

## FAQs

### **Why do I have to create an online account?**

Creating an online account is not mandatory, but it has its advantages:

Recharging credit before the festival. At the festival, you do not spend time recharging your credit.

After the festival has ended, all unused credit will automatically be returned to your account.

If you accidentally lose the chip bracelet - we will block it immediately, and nobody will get to your account. We will then provide you with a new chip bracelet, where we will transfer the credit.

You have an overview of all transactions.

## **CREATING AN ONLINE ACCOUNT AND RECHARGING YOUR CREDIT**

### **How do I create an account?**

Step 1: Register at <https://hhk.phestio.com/>, and create an online account.

Once you have set up your account, you sign in, enter the ticket number and deposit the money.

Step 2: The minimum recharging amount is 100 CZK. You can recharge credit online only with a credit card.

Step 3: At the cash desk at the festival, you exchange the ticket for a chip bracelet that is connected to your recharged online account.

### **How is my online account connected to the bracelet?**

At the cash desk at the festival, you exchange the ticket for a chip bracelet. The operator at the cash desk connects the chip bracelet to your pre-established online account in which you have deposited money. It is, therefore, important that you always exchange only one ticket at the cash desk. If you have more than one, you should exchange them gradually to avoid mixing up the ticket and the chip bracelet with that of a friend, for example.

### **I created an account, but I cannot log in. After logging in, the page says that my user name does not exist.**

Check the entered information (email address and password), and make sure you do not have caps lock on. Make sure you are using the same email address you used to create your account, or find the activation email from the registration in your email account. If you forgot your password, click on the "Forgot password" link and follow the instructions.

### **I created an account, but I did not receive an activation email.**

Check the spam folder in your inbox. Check that you have entered the correct email address when creating the account. You can verify that by trying to create a new account under the same email address. If it works, then you entered the wrong email address during the first registration.

### **When entering the numeric code from the ticket, the system says that the code is invalid.**

Check that you have entered the correct code as shown in the image below. Send us an email at [info@phestio.com](mailto:info@phestio.com) with the following details: name and surname, ticket vendor name, ticket purchase confirmation, and screen of numeric code from the ticket.

### **I bought several tickets. Do I have to create an account for each ticket?**

If you purchased a larger number of tickets for a group of friends you can register more tickets through one online account (login) but each ticket has separate credit. This means you cannot share one budget for more wristbands, you have to topup credit for each ticket/wristband individually, although you can manage more tickets/wristbands from one online account. Before creating an account, be sure to assign a ticket to everyone in the group. This will ensure that all the accounts

(with charged credit) are connected to the corresponding bracelets at the festival, and your accounts will not get mixed up.

## **AT THE FESTIVAL**

### **What is the minimum amount that I can recharge onto a chip?**

If more than 30,00 CZK remains on your chip, you may request a refund. If less than 30,00 Kč remains, the refund will not be made. Refunds to an account outside of the Czech Republic, to countries of the European Union and outside the European Union will be processed only if the refund exceeds 150 CZK. If you created an online account and paid online with a card before the festival, the entire balance will automatically be refunded to you.

### **How do I find out how much money remains on my account?**

During each purchase at the festival, the current balance is displayed on the reader. You can check the balance also at TOP UP stations and at the Customer Service. You can see the balance on your online account as well.

### **What will happen if I lose or damage the chip during the festival? Will I lose the money?**

If you have an online account and you lose or damage the chip, go to Customer Service. There, they will block the chip and assign a new chip to your account. You will not pay anything. If you do not have an online account, we cannot do anything. At that moment, it is the same as if you lost your wallet.

### **I have an account, but I am unable to recharge online.**

Make sure you are using a valid credit card and that you have correctly filled in all the fields marked with \*.

### **I tried to connect the ticket to my account, but the page is telling me that it is already connected to another account. Can this happen?**

If the ticket was bought for you by someone else, it is possible that he/she already created an account for the ticket. Only one account can be created per ticket. If you purchased the ticket yourself and a mix-up could not have occurred, please email us at [info@phestio.com](mailto:info@phestio.com) or immediately visit the Customer Service stand at the event, where we will solve the problem.

## **REFUNDS**

### **I have money remaining on my chip, and I do not have an account. What do I have to do for you to return my money?**

Go to the website <https://hhk.phestio.com/>, and create an online account. Once you have created the account, you log in, enter the number of the chip or ticket and request a refund. Your refund request must be submitted by 12.9.2018. The money will be credited to your account no later than by 30.9.2018.

### **I am requesting a refund and when I enter the numeric code, the system says that it is invalid.**

Please send us the following information to [info@phestio.com](mailto:info@phestio.com): name and surname, confirmation of ticket purchase, a screen/photo of the chip with the numeric code, which is on the inner side of the bracelet.

### **I have money remaining on the chip, and I recharged my credit in advance on the online account and on the spot in cash and by credit card. Will I get all my money back?**

If you have an online account, then it does not matter how you recharged your credit. You will get all the money from your account back.

**I created an online account, but I am unable to connect the bracelet to it.**

Carefully check that you have correctly entered the numeric code, which is on the inner side of the bracelet as shown in the image. If the problem persists, contact us at [info@phestio.com](mailto:info@phestio.com).

**Before the event, I used a credit card to recharge my credit, which I later lost and had to have blocked. How do I get my money back?**

An automatic refund attempt will take place, which will be rejected due to the blocked card. In this case, you have to fill in a refund form and the refund has to be requested. We will send the money to your bank account.

**How much do I have to pay for the refund?**

Refunds to accounts with a bank in the Czech Republic held in CZK are not subject to any additional charge. You only pay an activation fee of 50 CZK, which is automatically debited to your account during the first transaction at the festival. Refunds to an account outside of the Czech Republic, to countries of the European Union and outside the European Union may be subject to bank charges, depending on the current rates of the particular bank and country. Refunds to foreign accounts are subject to a charge in the minimum amount of 150 CZK, which will be deducted from the amount being refunded.

**What is the minimum amount that will be refunded to me?**

If more than 30 CZK remains on your chip, you may request a refund. If less than 30 CZK remains, the refund will not be made. If you created an online account and paid online with a card before the festival, the entire balance will automatically be refunded to you.

**By when do I have to submit a request for a refund?**

You have to submit a request for a refund by 12.9.2018. Requests submitted later will not be satisfied. Refunds requested according to the business terms and conditions will be paid out no later than by 30.9.2018.