



## TAPPIT T&Cs

The Desa Potato Head NYE party will be a cashless event. To purchase any food or beverages during our celebrations, you are required to obtain an RFID bracelet in exchange for a IDR 50k deposit. Your deposit will be refunded back to you, along with any remaining unspent funds, upon the return of your RFID bracelet up to a refund limit of 1,000,000.00 IDR.

### GENERAL

“Cashless payments” is the payment method used during the event. Desa Potato Head will also accept credit or debit card payments within our VIP areas.

By purchasing prepaid topped-up bracelets online via Megatix, or by topping up on-site at Desa Potato Head, the guest automatically accepts the Cashless Terms and Conditions set.

Desa Potato Head cannot be held liable if the cashless system does not operate, does not operate without defects, or only partially operates during the event. In which case Desa Potato Head will provide a back-up payment system for guests.

### LOSS OR THEFT OF THE VALUE SUPPORT

The individual remains at all times responsible for his/her cashless bracelet onto which funds were topped up. Desa Potato Head cannot be held responsible in case of any loss or theft.

### REFUNDS

Refunds will apply to outstanding unspent funds that were topped up during the event.

Refunds can be requested 48 hours after the event. Requests for refunds after this time will not be taken into account.

Refunding top-ups made in cash: Unspent funds that were deposited in cash can be refunded at our venue on the night or up to 48 hours after the event to the maximum amount of 1 million Rupiah (including the bracelet deposit).

Refunding top-ups made via credit/debit card: Unspent funds that were deposited via credit or debit card can be refunded in cash at the venue, up to the maximum amount refund of 1 million Rupiah (including the bracelet deposit).

### TRANSACTION DISPUTES

#### Top-up transactions

Complaints related to refunds or top ups will only be accepted, at the latest, within 48 hours following the event. You will be prompted to add the necessary supporting documents when communicating with a member of the Potato Head management team.

Disputes about top-up transactions made during the event should be reported to any member of the Potato Head team. Desa Potato Head reserves the right to decline the dispute if no proof of documentation regarding the disputed transaction is submitted.

All other transaction disputes need to be reported as soon as possible during the event to a member of the management team.

### FAQs

#### How can I get a cashless bracelet?

You may obtain an already topped-up cashless bracelet when purchasing your ticket through Megatix. The bracelet will have a pre-loaded amount of 1 million Rupiah with IDR 950k to spend and a refundable IDR 50k deposit for the bracelet.

Alternatively, you may obtain a cashless bracelet at the venue and top it up on the night at one of our many cashless stations.

The refundable deposit of IDR 50k will be given back to you upon returning your bracelet.

#### I forgot to get a refund on the night.

The deadline to request a refund is 48 hours after the event. Refunds will be in cash in the local currency up to the maximum amount of 1 million Rupiah and must be collected from Desa Potato Head.