem the balance topped up at the Top-up points at the Festival. The Top-up points will open also at 10:00 on August 23, 2025 and will operate continuously until 12:00, August 24, 2025. The opportunity for the redemption will be finally lost at 12:00, August 24, 2025.**

**ATTENTION! The balances that were topped up at Top-up points can only be refunded at the Top-up Points!**

## 8. HIGHLIGHTS OF DATA PROCESSING

The Organizer does not process personal data, therefore it is not a data controller. When the Visitor registers his or her Festipay card, Festipay Zrt. as data controller and its data processors necessarily process his or her personal data pursuant to the Privacy Notice of Festipay Zrt. The Privacy Notice of Festipay Zrt. is available at the mobile application and at the website of Festipay Zrt. (<https://festipay.com/terms-of-data-management/>).

## 9. COMPLAINTS, LIMITATION PERIOD, OTHER PROVISIONS

Complaints at Festipay Helpdesk can only be accepted in case the Festipay card is presented. In accordance with Section 3 of 6:22 of the Hungarian Civil Code, the Organizer and Visitor agree on a limitation period of 6 months for the enforcement of claims arising from this legal relationship. 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.