

GENERAL TERMS AND CONDITIONS

for events and admission tickets of Festival Travel International Kft.

For the purposes of these General Terms and Conditions, Festival Travel International Kft. (FTI) is the Organiser of its own events, the seller of the admission tickets and the Customer's contractual partner. Ticket sales are carried out with the technical support of the Eventure ticketing system leased by FTI.

1. Purpose and scope of the General Terms and Conditions

1.1. These General Terms and Conditions (GTC) govern admission to events organised by Festival Travel International Kft., the use of admission tickets and other event-related services, and the conditions of the related online ticket purchases.

1.2. These GTC apply to the legal relationship between Festival Travel International Kft., as the Event Organiser, and the person purchasing an admission ticket or other event-related service and/or attending the event (Customer/Visitor).

1.3. Admission tickets are sold by FTI. Online ticket sales are carried out through the Eventure ticketing system leased by FTI, for which the technical platform is provided by Eventure Solutions Kft. Eventure Solutions Kft. does not sell tickets in its own name, and the contract for the admission ticket and any event-related service provided by FTI is concluded between the Customer and FTI.

1.4. These GTC do not govern contracts for travel packages or travel services. Where a travel service or travel package is connected to an event, the relevant travel organiser, the applicable contractual terms and the parties to the travel contract are specified in a separate notice and/or separate terms and conditions.

1.5. Any specific terms, house rules, safety regulations and other notices published on the event page of the relevant event apply together with these GTC. In the event of any discrepancy, the expressly identified specific term applicable to the relevant event shall prevail.

2. Details of the Event Organiser

Company name: Festival Travel International Kft.

Registered office: 1055 Budapest, Szent István körút 29. ground floor

Company registration number: 01-09-991628

Tax number: 24125262-2-41

E-mail: info@festivaltravel.hu

Telephone: +36 70 339 6339

3. The Eventure ticketing system

3.1. The technical infrastructure of the ticket-purchase process is provided by the Eventure system leased by FTI. Use of the system does not affect FTI's status as seller and Event Organiser.

3.2. Provider of the system: Eventure Solutions Kft.; registered office: 2040 Budaörs, Kovács u. 18.; company registration number: 13-09-247274; tax number: 33055617-2-13.

3.3. The functions of the Eventure system include, in particular, the technical display of ticket types, support for the purchasing process, generation and delivery of electronic tickets, and technical support for admission. In this capacity, Eventure Solutions Kft. acts solely as a technical platform provider; it does not sell admission tickets in its own name and does not enter into a ticket-sale contract with the Customer. The rights and obligations arising from ticket sales belong to and are borne by FTI.

3.4. In connection with the operation of the ticketing system, Eventure Solutions Kft. acts as a processor on behalf of FTI, solely on FTI's instructions and only to the extent necessary to operate the platform. Detailed rules on the processing of personal data are set out in FTI's privacy notice in force from time to time.

4. Admission tickets and other event-related services

4.1. FTI may sell different types of admission tickets, supplementary entitlements and event-related services for its own events. The content, validity, price and any restrictions applicable to each ticket type are set out on the event page and the purchasing interface.

4.2. An admission ticket entitles its holder only to the event, day, period, area or service specified on the ticket and/or in the related product description.

4.3. Prices displayed to consumers are gross prices. A separate handling, administration or system-use fee may be charged in addition to the ticket price only if its amount or method of calculation is clearly indicated before the order is finalised.

4.4. FTI is entitled to modify the price, availability and sales period of tickets that have not yet been purchased. This does not affect the consideration payable under contracts already concluded.

5. Purchase process and conclusion of the contract

5.1. In the Eventure system, the Customer selects the ticket or service, provides the required data, reviews the order summary, accepts these GTC and the privacy notice, and then initiates the payment process.

5.2. During the purchasing process, before submitting the order, the Customer must be given the opportunity to identify and correct data-entry errors and to review the total amount payable and the material contractual terms.

5.3. The contract is concluded when the electronic confirmation following successful payment becomes accessible to the Customer. The confirmation contains or makes available the purchased ticket and the material details of the purchase.

5.4. The Customer is required to provide true, accurate and up-to-date information. FTI shall not be liable for consequences arising from an incorrectly provided e-mail address or other data where such consequences are not attributable to FTI.

6. Technical process of payment, invoicing and refunds

6.1. The consideration for admission tickets and other event-related services sold by FTI is payable to FTI. Online card payments and other electronic payments are processed through payment service providers made available by FTI from time to time. As at the effective date of these GTC, the available payment service providers include, in particular, SimplePay, Barion and Stripe. The payment methods and payment service providers actually available for a particular purchase are displayed on the Eventure ticketing interface.

6.2. FTI issues the invoice to the Customer for the ticket purchase and any other services sold by FTI. The technical involvement of a payment service provider or the Eventure platform does not change the identity of the invoice issuer.

6.3. The relevant payment service provider's own contractual terms and privacy terms also apply to the payment transaction and the processing of payment data. Card data are processed by the payment service provider; FTI does not obtain the full card details where such data are processed directly by the payment service provider.

6.4. In the event of a refund, the amount will generally be refunded to the original payment method, where technically and legally possible.

7. Electronic admission ticket and admission

7.1. The electronic ticket may contain a unique identifier, QR code or barcode. The ticket is checked electronically at the event venue and, depending on the rules applicable to the ticket type, may be invalidated after the first valid admission.

7.2. The Customer/Visitor must ensure that the ticket identifier does not come into the possession of an unauthorised person. In the absence of fault attributable to FTI, the risk of misuse resulting from a copied or unauthorisedly transferred ticket is borne by the person entitled under the ticket.

7.3. Admission may be refused where a ticket is counterfeit, manipulated, already used or otherwise invalid.

8. Right of withdrawal and ticket refunds

8.1. Under the applicable laws, as a general rule, consumers do not have a 14-day right of withdrawal without giving reasons in respect of contracts for leisure services to be provided on a specific date or during a specific period. This typically applies to concert and event tickets for a specific date.

8.2. A purchased ticket may be refunded or modified only where this is permitted by applicable law, the terms of the relevant ticket type, a rule published on the event page or a specific decision of FTI.

8.3. If the Customer is unable to attend the event for a reason arising within the Customer's own sphere of interest, this alone does not give rise to a right to a refund.

9. Event programme, modifications and cancellation

9.1. FTI may, where justified, modify the event programme, performers, layout within the venue, starting time or individual programme elements, provided that the modification does not alter the essence of the service to such an extent that the Customer becomes entitled to a remedy under applicable law.

9.2. A change in a performer, programme element or contributor does not in itself automatically constitute cancellation of the entire event, unless the relevant ticket was expressly and exclusively for that particular service.

9.3. FTI reserves the right to change the venue of the Event where justified. FTI will inform Customers of the venue change in due time via the contact details available to it and/or the Event's official communication channels.

A change within the Event venue, or relocation to another venue in the same municipality or within reasonable proximity to the original venue that is suitable for holding the Event, shall not constitute a material modification of the service and shall not, in itself, give rise to a right to return the admission ticket or receive a refund of the ticket price, provided that the date of the Event and its material programme content remain unchanged.

Where a venue change results in a significant alteration of the material circumstances of the Event from the Customer's perspective, in particular where the Event is relocated to another municipality or to a location at a significant distance from the original venue, FTI will provide information, having regard to the circumstances of the change, on the conditions for use of the admission tickets and, where appropriate, their refund.

9.4. If the event is cancelled in its entirety, FTI will act in accordance with applicable law and the refund information published for the relevant event. FTI will inform Customers of the method and deadline for refunds via the available contact details and/or the event's official channels.

9.5. If the event is postponed, FTI will inform Customers whether tickets already purchased remain valid for the new date and under what conditions a refund may be requested.

10. Force majeure

10.1. Force majeure means any circumstance beyond FTI's reasonable control that is unforeseeable or unavoidable and that prevents or materially restricts the holding or safe operation of the event, including in particular natural disasters, extreme weather, war, acts of terrorism, official prohibitions or restrictions, epidemic-related measures, or nationwide or significant infrastructure outages.

10.2. In the event of force majeure, FTI will take reasonable measures in light of the circumstances and inform Customers as soon as reasonably possible. The validity of tickets, any new date of the event and any refund shall be governed by the laws applicable in the circumstances and by FTI's specific notice.

11. House rules, safety and participation rules

11.1. The Visitor must comply with the event house rules, venue rules, lawful instructions of security personnel and applicable laws.

11.2. Admission may be refused and/or a Visitor may be removed from the event, in particular where the Visitor endangers the safety of others, behaves violently or in a seriously disruptive manner, brings a prohibited item into the venue, uses a counterfeit or invalid ticket, or seriously breaches the house rules.

11.3. Where a Visitor is lawfully excluded due to a breach of the house rules, as a general rule no refund of the ticket price is available.

11.4. For age-restricted events or events subject to a specific eligibility requirement, FTI may require proof of eligibility. The applicable conditions are set out on the event page or in the house rules.

12. Photo, video and audio recordings

12.1. At the event, FTI, contributors engaged by FTI, press organisations and other authorised persons may make visual and audio recordings. The use of crowd recordings and recordings of public appearances shall be governed by applicable law.

12.2. Where a person is the individually identifiable, featured subject of a recording, FTI will separately ensure that an appropriate legal basis exists for making and using the recording. Details of the processing of personal data in connection with recordings are set out in the privacy notice.

12.3. When making recordings for personal purposes, the Visitor must respect the personality and privacy rights of others. Professional, commercial or press-related recording may be subject to separate authorisation.

13. Liability

13.1. FTI is liable, in accordance with the laws applicable to it, for organising the event and for performing the event-related services it has undertaken to provide. Any exclusion or limitation of liability shall not apply where prohibited by law.

13.2. FTI shall not be liable for damage arising from the Visitor's own culpable conduct, breach of the house rules, unlawful conduct of a third party or a technical fault outside FTI's sphere of control, unless FTI is liable under applicable law.

13.3. FTI is liable for the Visitor's personal belongings only in the cases prescribed by law. Where a cloakroom, safe-deposit or other custody service is used, the separate rules applicable to that service shall apply.

14. Complaints and consumer remedies

14.1. The Customer/Visitor may submit a complaint relating to the ticket purchase or the event by e-mail to info@festivaltravel.hu, by post to the Event Organiser's registered office, or via any other customer-service channel published by FTI.

14.2. FTI investigates and responds to complaints in accordance with the consumer-protection rules in force from time to time.

14.3. In the event of a consumer dispute, the consumer is entitled to apply to the competent conciliation body according to their place of residence or stay. Current contact details are available on the official websites of the consumer-protection authority and the conciliation bodies.

15. Data processing

15.1. FTI is the controller of personal data processed in connection with ticket sales. FTI processes personal data in accordance with its privacy notice in force from time to time. The privacy notice sets out, in particular, the purposes and legal bases of processing, retention periods, data-subject rights and recipients.

15.2. Eventure Solutions Kft. acts as FTI's processor in connection with the operation of the Eventure ticketing platform and processes personal data solely on FTI's instructions and only to the extent necessary to operate the platform. Payment service providers may process personal data relating to payment transactions in accordance with their own privacy terms. The categories of such providers and of other processors and recipients used by FTI, their data-protection roles and the details of data disclosures are set out in FTI's privacy notice in force from time to time.

16. Amendments to the GTC

16.1. FTI may amend these GTC with prospective effect. An amendment shall not adversely affect contracts concluded before the amendment takes effect, unless the amendment is required by law or is favourable to the Customer.

16.2. The version of the GTC in force from time to time is available at festivaltravel.hu. As a general rule, a purchase is governed by the version in force when the contract is concluded.

17. Miscellaneous and final provisions

17.1. The language of contracts concluded under these GTC is Hungarian. The contract is concluded electronically.

17.2. Matters not regulated in these GTC are governed by Hungarian law, in particular the Hungarian Civil Code and the laws in force from time to time concerning electronic commerce, consumer protection and contracts between consumers and businesses.

17.3. If any provision of these GTC is invalid or unenforceable, this shall not affect the validity of the remaining provisions.

Effective from: 1 August 2026.