

**April 24th, 2017 Version.**

### **1. General Information**

The Maximus Festival is pleased to offer its visitors the newest and safest consummation system, the "Cashless" system, currently used in the largest festivals in the world.

The Cashless system consists of the acquisition of currency / Maximus Event credits, the Metals, through a bracelet that can be charged at any time, avoiding the purchase of coins in "paper" at the event site and allowing visitors to use only the pre-charged bracelet with the credits which, if not used in its entirety, will be reimbursed with the most perfect security, except for the reimbursement rate and possible promotional bonuses.

Thus, the consumer gets their bracelet before or in the event date, deposit credits on it and uses it to make the acquisition of drinks, food and other items during the event with greater practicality and agility.

#### **The main advantages of Cashless system are:**

Credit Acquisition (Metals), quickly and safely, before and during the event via the internet Cashless website from their phone or at the physical points of the event;

Avoid queues, allowing the visitor to get credit from their smartphone.

In the case of non-use of all credits, the possibility of reimbursement of amounts;

Non-use of credits on paper, which could be lost, wet or torn up during the show;

-Security of the latest acquisition systems, used in the largest festivals in the world.

So, purchase food, drinks and other items during the Maximus will be possible only through Cashless that is integrated with your access bracelet.

In manifesting interest in Maximus Festival you expressly consent to the benefits of the bracelet charging system and the terms and conditions described in this Regulation and available on the official website.

When using Cashless system we understand that you have science and accepted the terms and conditions of this Regulation, without restrictions. Please read the following items carefully before completing your purchase.

All values relating to the products sold at the event will be converted into "Metals", the official currency of Maximus Festival.

The organization will, at its discretion, allow the payment of certain goods and services in cash or by other electronic means and any alternative ways, to be disclosed during the event. It is also reserved for the festival organization the right, at its discretion, to replace payments via Cashless system by the means mentioned above.

The organization is not responsible for any failure before or during the event with the approval by the administrator of the card used for purchases of credits.

To use Cashless system the visitor should make a charge on their bracelet in Reais



corresponding to the amount required in Metals to make their purchases. Conversion rates are available in [maximusfestival.com.br/cashless.html](http://maximusfestival.com.br/cashless.html) site and event cashiers.

## **2. Load / Reload**

All access to the event wristbands have recorded on the back of the plastic tags the codes "UID" of 16 (sixteen) digits, and a security code, six (6) digits.

For all types of charges, for your safety, create a custom account at Maximus Festival Cashless website through the online form filling with the "UID" and security code, allowing it to be linked to its bearer (you).

It is the sole responsibility of the guest the information provided in creating the Cashless account.

The organization disclaims no responsibility for the wrong provision of information which adversely affects or prevents the use of Cashless system.

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In the period from 24/04/2017 to 12/05/2017, at 23:59:00 (GMT), it may be made bracelets pre-charge on the official website of the event ([cashless.maximusfestival.com](http://cashless.maximusfestival.com)) by credit card.

During the event online charge is still possible until 22: 00: 00hs (GMT) of 13/05/2017. There will not be access points to the internet at the event, so the online charges during the event may be made through mobile phones (with 3G / 4G connections) or in cashiers located at the festival, using credit and debit cards and money.

## **3. Important:**

The account Cashless Maximus Festival created on behalf of the bracelet carrier contributes both to secure transactions, as well as the need to block lost bracelets or reimbursement of remaining Metals, minus the reimbursement rate and possible bonus.

Transactions through Cashless system are performed in a safe and confidential environment.

It is extremely important to keep in a safe place your UID and security code, both located on the back of your bracelet. These are tracking numbers of all your transactions related to the event and are mandatory for any claims, disputes and reimbursements. Keep these numbers in secrecy and keep them even after the festival.

The visitor is already aware that the absence of Maximus Festival account or loss of UID and security code may substantially impair the recovery of information on transactions within the Cashless system, completely freeing the organization of the event where due its



absence, there is delay in the resolution of problems or where the resolution is not possible.

The history of transactions related to the event can be found by Maximus Festival account and through the UID and security code.

The visitor may at any time block their bracelet (only in case of loss) at the Cashless Customer Service (Atendimento Cashless) at the event grounds, online by phone (in a personalized account), by using the UID and security codes.

Each bracelet is personal and nontransferable. The visitor should use it on the wrist to access the event and purchase of goods and services through Cashless system, only in the case of impossibility of using the bracelet on the wrist, the organization will release case by case the use of it otherwise in a visible place. The event's organization reserves the right to not allow access to the event or deny the purchase of goods and services to the visitor who is not using the bracelet correctly or that the bracelet is damaged to the point of making the codes unreadable, in which case the visitor will be directed to a service station to rectify the situation.

Never register your bracelet on behalf of another person nor register more than one bracelet per person. Each visitor should use only one wristband to access the event and use the Cashless system.

Any problem related to Cashless system should be reported immediately at the point of Cashless Customer Service (Atendimento Cashless) located in the festival and or via e-mail to [cashless@maximusfestival.com.br](mailto:cashless@maximusfestival.com.br).

Always have your UID and Security Code ready when you report a problem.

The bracelet is the sole responsibility of the bearer, including its theft, robbery and any damage that invalidates or render impossible the use of Cashless system.

The organization may, at its sole discretion, issue new bracelets to the visitor that loses or have stolen the original bracelet or provide an alternative method that considers appropriate for the use of Cashless system.

Always carry with you in the event an original document with photo.

#### **4. Reimbursement**

Metals remaining in your Cashless Maximus Festival account will be refunded after the festival. For this purpose, a 02 Metals reimbursement rate will be applied.

It will not be done in any circumstances, reimbursement at the event grounds and also where the organizers decide to use tokens or similar system.



For charges made at the event site with cash and / or credit and debit card, the refund should be ordered manually by the online form filling, which will be available from the May 13, 2017 at 23h until, May 24, 2017 23:59 - BRT.

It is the sole bracelet carrier's responsibility to request and providing of information for the reimbursement form. The organization is not responsible for providing wrong information that may jeopardize or hinder the reimbursement.

For all charges made by the event's official website, with credit card, the refund will be automatic without the need of form filling. This refund can be identified on the invoice of the same credit card used as a means of payment at the time of the charges.

In all cases of mixed loads (online and event venue) the reimbursement rate will be applied only once. The reimbursement of credits purchased at the venue must be requested through form. Only online charge transactions with credit card have automatic refunds.

For online purchases made on credit card refunds will be credited to the next credit card bill, after reimbursement released on June 01, 2017, while the purchases made in cash, credit or debit card on the events cashiers will be made in cash deposit, within the deadlines set by the organization.

Manual refunds can be requested until May 24, 2017, 23:59 (GMT). Requests for refunds after this period will not be considered.

The deadline for beginning of manual reimbursements is June 05, 2017.

The expected date for the start of automatic refunds is June 01, 2017.

In any kind of refund, the dates and hours can be changed and subject to delays.

Automatic refunds are subject to the procedures of the credit card issuer, by which the organization of the event will not be responsible.

In case of international applications, the refund will be made automatic for online charges or account domiciled in Brazil, to be informed on the form filling act. The 02 metals reimbursement rate will be applied.

## **5. General Provisions**

The event's organization reserves the right to change these rules at any time, whenever checking the possibility of bringing greater convenience to visitors, so always check the new version updated every access to the official website. The new version of this Regulation is to apply immediately after its updating and dissemination.

For questions about the terms of this Regulation visit our FAQ or contact

[cashless@maximusfestival.com](mailto:cashless@maximusfestival.com)

