

Croatian American Society Festival Frequently Asked Questions

1. How do I pay for food and drink at the festival?

Our food and drink booths do not accept cash at the festival.

You'll receive a wristband when entering the festival, which can be safely connected directly to your credit card at the Wristband Registration Station during the wristband registration process. All you need is the 7-character code located on your wristband. When you pay for food and drink, you will simply "tap" your wristband on a device and it will charge your card directly.

This helps speed up lines significantly.

2. What does "registering" my wristband do and how do I do it?

Registering your wristband allows you to attach your name, email, cell phone and payment information (for food/drink onsite) to your account. This allows us to verify your purchases, fix any issues you might have onsite, and replace your wristband if it gets lost or damaged.

While registering is *not* mandatory, your wristband is also the only way to pay for food and drink at the event so you must register it if you want to eat/drink at the festival.

3. What if I don't have a credit card to link?

You can bring cash. This amount will be "loaded" onto your wristband and any purchase will be debited from it.

4. Do I get a refund of any unused money?

If your wristband is linked directly to your credit card, this means that you are only charged for what you spend. **No refunds are needed.**

If you don't have a credit card and need to load cash to your wristband, no refunds will be given after the festival, so be sure to use the full amount you've put on the wristband.

5. How do I replace lost or damaged wristbands?

When receiving your wristband, please tighten it to one finger's width from your wrist and no tighter.

If you need a replacement wristband, please visit the Help Desk. A replacement wristband fee of \$5.00 will apply.

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6. I'm going to the festival with my family, how many wristbands can I have on one credit card number?

You can add up to 4 people to your wristband on one credit card.

7. Can I add a spending limit to my credit card?

Yes. During the registration process, when the credit card information is being entered, there's an option to add a spending limit for the user or another person. Additional guests on the wristband (called 'sub-accounts') can also have a set limit as well.

8. How secure is my credit card information on the wristband?

Digital payment through your wristband is made secure with varying levels of encryption and data authentication. It's ALWAYS easier and safer to carry a linked wristband rather than carrying wads of cash. Once registered, the organizers of the festival are only allowed to only see the last 4 digits of the card and the expiration, so there's no way for anyone to collect full card info. Your encrypted

wristband info is erased the day after the festival and nothing is **ever** passed on to a 3rd party.

9. Can I load the wristband with my credit card information by myself or do I need to go to the Wristband Registration Station?

As you are walking into the Festival, there are two ways to register the wristband:

A. Self Registration:

You can self-register your wristband! Upon entering the festival walkway, there will be a QR Code Station on your left. Here, you'll be able to grab a wristband and scan the QR code with your smartphone. From here, you're able to put in all personal information by yourself. There will also be small business cards with the QR code on it that you can use instead of the QR Code signs on the festival grounds. The instructions to register in this way are as follows:

1. Scan the QR Code.
2. You'll be directed to a page that asks you to enter the ID located on the front of your wristband to begin.
3. Enter the 7-character ID located on the back of your wristband.
4. Set up an account using your name, email address, and phone number.

B. Wristband Registration Station:

At the festival entrance, you'll also see a Wristband Registration Station. If you need assistance loading your credit card information onto your wristband or have cash to load on the wristband, members will be at the station to assist you.

10. I don't have an email address, can I still get a credit card or cash loaded wristband?

No, you need an email to register your wristband. This is a way to connect back to your information in the event your wristband is lost!
