

ZIGGO DOME WALLET REGULATIONS

Purchase

1. A Ziggo Dome Wallet can be obtained at a service desk.
2. Credit on a Ziggo Dome Wallet can be purchased at a service desk.
3. Credit can be paid for by debit card or credit card. Ziggo Dome accepts Maestro, Visa, V-Pay, Mastercard and American Express. Credit can also be paid for in cash. Bank notes of €200 and above are not accepted, and bank notes of €100 may be refused.

Credit

4. The maximum credit balance on a Ziggo Dome Wallet is €150.
5. Any remaining credit can be saved for your next visit to the Ziggo Dome.
6. Should the Ziggo Dome Wallet itself be replaced, Ziggo Dome will inform the cardholders of this in a timely manner via its websites, portals and social media channels, stating the period within which and the conditions under which the credit is to be transferred to another means of payment.
7. Credit on the Ziggo Dome Wallet can also be refunded at one of the service desks on the same day, up to a maximum of €60, until half an hour after the end of the event. For refunds of amounts exceeding €60, the cardholder must complete a form, after which the credit will be refunded through bank transfer, if there is a right to a refund. The refund form is available at www.ziggodome.nl/retour. A partial refund of the balance is not possible.
8. When a refund is requested, Ziggo Dome is entitled to ask for information including, but not limited to, the proof of purchase. If Ziggo Dome suspects that the credit or the Wallet has been unlawfully obtained or has doubts about the information provided, it is entitled to conduct further investigations and/or refuse a refund.

Use

9. The Ziggo Dome Wallet can be used for purchases at events at the Ziggo Dome, unless indicated otherwise.
10. For every purchase made with the Ziggo Dome Wallet, the balance is debited with the purchase amount in the transaction system of Ziggo Dome.
11. Use of the Ziggo Dome Wallet is at the cardholder's own expense and risk. Ziggo Dome is not liable for damage, loss or theft of the Ziggo Dome Wallet. If a Ziggo Dome Wallet is damaged or defective, Ziggo Dome will endeavour to link the credit balance of the defective Ziggo Dome Wallet to a new Ziggo Dome Wallet. No refunds can be made without showing the Ziggo Dome Wallet.
12. In case of suspected fraud or abuse, Ziggo Dome is entitled to refuse the Ziggo Dome Wallet as a payment method, declare it invalid and confiscate it.
13. A transaction overview of the Ziggo Dome Wallet will be provided upon request.
14. The cardholder is the only person entitled to use the Ziggo Dome Wallet and may not share the carrier, the card number and the validation code with third parties. Ziggo Dome may assume that the cardholder is also the person entitled to it. Ziggo Dome is not obliged to carry out further verification of a valid Ziggo Dome Wallet. The customer is responsible for ensuring that he becomes and continues to be the holder of the Ziggo Dome Wallet.

Miscellaneous

15. Complaints about incorrect transactions with or malfunctions in the Ziggo Dome Wallet must be reported to the point of sale in question, the service desk or via service@ziggodome.nl without delay, and in any case before the end of the event concerned.
16. The use of the Ziggo Dome Wallet does not, in principle, involve the processing of personal data, unless there is a situation as described in Articles 7 and 13 of these regulations. In that case the personal data will be processed in accordance with the [Privacy Policy of the Ziggo Dome](#).
17. Ziggo Dome reserves the right to amend these Regulations.

