

TERMS AND CONDITIONS OF THE CASHLESS SALES SYSTEM

DEFINITIONS

"Cashless" or "Cashless System"	Electronic payment system based on NFC technology that replaces cash within the area of events organized by Turnè Srl
"Cashless Bracelet" or "Bracelet"	Bracelet containing a chip with NFC technology which is used for secure payments for all services present within the events organized by Turnè Srl thanks to a virtual wallet that can be recharged at specific physical or virtual stations (apps). The bracelet is also a means of authentication between different types of Ticket Holders.
"Cashless Platform" or "Platform"	An app that allows the Customer to independently top up the credit and associate it with their Bracelet
"Manager"	Turnè Srl
"Provider"	Easyelivery Srl
"Ticket Holder" or "Customer"	Any person purchases a ticket and/or tops up a wristband
"Event"	Any event organized by Turnè Srl
"Credits" or "Virtual Credits"	Credits obtained in exchange for Euros at a ratio of 1 to 1.
"Account" or "Cashless Accounts"	An account registered on the cashless platform called Slesh
"Recharge"	The act of exchanging cash for virtual credits at physical charging points or through the Slesh app
"Charging points"	Places inside the concert area where customers can top up their wristbands or get assistance
"Point of sale"	Places inside the concert area where customers where credits can be spent
"Reimbursement"	The act of converting credits back into euros with a 1 to 1 ratio. Refunds can only be requested after the end of the Festival.
"Staff"	Personnel employed by the Organizer
"Operators"	Staff employed by the Organizer operating on the cashless system
"Access ticket"	The title that allows the customer to access the event.

1. PURPOSE AND USE

The cashless bracelet allows convenient and secure payments to any point of sale present within the event organized by Turnè Srl through a virtual wallet that is topped up through dedicated charging points or via app.

The bracelet is personal, is associated with an access ticket and must not be exchanged with others. If the wearer of the bracelet is not the ticket holder, the bracelet will be canceled by the Operators to prohibit the purchase and authentication functions.

1.1 ACQUISITION

The bracelet is delivered by the staff once the customer has successfully passed the entire entry control phase and after the access ticket has been successfully scanned.

1.2 REGISTRATION

The process of loading your account takes place through the app called Slesh, which can be downloaded from both the Apple and Android stores. The customer will necessarily have to access this app after registering. Then tracked the event Viva! Festival will be able to associate your bracelet and top up.

Or, if you do not yet have the bracelet (for example in the days before the event) you can load your wallet and then move it to the bracelet once received.

Through the Slesh app the user, in addition to recharging online, will be able to check the remaining credits, purchase and access any promotions provided by the Organizer.

1.3 LINKING

When registering, the customer must connect the bracelet to the account in order to manage all the available services.

2. CHARACTERISTICS OF THE SERVICE

2.1 Charging

2.1.1 Online:

By top-up online (via app or web platform) the customer will be able to purchase virtual credits for the event. The credits will be linked to the barcode of the ticket and can be transferred to the wristband upon entry to the event. The organizer and provider are not responsible for any loss of credits that may result from mishandling of the bracelet or exchange.

2.1.2 Onsite At the physical points dedicated to top-up, customers will be able to choose the quantity of credits to load by

paying the amount in euros (in cash or via credit/debit cards) to the operator who, following the success of the transaction, will transfer the equivalent amount to the bracelet.

2.2 Purchase The Customer can purchase all the goods available at the points of sale using the bracelet if the available credits

are sufficient. An exception is made for underage customers who are prohibited from purchasing alcohol.

2.3 Refund

As indicated in point 1.3, the customer must associate the bracelet with their account (exclusively via appSlesh) in order to be able to request a refund of residual credits once the event has concluded.

2.4 Authentication The bracelet can be used as a means of authentication to provide the Customer with access to the event and to

some internal areas (VIP Areas, Stage, Backstage, etc.).

3. VALIDITY

The bracelet will be valid for 7 days from the first top-up. Unless linked to an account prior to the expiration date as described in section 1.3, Credits will be forfeited.

4. REFUND

Refunds will be managed directly via the Slesh app. All credits equal to or greater than €5 will be refunded.

The cost of the refund service is €1.

All refunds requested will be processed and paid no later than Tuesday 13 August 2024.

Refunds will be issued via bank transfer.

5. CHANGES TO TERMS AND CONDITIONS

The Organizer reserves the right to modify the Terms and Conditions by notifying registered users via email at least 10 days before the modification comes into force.

The updated version of the Cashless Terms and Conditions will always be available on our website at www.vivafestival.it/cashless.

6. LOSS/THEFT

In the event of loss, the responsibility lies with the Customer: any changes in the credit balance suffered between the loss and replacement of the Bracelet will not be the responsibility of the Organizer or Provider.

In the event that the bracelet is lost during the event, the Customer will need to communicate the 14 digit UID number (found on the back of the Bracelet) to a member of the Info Point Staff in order to receive a new bracelet containing the previous balance.

In the event that the bracelet is lost after the event, the Customer is required to contact the Organizer using the contact form available on www.vivafestival.it/cashless.

7. LIABILITY AND RELATED LIMITATIONS

The Organizer reserves the right to limit access to credit on the bracelet, temporarily or permanently, in the event that suspicious activity is detected in relation to the bracelet, and by informing the customer.

The Organizer has no responsibility for restricting access to the wristband due to suspicious activity.

Access will be restored if it is determined that there has been no unauthorized use of the bracelet. If the Organizer does not complete a transfer from the wristband for the correct amount (except for restrictions due to suspicious activity), he will be responsible for the difference between the credits actually loaded and the correct amount.

The organizer is not responsible:

to. For loss of credits due to the loss of the bracelet; b. For loss of credits due to the Customer's failure to register on the platform (app or web) and subsequently connect with the bracelet;

c. If the wristband is canceled due to the wristband bearer not being the associated ticket holder.

d. If the bracelet is expired, damaged, revoked;

And. If force majeure circumstances beyond the Organizer's control prevent transactions;

f. The customer does not have enough money available on the bracelet to make a purchase;

8. JURISDICTION

Any dispute arising from the use of the bracelet or arising from the application of the above will be subject to the exclusive jurisdiction of the Court of Bari.