

MostraPay: Cashless Payments System

There are three ways to pay at Mostra this year.

Mostra app

You can use the QR code generated by your Mostra app on your phone

Wrist-band

You can use the MostraPay chip on your wristband

Top-up card

You can use a MostraPay top up card

There will be no cash or card payments on site this year, except to top up MostraPay chips or cards.

MOSTRA APP FROM ANYKROWD



We recommend that all festival attendees download the app to their smartphone before the festival. This payment method is the quickest way to pay and you won't need to queue to top up. You can also use the QR code linked to your Virtual Wallet offline.

Mostra App: Step-by-step

- 1 Download the app from the [Apple App Store](#) or [Google Play Store](#).
- 2 Enter your name, email address and preferred payment method.
- 3 Top up your desired amount to your Virtual Wallet. You can do this as many times as you want. You'll receive a notification confirming each individual top up via the app and email.
- 4 Generate your unique QR code using the app. This can be used offline too.
- 5 Use your unique QR code to pay! This code will be scanned by our vendor payment machines each time you make a purchase.
- 6 You can check out your balance in your Virtual Wallet at any time using the app.

IMPORTANT: Using the app is the only payment method through which we can refund unspent money after the festival.

Wristbands and MostraPay Cards

- 1 You can top up the MostraPay chip on your wristband or your MostraPay card at any dedicated MostraPay top up points on the festival site.
- 2 Use your MostraPay wristband chip or MostraPay card to make a purchase. Your chip or card will be scanned by our vendor payment machines each time you make a purchase.
- 3 You can check out your balance at any vendor or at the top up points.
- 4 All festival ticket holders will have a chip on their wristband. MostraPay cards are very limited in number, so we recommend you use your Virtual Wallet in the app, or your wristband if you prefer.

IMPORTANT: MostraPay chips and cards are not linked to your app, so you will not be able to reclaim unspent money after the festival if you choose to use these payment methods.

Before the festival

- You can top up your MostraPay Virtual Wallet now using the Mostra app!
- Once the festival starts, you can continue to top up as needed.
- You'll receive an app notification and email each time you make a top up.

During the festival

There are three ways to pay at Mostra this year thanks to our partners at anyKrowd.

1. You can use the QR code generated by your Mostra app on your phone.
2. You can use the MostraPay chip on your wristband.
3. You can use a MostraPay top up card.

- Top up your Virtual Wallet using the app as many times as you need. You can only reclaim unspent cash after the festival using this method.
- Top up your MostraPay chip or card as many times as you need at one of the top-up stations.
- You can check your balance of your Virtual Wallet on the app at any time.
- You can check the balance of your MostraPay wristband chip or top up card at any vendor.

IMPORTANT:
There will be no cash or card payments on site this year, except to top up MostraPay chips or cards.

After the festival

- You can only reclaim money which was uploaded via the app.
- There will be a notification on the app following the festival when we open the refund window.
- All refund requests must be received between 12pm CET Weds 12 April and 11.59pm on Weds 26 April.
- You will receive a bank transfer with your refund ten days after we receive your request.
- The transaction fee associated with each refund is 2,00€.
- Refund requests that are received outside of the period listed above will not be processed nor responded to.