

FAQ

CASHLESS EVENT

HUNTER VALLEY UNCORKED BALMORAL 2022 will operate a digital currency to ensure in-event covid compliance management, improved speed of service, increased security and ease of transactions at the Vendor Stalls. As such, all food and drinks purchased will need to be paid for using the simple, tap-and-go Festival Currency Wristbands.

Can I use cash to pay for food and drinks if I haven't purchased Festival Currency?

Hunter Valley Uncorked Balmoral is a 'cashless' festival. In other words, to buy food and drinks at the event you'll need to use festival currency as CASH WILL NOT be accepted by vendors.

Where can I purchase Festival Currency?

Festival Currency can be purchased directly at the event via the Cashless Currency stand. Or to save time and queuing, pre-purchase your wristband and currency online via: [Moshtix](#)

How Does Festival Currency Work?

At the venue, Festival Currency wristbands can be topped up at currency stands or by our friendly roaming top-up currency sellers. You can buy festival currency with exact cash or credit card. The wristband you will receive contains a chip, which can be read by the vendor's scanning device, that deducts a set amount depending on what you purchase. It's so simple to use, let the vendor know what you would like to purchase. They will ring up the transaction on their device. Then scan your wristband against their device and bingo, transaction is complete, start enjoying your food and beverages!

How much should I put on my Festival Currency Wristband?

We would recommend a minimum of \$50 to be pre-loaded onto your wristband to maximise your experience at Hunter Valley Uncorked Balmoral 2022.

How do I know how much is remaining on my wristband?

You can simply ask any vendor how much credit you have remaining by scanning your wristband, or doing the same at any Roaming Top-Up Seller or Festival Currency Booth. After each transaction, the vendor will also show you the balance on your wristband.

Cool, but how much do I pay for this?

That's easy: A one-time activation fee of \$2.50 is deducted from your initial top-up (think of it as the purchase cost of the wristband). This activation fee is only charged once, which is less than the cost for multiple trips to an ATM facility or merchant fees on credit card payments!!

Can I get a refund on any Festival Currency I don't spend at the event?

Yes you can!

Make sure you keep your wristband. Head to the [Festival Currency](#) website from:

Monday 10am to Friday 5pm

Simply enter your full name, email address, BSB, Account Number as well as the RFID and 4-6 digit serial number printed on the plastic chip on your wristband and hit complete!

Your refund will be processed back into your bank account within 14 working days.