

WRISTBAND & CASHLESS PAYMENT FAQ

WRISTBANDS & CASHLESS PAYMENTS?

**UTAH BEER FESTIVAL NOW OFFERING CASHLESS PAYMENT TECHNOLOGY!
YOUR FESTIVAL WRISTBAND GETS YOU IN AND CAN ALSO BE YOUR DIGITAL WALLET AT
ALL BREWER STATIONS!**

Exciting news! This year's Utah Beer Festival will be using RFID-enabled wristbands and cashless payment technology to enhance your festival-going experience!

When you arrive to the Utah Beer Festival you'll receive your personalized festival wristband to get into the festival faster - and it can also be used as your digital wallet to make purchases at the beer vendors - all with a simple tap of your wristband!

You can add funds to your account at a physical Top Up Station located throughout the event or through our festival mobile app right from your phone! Once your account is topped-up, you're ready to make purchases at the beer vendors by simply tapping your wristband to one of the payment points. The amount will automatically be deducted from your account - it's quick and easy!

Get ready to begin your cashless experience!

WHAT IS "CASHLESS" PAYMENT AND HOW DOES IT WORK?

Our cashless payment system operates in a similar manner to pre-paid cards. At the Utah Beer Festival, we will be using high tech, RFID-enabled wristbands that include an embedded electronic chip in the RFID tag that will act as your key to pay for beer at the beer booths.

To make a purchase, tap your wristband on an RFID reader located at each vendor stand to open a transaction. Place your order with the vendor staff. To confirm and close the transaction, you will be required to use the same wristband to tap a second time. The order amount will automatically be deducted from your account.

HOW DOES CASHLESS PAYMENT BENEFIT ME?

Cashless payment technology offers many benefits including:

- Faster transaction times
- Reduced wait time and line-ups
- Super convenient; no need to carry wallets and fumble through change/tokens
- Efficient and saves time through Pre-Top Up and Auto-Top Up; no need to hit the ATM
- Safe and secure; no need to worry about getting your wallet lost or stolen
- Overall, an enhanced guest experience!

CASHLESS PAYMENT IS THE COOLEST IDEA EVER. HOW DO I GET STARTED?

If you've already purchased a ticket online or at one of the participating breweries, you will swap your ticket for your personalized wristband when you arrive to the festival. The "swap staff" can easily create your cashless account and link your wristband on the spot with only your name, email and wristband numbers. You can add funds to your account simply by logging into your account and Topping-Up online or by visiting a Top Up Station located inside the festival.

If you are waiting to purchase a ticket at the festival, the Box Office staff can also easily create your cashless account and link your wristband on the spot with only your name, email and wristband number. You can add funds to your account simply by logging into your account and Topping-Up online or by visiting a Top Up Station located inside the festival.

HOW DO I ADD CREDITS TO MY ACCOUNT AT THE FESTIVAL?

You can Top Up at one of the on-site Top Up Stations located throughout the event grounds. However, beer vendors will not be able to Top Up for you, so make sure you have enough credit on your account before making purchases. Trained staff will be on-hand to help you through the process.

You can also Top Up through our festival mobile app once you receive your wristband on-site. Or in advance of coming to the festival. Advance top ups will be available at utahbeerfestival.com and the Utah Beer Festival app starting July 27th.

WHAT IS "ENABLE AUTO-TOP UP"?

The easiest way to add credit to your account is to "Enable Auto Top-up" when you're adding credit for the first time. With the "Enable Auto Top-up" feature, your account balance will automatically re-load 5 tokens pre-paid credit into your account when your balance drops below 1 token. This way, you never have to worry about running low on credit at the festival and you won't need to spend any time finding a Top-up Station before making purchases on-site. The pre-paid amount will automatically be charged to your credit card and you will receive an email notification. It's simple and super convenient!

CAN I TRANSFER MY CREDITS FROM MY WRISTBAND TO ANOTHER ONE?

No, unfortunately you cannot transfer credits once they are in your personalized account. However, any left-over credit will be refunded to you in accordance to our refund policy.

I'M GOING TO THE FESTIVAL WITH A FAMILY MEMBER / FRIEND AND WE WANT TO SHARE CREDITS FROM THE SAME ACCOUNT INSTEAD OF HAVING TWO ACCOUNTS. IS THAT POSSIBLE?

Yes, if you add two or more wristbands into the same account, this is called a "Shared Family Account". All linked wristbands will be able to make purchases using the same pool of funds in the account. You will NOT be able to separate or specify spending amounts for each wristband.

Make sure you want to share your credit before you link multiple wristbands. Once a wristband is added to an account, you won't be able to create a new account for that wristband or transfer it to another account.

CAN I SPLIT THE COST OF SOMETHING WITH A FRIEND?

No, unfortunately you cannot split payment for an item. Only one wristband can be used to open the transaction, and that same wristband must be used to close and confirm the purchase. This is a security feature to ensure the purchaser is in control of their own spending.

I'VE LOST MY WRISTBAND! WHAT SHOULD I DO?

If you've created an account online and linked your wristband to it, no worries! Visit a Customer Service Representative at any of the on-site Top Up Stations at the event and they will deactivate your lost wristband and issue you a new one. Please bring valid photo ID. Link the new wristband number to your account and continue having a great time – your money is still on your account if you've previously linked it.

However, if you did NOT create an online account and didn't link your wristband to the account, unfortunately your remaining credit balance can no longer be retrieved. To get a replacement wristband, visit Customer Service at the Top Up Station and show proof of your original event ticket purchase along with valid photo ID. If someone else bought the tickets on your behalf, you will need to bring the original purchaser with you to the kiosk and show proof of purchase along with valid photo ID. Replacement wristbands will be issued at the discretion of the Customer Service Representative.

Treat your wristband the same way you would treat cash! We are not responsible for any funds stolen / missing from your wristband if you lose it.

WHAT IF I HAVE LEFTOVER CREDIT AT THE END OF THE EVENT? WHAT IS YOUR REFUND POLICY?

All credit left unredeemed by August 28th will be refunded in accordance with the terms below:

Credit Card & Debit Card: Leftover funds on your account purchased online or on-site at the event using a credit card or debit card will automatically be refunded back to your card (less a \$3.50 refund processing fee) within 10 business days following the end of the event.

Cash: Leftover funds on your account purchased on-site at the event using cash will require you to complete a Manual Refund in your online account page (less a \$3.50 refund processing fee). Upon verification, the refund will be processed within 10 business days following the closure of the refund form.

Additional Terms:

- All refunds are subject to a \$3.50 refund processing fee. Refund processing is subject to verification of the data inputted by the guest in the Manual Refund Form. The guest is responsible for submitting accurate data. The deadline to apply for a Manual Refund is Saturday, September 3rd.

ENJOY THE FESTIVAL!