

PAYPASS TERMS AND CONDITIONS AFAS LIVE

Credit

1. The AFAS Live Paypass is available at the AFAS Live box office. You can purchase credit for your Paypass at the box office and pay by debit card, credit card, or cash. Please note: banknotes of €200 and higher are not accepted; €100 notes may be refused.
2. The maximum balance on the Paypass is €150.
3. Any remaining credit remains valid for your next visit.
4. If the Paypass is replaced, AFAS Live will inform you in time via its website or social media. It will be indicated how and when you can transfer your credit to another payment method.
5. Refunds of credit can be made up to half an hour after the event at the box office, up to a maximum of €60. For higher amounts, you fill out a form and receive the amount via bank transfer. Partial refunds of a balance are not possible.
6. AFAS Live may request additional information for refunds, such as proof of purchase. In case of doubt or suspicion of illegitimacy, AFAS Live may conduct further investigation or refuse a refund.

Use

7. The Paypass can be used for purchases during events at AFAS Live, unless otherwise indicated.
8. With each purchase, the balance is immediately reduced by the purchase amount.
9. Use of the Paypass is at your own risk. AFAS Live is not liable for damage, loss, or theft of the Paypass.
10. In case of a defective or damaged Paypass, AFAS Live will try to transfer the credit to a new card. Refunds are only possible upon presentation of the Paypass.
11. In case of suspected fraud or misuse, AFAS Live may refuse, invalidate, or confiscate the Paypass.
12. Only the cardholder may use the Paypass and may not share card details with third parties. AFAS Live assumes that the cardholder is also the rightful owner and does not perform additional verification. The cardholder is responsible for becoming and remaining the holder of the AFAS Live Paypass.

Other Provisions

13. Complaints about transactions or malfunctions must be reported immediately, and no later than before the end of the event, at the box office or via info@afaslive.nl.
14. In principle, no personal data is processed when using the Paypass, unless described in Article 5 of the terms and conditions. In that case, [the AFAS Live Privacy Policy](#) applies.
15. These terms and conditions may change from time to time. You can always find the latest version at www.afaslive.nl/voorwaarden.

