

Frequently Asked Questions

What is RFID and Cashless? What is gonna happen to the coupons?

RFID is a technology enabling payment of items such as drinks, food and merchandise at Brutal Assault without carrying cash. We're abolishing the coupon system for this year's BRUTAL ASSAULT. Your money will be loaded on the chip on your festival wristband.

You load credit onto your Cashless account online through <https://brutalassault.pay.intellifest.com> and then at the fest you use the pre-loaded wristbands to pay for drinks, food and merchandise. Simply 'Tap' your chip to the scanner to complete your payment! If you don't preload credit to Your wristband prior to the festival, you can use TOP UP service on spot. We provide plenty of Top Up points around the festival site for you to keep your wristband loaded.

The RFID technology and Cashless payment system aims to reduce queuing times and improve security. No more fumbling for change, just pre-load money onto your account and you're set for the duration of the event. Brutal Assault is cashless only, so it's important you read this information carefully.

WHAT DO I NEED TO DO IN ADVANCE OF THE EVENT?

1. SET UP AN ACCOUNT

We strongly recommend that prior to arriving at the event you set up an account for your own security. The personal account you create will be linked to your wristband on arrival enabling you to easily control your spending and deactivate the wristband if lost. To reiterate, if you **DO NOT** have an account linked to your wristband, it cannot be deactivated and therefore your remaining balance cannot be refunded, retrieved or transferred.

Instructions to set up an account are in brief below.

Sign Up - Go to <https://brutalassault.pay.intellifest.com> (the Cashless service powered by IntelliPay) to register. Click on the 'sign up' button which will take you to the registration form. Complete the registration form and keep your password safe.

Verify - You will receive a "Verification Link" from IntelliPay. Click on this to activate your account and then log in. Can't find the email? Don't forget to check your junk / spam file if you have not received your Verification Link.

Register - Once registered, log-on and click "Ticket/Wristband" from the top menu. Here you can add your ticket (or wristband for those who ordered our FULFILLMENT service) to your account by entering in the Bar Code number (or wristband chip number), which can be found on your ticket (wristband). It's the long number that can be found right under the Bar Code. Then click add!

Top Up- Now you have linked your ticket, you can begin uploading ('Topping Up') money to your account. Click the "Top Up" Tab at the top menu. You will be asked if you want to "Enable Auto Top Up" (see below for details). You can click "May be later" or "Yes, enable". Enter the amount you wish to topup, review your order and click "Checkout" when ready. You will be re-directed to the payment site where you can enter your credit card information. You will receive confirmation of the transaction on the website, as well as an email receipt sent to your inbox automatically. You will also be able to view the transaction and download the receipt on your account page.

TIP: You can choose to “Enable Auto Top Up” in Step 5, which automatically loads pre-paid credit into your account. If your balance drops below 100 CZK, this function will automatically add another 300 CZK to your account. This way, you never have to worry about running low on funds at the festival. The pre-paid amount will automatically be charged to your credit card and you will receive an email notification. Any remaining credit you don’t spend at the event will be refunded back to you in accordance with the refund policy. It’s simple and super convenient!

2. TOP UP / ADD FUNDS TO YOUR ACCOUNT

‘Topping Up’ is adding funds to your personal Cashless account and in turn your cashless wristband.

- You can Top Up funds (prior to receiving your wristband, using your ticket bar code/wristband security code) through your Cashless account at <https://brutalassault.pay.intellifest.com>
- On arrival on site the wristband you are issued will be automatically linked to your personal Cashless account allowing you to spent your pre-loaded funds.
- You can then continue to Top Up in the venue either online, through <https://brutalassault.pay.intellifest.com> or at one of our Top Up points (with both cash and card payments).

HOW TO TOP UP?

ONLINE:

Go to **Top Up** in the Cashless account webpage to add funds through your online Cashless account (this can be done in advance or during the event).

ON SITE:

Top Up at the event in cash or on card at the ‘Top Up points’ dotted around venue. Top Up points will accept cash (CZK and EUR), credit cards and debit cards from major providers.

AUTO TOP UP:

The easiest way to Top Up your wristband is to enable the ‘Auto Top Up’ setting in your Cashless account. If your balance drops below 100 CZK, it will be automatically replenished by another 300 CZK. Enable the ‘auto Top Up function’. This way, you never have to worry about queuing at a top up point, it all happens automatically via your wristband.

REFUNDS

No need to worry about ‘Topping Up’ too much as unredeemed credit can be refunded after the event. Any balance remaining that was Topped Up online via the IntelliPay site will be refunded automatically. The refund will be processed within 10 business days of the end of the event. Any balance left as a result of tops up in cash or via PDQ’s will require you to apply for the refund and submit the bank details to which you would like the refund going into.

To apply for a refund you **must have a Cashless account with your wristband registered to it**. Refunds cannot be processed for unregistered wristbands.

CASHLESS ACCOUNT AND PAYMENTS – more details

WHAT FORM OF PAYMENT DO YOU ACCEPT TO BUY FOOD, DRINKS AND PRODUCTS ON THE EVENT SITE?

The only method of payment accepted on the event site is the wristband/chip cashless. All transactions including TOP UP transactions are free of charge.

WHAT IS THE MINIMUM AND MAXIMUM I CAN TOP UP?

Using the online Cashless service the minimum amount you can Top Up is 100 CZK and the maximum is 5000 CZK, so you can control your spending and set a budget that suits you.

CAN I REMOVE FUNDS ADDED TO MY ACCOUNT? REFUNDS

No need to worry about 'Topping Up' too much as unredeemed credit can be refunded after the event. Any balance remaining that was Topped Up online via the IntelliPay site will be refunded automatically. The refund will be processed within 10 business days of the end of the event.

Any balance left as a result of tops up in cash or using a credit card or a debit card on the event site will require you to apply for the refund and submit the bank details to which you would like the refund going into and filling the Refund Form you will find on the Cashless web page of

<https://brutalassault.pay.intellifest.com>

To apply for a refund you **must have a Cashless account with your wristband registered to it.**

Refunds cannot be processed for unregistered wristbands. For more information on refunds, check the Refund section of the [Terms and Conditions](#).

IS THERE A LIMIT TO HOW MUCH I CAN SPEND IN ONE TRANSACTION

No, you can purchase as many items as you like in one transaction as long as you have enough money on your Cashless account to do so.

IS THERE A LIMIT ON THE NUMBER OF TRANSACTIONS I CAN MAKE?

No, you can make as many Top Ups and purchases as you like as long as you have enough money on your account. To avoid queuing though we recommend you top up online or select 'Auto Top Up' on your Cashless account.

I NEED A RECEIPT

Each time you Top Up, or make a purchase, you will receive an email detailing the transaction. You cannot turn this off as we feel it's important you have a record of transactions. The transaction detail will be sent to the email address linked to the Cashless account. You can also log into your Cashless account to check your credit, view your account history, check your transaction and download receipts.

HOW CAN I CHECK MY BALANCE?

You can check your balance online at your Cashless account or at any point where there is Cashless payment, at all RFID readers installed at every point of sale or a Top Up station just by a tap of your wristband.

WHAT HAPPENS IF I DONT USE THE BALANCE ON MY CASHLESS ACCOUNT??

Unused credit on your Cashless account can be refunded back to you after the event

To apply for a refund you **must have a Cashless account with your wristband registered to it.**

Refunds cannot be processed for unregistered wristbands. For more information on refunds, check the Refund section of the [Terms and Conditions](#).

BUT WHAT IF...

I WANT TO CHECK MY WRISTBAND IS LINKED TO MY CASHLESS ACCOUNT?

Log in to your Cashless account and click on "Tickets/Wristbands" in the top navigation bar. On this page you'll be able to see the ID of the wristband linked to that Cashless account. The serial UID

number on the back of your wristband should match the serial number listed on your account page. If there are any problems please contact Customer Services on the festival site immediately.

I DON'T WANT TO CREATE MY ACCOUNT?

Although we strongly recommend you have a Cashless account so you can track your spending, receive refunds on unredeemed credit and cancel the wristband out if lost.... You don't have to have a Cashless account to use the RFID chip, you can simply add credit to your wristband at the Top Up points throughout venue or buy a pre-loaded wristband. **BUT DO REMEMBER, if you lose an unregistered wristband at the event, we can't de-activate it, meaning you will lose any loaded funds** and you will have to buy a new wristband. We recommend you play it safe and register a Cashless account to your wristband!

I DIDN'T PURCHASE MY CREDITS IN ADVANCE AND I NEED TO CREATE AN ACCOUNT AND LINK MY WRISTBAND

If you didn't purchase your credits in advance simply follow the below steps.

Sign Up - Go to <https://brutalassault.pay.intellifest.com> (the Cashless service powered by IntelliPay) to register. Click 'Sign up' at the bottom of the page which will take you to the registration form. Complete the registration form and keep your password safe.

Verify - You will receive a Verification Link from IntelliPay. Click on this to activate your account and then log in. Don't forget to check your junk / spam file if you have not received your Verification Link.

Register - Register your wristband to your Cashless account. Click on 'Tickets/Wristbands' in the navigation bar and then choose 'I have a wristband'. You will be prompted to enter the security and UID card numbers found on the back of the wristband.

What is the UID: it's the long serial number you'll find on the back of your wristband.

What is the Security Number: It's the short number you'll find on the back of your wristband.

Top Up - Now you have linked your wristband you can begin transferring ('Topping Up') money to your account by clicking Top Up in the navigation bar.

I'VE LOST MY WRISTBAND, HAVE I LOST MY MONEY?

If you've created a Cashless account online and linked your ticket or wristband to it, no worries! Your money is held on your account and not on the wristband itself, so deactivating the wristband means the money can't be accessed. We then can transfer the remaining money to another wristband.

However, please note YOU ARE RESPONSIBLE for ensuring you protect your account by DEACTIVATING THE WRISTBAND IMMEDIATELY

To deactivate;

- Login into your Cashless account through <https://brutalassault.pay.intellifest.com>
- Go to "Tickets/Wristbands" in the navigation bar
- Click on 'deactivate' next to your listed wristband
- Confirm your request to deactivate when prompted

This will immediately deactivate your wristband and nobody will be able to use it. After you have deactivated your wristband and you are on the festival site, seek help from Customer Service. If you are unable to deactivate the wristband yourself, go to the customer services desk for assistance.

HOWEVER, if you **DO NOT** have a Cashless account linked to your ticket or wristband we can't deactivate it and therefore your remaining balance cannot be refunded, retrieved or transferred. So make sure you have a Cashless account and your wristband is linked to it as soon as you arrive. Treat your wristband in the same way you would treat cash. We are NOT responsible for any funds stolen

or missing.

I'VE LOST MY WRISTBAND, CAN I GET IT REPLACED?

First point to note is if you have lost your wristband in any way, **YOU ARE RESPONSIBLE for ensuring you protect your account by DEACTIVATING THE WRISTBAND IMMEDIATELY** (see above for details on deactivation). It's important you keep your wristband safe. Treat your wristband in the same way you would treat cash. We are not responsible for any funds or wristbands stolen or missing. It is your responsibility to protect and deactivate your wristband. Wristbands that have NOT been linked to a personal Cashless account CANNOT be replaced. To avoid this issue we strongly recommend you create a personal Cashless account that your wristband will be linked to, upon your arrival at the event site. To create a Cashless account, go to <https://brutalassault.pay.intellifest.com> and follow the step by step guide indicated for creating an account (section Set up an account).

I WANT TO DEACTIVATE MY WRISTBAND

As stated above (under 'lost cards') you can control the deactivation of your wristband yourself. However you CANNOT reactivate it or link it to another Cashless account yourself. In this situation please contact Customer Services.

I LINKED MY WRISTBAND TO THE WRONG ACCOUNT

Once a wristband is linked to a Cashless account it cannot be registered to another Cashless account. In this situation please visit Customer Services.

I AM CONCERNED ABOUT WHO WILL ACCESS MY CASHLESS ACCOUNT

No one will access your Cashless account and login other than yourself and should you wish to do so you can even change your password again in the settings area.

WHAT SHOULD I DO AFTER THE EVENT? APPLY FOR A REFUND

No need to worry about 'Topping Up' too much as unredeemed credit can be refunded after the event. Any balance remaining that was topped up online via the IntelliPay site will be refunded automatically. The refund will be processed within 10 days of the end of the event. Any balance left as a result of Tops Up in cash or via PDQ's will require you to apply for the refund and submit the bank details to which you would like the refund going into.

To apply for a refund you **must have a Cashless account with your wristband registered to it**. Refunds cannot be processed for unregistered wristbands. For more information on refunds, check the Refund section of the [Terms and Conditions](#).

NEED MORE HELP

If you still need help or have any further enquiries, please contact the Customer Service team who are happy to help.

- Email cashless@brutalassault.com
- or drop in to see the Customer Service team during the event

FOR THE TECHYS...

I WANT TO KNOW HOW THE TECHNOLOGY WORKS

The platform is run on Radio frequency identification (RFID). RFID is a generic term that is used to describe a system that transmits the identity (in the form of a unique serial number) of an object or person wirelessly, using radio waves. RFID is designed to enable readers to capture data on tags and transmit it to a computer system, without the need for physical contact. The RFID tag includes a

small RF transmitter and receiver. An RFID reader transmits an encoded radio signal to identify the tag. The tag receives the message and responds with its identification information.

HOW SECURE IS IT?

The IntelliPay system powering Brutal Assault is bank-certified (Common Criteria EAL3+ for those that care to know!). All data is encrypted with a minimum of 256 bit. Additionally, no information is stored on the wristband! So, if an RFID wristband is lost or stolen, simply login to your profile via the mobile application and hit Deactivate next to your wristband, or if you are on the event site please visit a Customer Service area and it will immediately be cancelled!

WILL THE RFID INTERFERE WITH MY CREDIT / DEBIT CARDS?

There are multiple layers of security with chips so the chip on your RFID wristband won't clash the chip on your credit or debit card.