

2019 VILLAGE CASHLESS FAQs

WHAT IS A VILLAGE CASHLESS WRISTBAND?

The Village Cashless wristband is a wristband with an RFID chip in it that grants you access to zones and acts as your wallet, allowing you to make purchases quickly without the hassle of cash or card transactions.

DO I HAVE TO KEEP MY WRISTBAND ON ALL WEEKEND?

Yes, keep your wristband on all weekend – it's your wallet and the only way to pay for items at the event. The wristbands are also completely waterproof and made of a comfortable fabric so can be showered and slept in.

DO I HAVE TO WEAR A WRISTBAND IF I DON'T BUY ANYTHING?

Yes, the wristbands are coloured to identify the different zones at the Sevens – with different colours representing the different areas. So even if you don't want to buy anything at the event, each customer needs to wear a wristband.

HOW DO I GET MY WRISTBAND?

You can pick up your wristband from midday on Thursday 24 January or from 10am Friday 25 January in Garden Place, Hamilton. Alternatively, pick this up at the event gate on Saturday or Sunday.

HOW DOES IT WORK?

Your Village Cashless wristband is used to pay for food, drinks and merchandise within the gates. You can top-up your account online prior to 5pm on Friday 25 January at www.sevens.co.nz. You'll need to enter your ticket barcode – Remember to top-up your Saturday ticket if you are attending both days.

At the event, head to a top-up booth to add funds to your wristband via card or cash. After topping up, you simply tap your wristband against the reader at each bar and vendor to purchase goods. Once the transaction is confirmed, the amount is automatically deducted from your wristband's balance.

DO I HAVE TO USE THIS SYSTEM? CAN'T I JUST USE CASH OR CARD?

Yes you have to use this system, the HSBC NZ Sevens will be completely cashless. No cash, eftpos or credit cards will be accepted to pay for food, beverage or merchandise. Bar and vendors will only accept payment made with Village Cashless wristbands.

HOW DO I PUT FUNDS ON MY WRISTBAND?

You can top-up your account online prior to 5pm on Friday 25 January at www.sevens.co.nz. You'll need to enter your ticket barcode – Remember to top-up your Saturday ticket if you are attending both days. This will be applied to your wristband when you enter the event with your event ticket. Alternatively, wait until you're inside the gates and add funds to your wristband at any one of the top-up booths.

WHAT IF I CHANGE MY TICKET BUT HAVE ALREADY TOPPED UP ONLINE?

If you change your event ticket for any reason and have already topped up online, your new ticket will

not have the funds transferred automatically. Please contact cashless@montanagroup.co.nz prior to the event to get your funds transferred – Have your old ticket barcode handy to assist in this. Alternatively, at the event, go and see the Cashless Customer Service personnel who will sort this for you.

WHAT HAPPENS IF I RUN OUT OF FUNDS?

Don't worry, if you run out, you can always top up...as many times as you'd like, with no fees.

WHAT IF I HAVE A TICKET WITH A DIFFERENT ZONE FOR SUNDAY?

The coloured Village Cashless wristbands are used to identify the different zones at the Sevens – with different colours representing the different areas. Because of this, you may need to have your Saturday wristband cut off at the gate and replaced with the correct colour on Sunday. But don't worry, take your old wristband and event ticket to the Cashless Customer Service personnel and they will transfer your funds to your new wristband.

HOW DO I KEEP TRACK OF MY BALANCE?

You will be able to check the balance of your wristband whenever you want, at any bar, vendor, top-up station, or Customer Service point. Simply ask for a balance check.

CAN I SHARE MY WRISTBAND WITH A FRIEND?

No, because each RFID tag on each wristband is associated with one individual customer. Wristbands that have been removed, cut, or visibly tampered with will not be accepted as valid at vendors or bars.

CAN I PAY FOR MY FRIENDS GOODS?

Of course! Your friends will be more than happy for you to buy them a drink with your wristband.

WHAT'S SO GREAT ABOUT THESE WRISTBANDS?

The Village Cashless wristbands present many great benefits to **YOU**. You'll save loads of time as this form of payment significantly reduces queues at vendors and bars. Also, you won't have to worry about counting and keeping track of cash or waiting for your card transaction to be accepted. It's also super easy to use and completely waterproof!

CAN LOST OR STOLEN WRISTBANDS BE TRACKED?

If your wristband is stolen off your wrist (very unlikely) or gets lost (also very unlikely) you can get a replacement. However, please keep in mind that your wristband is similar to cash, if you lose it, you lose the funds added to it. This means we can issue a new wristband, but your funds will be lost. None of your personal data is stored on the wristband, so don't worry about that.

CAN MY MOVEMENT BE TRACKED WITH RFID TECHNOLOGY?

No, it can't. The RFID wristbands will not be equipped with GPS technology and therefore it will be impossible to track your movement.

SO, WHAT IF I HAVE LEFTOVER FUNDS WHEN THE SEVENS ENDS?

Don't worry, you can get back any remaining funds either onsite at top-up booths or online after the event directly from the HSBC NZ Sevens website at www.sevens.co.nz. Online refunds open Tuesday 29 January at 10am and close Tuesday 12 February 11pm. Only one refund allowed per

customer.

I'M STILL A BIT CONFUSED, HOW CAN I GET HELP?

No problem! Come to the Sevens and our Cashless Customer Service personnel will assist you during the event. Or contact cashless@montanagroup.co.nz prior to the event with any urgent queries.

ARE THERE ANY ADDITIONAL FEES?

The only fee is the online refund transaction fee of \$3.25. Online refunds are available from 10am Tuesday 29 January to 11pm Tuesday 12 February 2019.