

# Terms and conditions

## REFUNDS

1. To obtain a refund for the balance remaining, each customer is required to create a Cashless account and link their wristband to it. Without an account and linked wristband, refunds are not possible.
2. Customers without a Cashless account will be required to create one and complete necessary Refund Form which can be found on the Cashless web page <https://brutalassault.pay.intellifest.com>  
Customers cannot claim a refund if they are unable to supply their wristband UID and Security number (during either account creation process or refund application process). To create a Cashless account and link your wristband, check the FAQ, section "I DIDN'T PURCHASE MY CREDITS IN ADVANCE, I NEED TO CREATE AN ACCOUNT AND LINK MY WRISTBAND"
3. A customer may submit a refund application up to **15.09.2017**, any claim after this date will not be eligible for a refund.
4. Customers are fully responsible for the accuracy of bank details provided on the refund application. Second and subsequent refund attempts due to incorrect bank details being entered will incur a 100CZK administration fee.
5. All refunds shall be processed within 10 working days of application.
7. Refund charges and minimum balances. The refund charge per Cashless account is 50CZK. The minimal remaining sum eligible for a refund is 100CZK.

## GENERAL

8. The customer is wholly responsible for the protection for any funds uploaded to their Cashless account powered by IntelliPay. The event promoter, Intellitix or any other subcontractors are not liable for any misspent or fraudulent activity on the customers Cashless account due to loss of wristband or any other reason.
9. The customer is responsible for deactivating their wristband and dissociating it from their Cashless account if lost or at risk.
10. The customer is responsible for any and all costs incurred accessing the Cashless / IntelliPay website, whether this be Internet, WiFi, data or any other costs incurred.
11. Any complimentary credits or bonuses received if any are not eligible for refund (e.g., any 'free', bonus' or 'reward' credits applied to the customer account as a competition prize, incentives or any other reason).

12. The event promoter reserve its right to deny access to the festival and furthermore reserve the right to deactivate Cashless accounts and RFID wristband if deem necessary.

13. The standard data protection and privacy policies found at <https://brutalassault.pay.intellifest.com> apply. You can also find the Privacy policy on our web [here](#).