

GENERAL CONDITIONS OF USE WALLET ZIGGO DOME

The Wallet is the payment method in the Member area of the Ziggo Dome.

Purchase

1. The Ziggo Dome Wallet can be obtained at the service desk or Wallet machine located in the Member area.
2. Credit on a Wallet can be purchased at the service desk or Wallet machine located in the Member area.
3. Credit can be paid for by debit or credit card. Ziggo Dome accepts the following debit and credit cards: Maestro, Visa, V-Pay, Mastercard and American Express.
4. At the service desk and at one of the Wallet machines credit can be paid for by cash. Bank notes of €200,- and more will not be accepted, bank notes of €100,- can be rejected.
5. Bank notes presented at the Wallet machine will be paid out in full as credit.

Credit

6. The maximum balance on a Wallet is € 150,-.
7. The credit balance on the Wallet is valid for unlimited time. Should the Wallet itself be replaced, Ziggo Dome will timely inform the cardholder, if known to Ziggo Dome, stating the time period and applicable conditions for the credit to be transferred to another means of payment.
8. The credit balance on the Wallet can be refunded to the cardholder with a maximum of € 60,-. For refunds exceeding € 60,- the cardholder must fill out a refund form. The refund will be paid via bank transfer, if you are entitled to a refund. A partial refund is not possible.
9. When submitting a refund request Ziggo Dome may ask for additional information, such as a purchase receipt. Ziggo Dome is entitled to further investigate a refund request and/or to decline refund when suspecting that the credit or the Wallet might be unlawfully obtained or when questioning the provided information.
10. It is possible to link the entire balance of one or multiple Wallets to another Wallet at the service desk.

Use

11. The Wallet can be used for purchases in the Member area and in Club Ziggo at all events in the Ziggo Dome, unless otherwise indicated.
12. In case the Member area is closed, cardholders may purchase tokens from one of the token vending machines on one of the other floors.
13. For each purchase made with the Wallet, the balance is debited with the purchase amount in the transaction system of Ziggo Dome.
14. Use of the Wallet is at the cardholder's own risk and account. Ziggo Dome is not liable for damage, loss or theft of the Wallet. If a Wallet is damaged or defective, Ziggo Dome shall make reasonable efforts to link the credit balance of the defective Wallet to a new Wallet.
15. In case of suspected fraud or abuse, Ziggo Dome is entitled to refuse the Wallet as a payment method, to invalidate the Wallet or take back the Wallet.
16. The cardholder can request a transaction summary at the service desk located in the Member area.
17. The cardholder is the only one to use the Wallet and will not share the Wallet, the card number and the validation code with third parties. Ziggo Dome may assume that the cardholder is the rightful proprietor. Ziggo Dome is not obliged to do further check when presented with a valid Wallet. The customer is responsible to become and stay proprietor of the Wallet.

Other provisions

18. Any complaints about incorrect transactions or disruptions of service when using the Wallet must immediately, or at least after the end of the event in question, be reported at the service desk in the Member area or via memberclub@ziggodome.nl.
19. In the case of storing your personal data, we handle your personal data carefully, safely and confidentially. The processing of personal data is always done in accordance with the relevant laws and regulations. For more information about this we refer to our Privacy Policy (<https://wallet.ziggodome.nl/nl/privacy-statement>).
20. Ziggo Dome reserves the right to amend these Conditions.

In the event of deviations or disputes over interpretation between the Dutch text of these Conditions and the English translation, the Dutch text will, at all times, be decisive and binding.