



CASHLESS FAQ

- **Why are you no longer accepting cash?**

We are moving to credit card payments to streamline transactions, enhance security, and improve overall efficiency for our guests and staff.
- **What types of credit cards do you accept?**

We accept all major credit cards, including Visa, MasterCard, American Express, and Discover.
- **Can I still use a debit card?**

Yes, you can use a debit card as long as it has a major credit card network logo (Visa, MasterCard, etc.).
- **Is there a minimum purchase amount required to use a credit card?**
 - No, there is no minimum purchase amount required to use a credit card.
- **Do you accept mobile payments (e.g., Apple Pay, Google Pay)?**
 - Yes, we can process both Google Pay and Apple Pay in our Parking, Concessions and Retail departments. We are NOT yet able to accept mobile payments at our ticketing booth.
- **What should I do if I only have cash?**

For the remainder of the 2024 Season, you will be able to make cash purchases at limited locations throughout the stadium, please look for the signs indicating where cash payments will be accepted.
- **What should I do if my credit card is declined?**

If your credit card is declined, please contact your card issuer for assistance. You may also try another form of payment.
- **Will this affect my ability to buy tickets or merchandise with cash?**

Yes, this change applies to all purchases made at Hammond Stadium.
- **How will this change affect the speed of service?**

By eliminating cash transactions, we expect to reduce wait times and provide faster service throughout the stadium.
- **Can I get cash back when using my credit card?**

Unfortunately, we are unable to provide cash back.
- **What steps have been taken to ensure my credit card information is secure?**

We use industry-standard encryption and security protocols to safeguard your payment information during transactions.
- **Will this change impact the prices of food, beverages, or merchandise?**

No, the transition to cashless payments will not affect the prices of items sold at the stadium.
- **Will there be any exceptions to the credit card only policy?**

For the remainder of the 2024 Season, you will be able to make cash purchases at limited locations throughout the stadium, please look for the signs indicating where cash payments will be accepted.

Beginning January 1, 2025, the credit card only policy will apply uniformly to all POS locations at Lee Health Sports Complex.