

ROAM RUTHERGLEN

Winery Walkabout

Festival Currency FAQ's

How Does Festival Currency Work?

Festival Currency provide a cashless and transaction less solution to your festival experience. Once you have loaded currency onto your wristband, making purchases at the festival will be ten times quicker!

Festival Currency can be purchased when purchasing your ticket/wristband online prior to the festival or on the day at the festival site, wristbands can be topped up at currency stands.

You can buy Festival Currency using debit 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 winery know what you would like to purchase. They will ring up the transaction on their device. Then scan your wristband against their device and is complete.

Where can I purchase Festival Currency?

To save time and queuing, pre-purchase Festival Currency when you purchase your ticket online via www.explorerutherglen.com.au

Please treat your Ticket and Festival Currency wristband as cash.

You can also top up via the link provided in you Entry Ticket Confirmation. Head to our [Event FAQ's here](#) for more information.

Festival Currency can also be purchased at the festival from our **Information & Festival currency Hubs**, located at Stanton & Killeen, Pfeiffer Wines, Cofield Wines & De Bortoli Rutherglen Estate. Please note there may be wait times at certain sites and we do recommend pre-purchasing.

How much should I put on my Festival Currency Wristband?

We recommend a minimum of \$30 to be pre-loaded onto your wristband.

What happens if I don't use all the festival currency I load? Can I get a refund?

Yes, you can! Make sure you keep your wristband after the event.

Head to our website from Tuesday 13th June (9am) to Monday 26th June (11pm) to get your refund.

1. Simply enter your full name
2. email address
3. BSB
4. Account Number
5. the RFID and 4–6-digit serial number printed on the plastic chip on your wristband.
6. hit complete!

Your refund will be processed back into your bank account within 14 working days. *Remember to treat your festival currency wristband like cash. If it is lost, we are unable to provide you with a refund!*

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

You can simply head to any Festival Currency Top up Station at our Information & Festival currency Hubs.

Our event and winery staff with scanners, are also able to check your wristband for you so you can see your total. After each transaction, our winery staff are also able to show you how much is left, feel free to ask them.

Do we pay any extra for this service?

When pre purchasing your festival currency through our Ticketebo website, Credit card fees are included in the booking and postage fees.

If you top up with Festival Currency after you purchased your Festival Entry Ticket, you will receive a link in your ticket confirmation email – click the link and enter in your barcode number.

If loading at the festival, there will be a onetime activation (like an ATM fee) fee of \$2.50, which will be deducted from your initial top-up at the event site.

This small cost pays for the wristband you will receive, it **covers all your credit card fees** and ensures you have quick transactions all weekend at any winery you go to.

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

Yes. You will still be able to use alternate transactions (cash and eftpos) at most of our wineries. For a fast and seamless experience however, we do recommend having some currency on your wristband.

Rutherglen can sometimes experience connectivity issues over the festival weekend, having currency preloaded onto your wristband will mean you are covered.