



CASHLESS

ENGLISH

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Picture: Sam Aebi

Cashless at B-Sides

No cash, no problem. That's the motto on Sonnenberg. Thanks to the cashless system, you no longer have to search for an ATM, ask your friends for their last fiver or leave earlier than expected. The cashless system not only simplifies the work of our volunteers, but also shortens your waiting time at the kitchen and the bar.

Before the festival

With your PETZI ticket, you can create a cashless account and load your card with the desired credit via your credit card or twint in advance. The cashless account and your credit will be linked to the number on your ticket and transferred directly to a Cashless card at the box office when you exchange your wrist-band.

Please keep your ticket with you until your balance has been loaded onto your Cashless card.



Picture: Mirjam Steffen

During the festival

With a cashless account

You can top up your balance at any time during the festival via smartphone - credit card - and at the top-up stations - cash, Twint or via debit card. You have the advantage that you can block your card at any time and to collect the refund after the festival is very simple.

Without a cashless account

At the entrance you will receive an empty cashless card if you have not yet created a cashless account. You simply top up your credit at this point - in cash, Twint or by debit or credit card. However, if you want to top up online - via credit card - you must create a Cashless account beforehand. Don't forget: Take a photo of the 6-digit code on your card for reimbursement.

Top-up stations and assistance

You will find the top-up stations at on the festival site. Here you can top up with your credit and then jump right back into the fray, or have your card blocked and replaced if it's lost. For this you need the six-digit card number or a cashless account. If there are any problems that cannot be solved at the top-up stations, mobile assistance will be called. Always contact the Top-Up stations first.

After the festival

Refund

Refunds are available between June 19 and July 31, 2022. You can easily reclaim or donate your balance via the B-Sides website. Here you have the option to donate the remaining amount to B-Sides, the Helpers or Viva con Agua. To reclaim your money, all you need is the 6-digit code on the cashless card or a cashless account. Then insert your account details - credit card or IBAN number - and get your money back. Easy!

Attention: Due to the system closure, the credit will expire on July 31, 2022 and the card will be set to CHF 0. To protect your data, the card will be disconnected from your Cashless account on the same date.

Recycling

The cards are made of PET plastic and can be recycled. If you take a picture of the 6-digit code, you can hand in your card at the end of your visit and get your remaining balance refunded until July 31, 2021. We will not recycle the cards until after the deadline.



Q&A

FAQ

How does the cashless system work?

All transactions are made directly via your card using a NFC chip. With your Cashless card you can pay conveniently and securely at the bar, the kitchen and also the merch stand. Your credit is stored locally on your card: your very own electronic wallet, so to speak. As long as your card is with you, your balance is safe and cannot be stolen or lost.

Do I have to register?

No, but there are advantages:

- Access your expenses at any time.
- Top up your balance online at any time.
- Block your card in case it gets lost.

Where is my card?

If your card has disappeared, you can have your card blocked at the Top-Up stations and receive a new card with your remaining balance. A cashless account or the six digit number is required for this.

Will my card cost anything?

No, B-Sides will cover the activation fees for you.

Can I leave a tip?

Yes, you can. The cashier machines have a tip function. During the festival, you can also donate your deposit jettons at the bar/return station or your remaining balance after the festival as a tip. We thank you in advance for any small token of appreciation!

How secure is my data?

All data will be collected anonymously and will not be passed on to third parties. Even our partners of Weezevent do not have access to your data.

Is the card reusable?

For data protection reasons we are not allowed to reuse used cards. But the cards are made of PET plastic and therefore recyclable. We will gladly take care of the recycling. Take a picture of your card's 6-digit code for reimbursement and drop it off at the bar or in the boxes provided at the end of the night.

Does everyone need a card?

No, you can share a card with your friends and put money on it.

More questions?

Contact us directly at cashless@b-sides.ch.