



FESTIVAL TRAVEL INTERNATIONAL KFT.

Székhely: 1055 Budapest, Szent István krt. 29. fsz. | Adószám: 24125262-2-41 | Engedélyszám: U-001407

General Terms and Conditions (GTC)

1. General Provisions

By browsing and using the festivaltravel.hu online store (hereinafter: the “Webshop”), you declare that you have read and accepted the contractual terms and conditions and data processing principles applicable to the use of the festivaltravel.hu Webshop and its services, and that you agree with all of their provisions. These GTC set out the conditions for the purchase of admission tickets offered for sale by the Service Provider to Customers, as well as the rights and obligations arising between the Service Provider and the Customer.

In addition to selling admission tickets, the Service Provider may from time to time also sell other products and services (merchandise products, meals, drinks and other services related to the event, etc.). Where the rules applicable to the sale of such products differ from the general rules, these GTC will indicate this separately.

The scope of these GTC extends to the Service Provider and the Customer.

These GTC do not apply to the Event Organizer or the financial institution processing the payment. The event organizers’ own general terms and conditions shall in all cases govern the regulations applicable to the given Event.

These GTC are concluded for an indefinite period.

The Service Provider reserves the right to unilaterally amend the contents of these GTC and to establish new or additional conditions for the use of the Services. In the event of an amendment to the GTC, the Service Provider shall notify the Customer prior to the entry into force of the amendment by publishing the changes on its website at least 8 (eight) days before the changes take effect and/or by sending an e-mail to the Customer at the then valid e-mail address provided by the Customer.

The Service Provider is not obliged to apply the above 8 (eight) day period to those amendments to the GTC which become necessary due to a change in the Service Provider’s data, the extension of the Service to new websites, the introduction of a new service or payment method/solution, or due to statutory provisions or changes thereto, or where the amendment does not affect the conditions of services already provided or used by the Customer.

2. Service Provider Details

Company name: Festival Travel International Kft.

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

Ground floor Tax No.: 24125262-2-41



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Company registration number: 01-09-991628
Contact: info@festivaltravel.hu
Telephone: +36 70 339 6339

3. Scope of Products and Services Available for Purchase

The Webshop sells admission tickets for events, festival tickets, sports tickets, insurance, as well as combined package products including accommodation, travel and admission tickets. Images displayed for the products are for illustration purposes only.

Prices are gross prices and include VAT.

The amount payable by the Customer consists of the following items: the consideration payable for the given admission ticket in HUF and/or EUR and the ticket-related administration fee payable per ticket in HUF and/or EUR (ticket pcs / administration fee pcs), as a combined total.

The Service Provider informs the Customer and the Customer acknowledges that, in addition to the price indicated, an administration fee of a specified amount (ticket pcs / administration fee pcs) shall in all cases be charged per ticket, which the Customer must pay together with the purchase price of all admission tickets the Customer intends to purchase. The Service Provider shall not refund the administration fee to the Customer even if the given event of an event series is cancelled.

The determination of ticket prices falls within the competence of the respective Event Organizer. The Service Provider reserves the right to change the purchase price of the admission tickets at any time on the basis of the Event Organizer's instructions and to change the amount of ancillary costs. The right to change prices shall not apply to purchases already initiated.

The Service Provider enables payment of the purchase price of the admission ticket by instalments. The use of instalment payment is subject to the purchaser having a student identification card, which may be used only once. The e-mail address required for the purchase may likewise be used only once. During the purchase transaction, the first instalment is paid (which equals 30% of the full ticket price, the insurance fee and the handling fee); thereafter, the purchaser shall pay the remaining instalments at times chosen by the purchaser, but in no more than 3 instalments, no later than 1 August of the relevant year in the case of the Sziget Festival. For the purposes of these GTC, "relevant year" means the year in which the event concerned by the ticket purchase is held. If the full purchase price of the given ticket - including the handling fee and insurance - is not paid by the above date by the purchaser, the Service Provider shall be entitled to withdraw from the purchase transaction by sending a letter to the e-mail address provided at the time of purchase, and in such case the Service Provider shall be entitled to the amount of the first instalment (which equals 30% of the full ticket price, the insurance fee,



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and the handling fee) as a forfeiture penalty (liquidated damages) pursuant to Section 6:186 of the Hungarian Civil Code (Ptk.). In addition to the forfeiture penalty, the Service Provider shall refund the instalments paid by the purchaser to the ticket buyer's bank card within 30 days from the withdrawal. If the bank card refund transaction is unsuccessful according to the bank's feedback (e.g. due to card replacement), FT shall submit a complaint to the bank, which the bank will process and handle in accordance with its own rules; however, the Purchaser may also be required to initiate a procedure with his/her own bank, of which the Purchaser will be informed by FT, and the possible unsuccessful refund transaction will also be communicated by e-mail. By purchasing the ticket, the ticket buyer expressly accepts the amount of the forfeiture penalty stipulated in these GTC.

4. Ordering Process

The Customer may browse the products offered in the Webshop without registration.

On the interface of the selected product, after specifying the desired quantity, the Customer may initiate a purchase by clicking the "Purchase" menu item of the given Event and placing the item in the cart. As part of the payment process, depending on the Customer's choice, the Customer will either be redirected to the online payment interface of SimplePay Plc., where the Customer may settle the purchase price of the product(s) by entering bank card details and approving the transaction, or online bank card and other payment methods will be processed through the Barion system. Bank card and other payment-related data do not reach the merchant. Barion Payment Zrt., the payment service provider, is an institution supervised by the National Bank of Hungary; its licence number is H-EN-I-1064/2013.

After a successful transaction, the message "Successful purchase" will appear on the screen.

If the Customer does not receive the purchased admission tickets within a few minutes after the purchase, the reason is presumably a connection error. It is important that in such case the Customer should not repeat the transaction, but should immediately contact the Service Provider's customer service, which will remedy the problem.

The Service Provider shall not be liable for any errors that may arise during bank payment.

Following the purchase, the Service Provider sends an e-mail to the e-mail address provided by the Purchaser, which contains the E-ticket as an attachment. The E-ticket is a full-value electronic ticket. The number string and barcode on the E-ticket contain all information necessary for electronic admission. The barcode is checked electronically upon entry at the event venue.

Payment and delivery of the electronic ticket to the e-mail inbox provided by the Customer takes place practically in real time, immediately. Delivery of the e-ticket by mail is not possible; it is delivered electronically by the Service Provider. Performance of the service is automated. If you do not find our e-mail containing the e-ticket in your e-mail account, please also check your spam folder.



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The Customer undertakes to provide true, accurate, up-to-date and complete data when using the Service, and undertakes to keep such data continuously up to date and, if necessary, to update it so that it remains true, accurate, up-to-date and complete at all times. The Service Provider shall not be liable for any damages resulting from incorrect data provided by the Customer.

The Service Provider reserves the right to refuse the registration for a justified reason or to suspend or permanently revoke it at any time, in particular in the following cases:

- a) providing false or incomplete data;
- b) any misuse of the personal data of the Service Provider, the Event Organizer and/or other Customers, the service, the security of the website, or the admission tickets.

The Service Provider issues an invoice for each purchase with the data effective at the time of issuance and sends it automatically to the Customer.

The Customer shall bear full responsibility for the username and password pair associated with the Customer's user account, and for all purchases and other activities carried out through it. The Customer undertakes to notify the Service Provider's customer service without delay in the event of any unauthorized use of the Customer's data or any other breach of security. The Service Provider shall not be liable for damages arising from the storage of the password or from the disclosure of the username and password to a third party.

Before purchasing a ticket, please review the specific event's own general terms and conditions.

5. Admission Ticket

The purchase shall be considered finalised when the confirmation e-mail, which also contains the admission ticket, becomes accessible to the Customer.

The Customer shall bring the A4-format admission ticket bearing a unique code to the given event or all events of the event series, either on a mobile device or in printed form, and present it upon entry to the given event. If the Customer fails to do so, entry may be refused to the holder of the admission ticket.

The Customer is aware that the admission ticket cannot be replaced by any other document. The Customer acknowledges and agrees that the unique code on the admission ticket will be electronically verified by the relevant Event Organizer at the venue of each event of the given event or event series and, with regard to the given event, will be invalidated immediately after admission.



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Entry is subject to verification of the validity of the admission ticket. Any further attempt to enter will be invalid and therefore unsuccessful; entry may be refused to the person presenting the invalid ticket irrespective of whether the person presenting the invalid ticket is the same as the person who originally purchased the admission ticket. The Service Provider shall not be obliged to pay compensation due to exclusion for this reason.

By purchasing the admission ticket, the Customer undertakes to use the ticket solely for entry to the given event or events of the event series, not to attempt to copy, imitate, reproduce or duplicate it, and acknowledges that using, copying, imitating, reproducing or duplicating the tickets in a manner other than their intended purpose may entail civil or criminal liability.

In the sale of admission tickets, the Service Provider acts as a commission agent. The Service Provider does not participate in the organisation and operation of the event; its activities and liability are limited exclusively to acting as a commission agent in the sale of admission tickets. The conduct of the event is the obligation of the event organiser; in this respect, the Service Provider assumes no liability whatsoever for changes to the event programme or date, the cancellation of the event, or the refund of the price of the admission tickets.

The Service Provider shall refund the ticket price of any cancelled events only if the event organiser has made the financial cover necessary for such refund available to the Service Provider in advance. Failing this, the refund of ticket prices is not an obligation of the Service Provider; in such case, the Customer may claim any refund of the ticket price from the Event Organizer.

6. Right of Withdrawal

By accepting these GTC, the Customer acknowledges that Government Decree 45/2014 (II. 26.) pursuant to Section 29(1)(I), the consumer is not entitled to a right of withdrawal in the case of online contracts for the provision of accommodation (hotel room booking), transport (air ticket booking, car rental), catering (pizza order) or leisure services (concert ticket, admission ticket order) to be provided at a specified date.

7. Complaints

The Service Provider shall be liable only for damages caused by intentional or grossly negligent errors attributable to it. The extent of liability may not exceed the value of the purchase transaction.

The Customer acknowledges that the Service Provider shall not be liable for any damage or misuse arising during or as a consequence of payment by bank card.



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The Service Provider excludes liability for any damage caused by the contractual or unlawful conduct or omission of the Customer, the Event Organizer, or any third party.

The Customer is aware and accepts that certain admission tickets entitle the holder, even within the event area, only to visit certain areas and/or to remain there only for a specified period of time.

The Event Organizer reserves the right to make minor and/or justified changes in the performing artist, performers, participants, the performance and/or the event, and excludes its liability for compensation arising therefrom.

Given that the Event Organizer provides the programmes and services in cooperation with a large number of contributors and depending on the performance of such contributors, the Event Organizer does not guarantee to the Customer the availability, content, quality and quantity thereof (e.g. the appearance of certain performers, the conformity of the performance provided by them with expectations, or the possibility to participate in a given programme and/or at a given venue); rather, these are subject to the limitations arising from the characteristics of the venue and the equipment available on site (for example, the capacity of certain enclosed event spaces).

The Service Provider reserves the right to change the venue or date of the event in the event of unforeseeable, extreme or severe weather conditions. The Customer shall be informed of such change without delay, but no later than 1 business day in advance.

In the event of full or partial cancellation of the event, the Event Organizer shall act in accordance with its house rules, these GTC and other announcements, and shall redeem the admission ticket under the conditions set out therein. If the Event Organizer cancels the event due to insolvency, the Customer has 30 days from the date of the performance to submit a refund claim in writing, attaching all necessary banking information. The Event Organizer cannot take into account refund claims received after the above deadline. In the absence of a mandate regarding redemption, the Service Provider may not be obliged to redeem the admission tickets or to refund the purchase price of the admission tickets.

Apart from the price of the service, which the Service Provider is obliged to redeem at face value, neither the Event Organizer nor the Service Provider may be obliged to compensate any other alleged or actual damage.

If the event is cancelled due to an official prohibition or restriction (e.g. an epidemic situation, including the Covid-19 pandemic), the Event Organizer shall be entitled to decide



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whether to refund the purchase price of the admission tickets already purchased in accordance with the provisions of this clause, or to hold the event at a later date, in which case the admission tickets purchased shall remain valid for the event held at the later date.

An exception to the above rule are the events of MEEEX International Kft. and PlayIT Entertainment Kft. as Event Organizers (including, inter alia, PlayIT Show, Budapest Comic Con, Mineshow), in which case the Event Organizer provides the Customer with a voucher in an amount equal to the purchase price of the admission tickets already purchased, within 30 days from the submission of the relevant claim.

The voucher may be redeemed for any event of the Event Organizer within 1 year from the date of issue. If the voucher is not redeemed within the deadline, the Customer may not assert any claim whatsoever in respect of the cancelled event.

8. Customer Service

Telephone customer service: +36 70 339 6339 (available Monday-Friday, 9:00-17:00)

E-mail customer service: available at info@festivaltravel.hu. The Service Provider responds to e-mails within 3 working days.)

In-person customer service: Festival Travel - 1055 Budapest, Szent István krt. 29.

Opening hours: Monday-Friday 9:00-17:00 Mailing address: Festival Travel International Kft., 1095 Budapest, Soroksári út 48.

9. Form of the Contract and Time of Conclusion

A contract concluded online is a distance contract concluded between parties not present at the same place, and does not qualify as a contract concluded in writing.

The language of the contract is Hungarian.

By completing the form and submitting it electronically to the webshop after confirmation, and by the webshop confirming receipt thereof, your order qualifies as a request to use the service. Upon submission of the request and its confirmation by the webshop, the contract is concluded by conduct (implied conduct). Both the offer and the confirmation shall be deemed to have been received by the other party when they become accessible to that party.

10. Limitation of Liability

Purchasing through the Webshop presupposes that the Customer is aware of and accepts the possibilities and limitations of the Internet. The Customer acknowledges that the potential risks related to browsing and purchasing must be assessed by the Customer and that the Customer must ensure the secure use of his/her computer and the



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protection of any data stored thereon. By submitting an order to the Webshop, every buyer declares that he/she has understood and accepts these business rules.

11. Data Protection

The Privacy Notice has been established in accordance with the European Union General Data Protection Regulation (Regulation (EU) 2016/679) and Act CXII of 2011 on the Right of Informational Self-Determination and on Freedom of Information.

The detailed privacy notice is available on the Webshop's website.

The Service Provider stores the personal data of its Customers for the purpose of getting to know their needs as well as possible in order to be able to recommend and provide the most appropriate service, including the preparation of personalised package offers through profiling. The legal basis for processing the data is the interest related to the performance of the concluded contract or the enforcement of other legitimate interests arising therefrom.

In the event of data transfers outside the European Union, we pay particular attention to the security of your data.

We process our Customers' personal data until the withdrawal or expiry of the consent serving as the legal basis for data processing, until the expiry of the general 5 (five) year limitation period for claims following performance of the contract, and/or until the time prescribed by the relevant legislation.

If our Customer wishes to receive personalised information about the processing of personal data relating to him/her that we process (the purpose and legal basis of processing, the scope of the data, the transfer of the data, the duration of processing, and the logic of profiling), he/she may do so at the following points of contact:

E-mail: info@festivaltravel.hu

Telephone: +36 70 339 6339

In person: Festival Travel Office - 1055 Budapest, Szent István krt. 29.

In the event of unlawful processing of your personal data, you may lodge a complaint with the National Authority for Data Protection and Freedom of Information (NAIH) at the following contact details:

Postal address: 1530 Budapest, Pf.: 5.

Telephone: 06 (1) 391-1400

Fax: 06 (1) 391-1410

E-mail: ugyfelszolgalat@naih.hu

Website: <http://www.naih.hu>



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12. Covid-19 Rules

Customers may not enter events if they notice any symptoms of COVID-19 illness on themselves.

Customers may not enter events if, within the preceding 14 days, they have tested positive for COVID-19, or during that period they have been in contact with anyone whose COVID-19 test was positive.

If the Customer makes a declaration contrary to the above, the Customer may be excluded from the scope of on-site services. In such case, the Customer is not entitled to claim a refund of the ticket price.

Customers must - in the manner required by the Event Organizer - confirm that they are aware of the risks associated with the COVID-19 epidemic situation.

Customers are obliged to comply, in respect of the given events, with the Covid regulations in force at all times. Upon arrival at the event - if required by the Event Organizers - Customers shall be obliged to undergo temperature screening and to wear a mask. If Customers fail to comply, entry to the events may be refused. In such case, no refund of the ticket price is possible.

If the Customer fails to comply with the Event Organizer's instructions during the event, the ticket may be invalidated and the Customer's participation in the event may be terminated. In such case, the Customer is not entitled to claim a refund of the price of the ticket already redeemed.

13. Special Rules Applicable to Festival Travel International Kft. as Event Organizer

In the event of force majeure, based on a decision or measure of a competent authority having jurisdiction, or on an announcement by the relevant Event Organizer, the event is cancelled in its entirety, or on one or more days of the event no programme and service is available, the Event Organizer shall refund the ticket issued as a result of the ticket purchase transaction under these GTC, as well as the fee of any own services of the Event Organizer that have failed and could have been used at the event, or the pro rata part thereof. The Event Organizer shall be entitled to a refund processing fee equal to 3% of the amount to be refunded, which it may set off against and deduct from the refund amount.

The Event Organizers shall publish detailed information on the procedure for refunds within 30 (thirty) days following the planned closing day. The refund shall be made within the 90 (ninety) day period following the lapse of 30 (thirty) days after the planned closing day of the event, provided that the data required for the refund are available. If, in respect of any refund, the necessary data are not available within the above



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time limit, the refund may be requested after expiry of the deadline by providing the data, within the limitation period set out in these GTC.

14. Special Rules Applicable to MEEEX International Kft. and PlayIT Entertainment Kft. as Event Organizers

By purchasing a ticket in the Festival Travel Webshop, the Customer simultaneously accepts these GTC of Festival Travel as the ticket seller and the house rules of the given event. All of these are available on the official website of the event.

15. Special Rules for the Sale of Partner Events

By purchasing a ticket in the Festival Travel Webshop for an event organised by a third party, the Customer simultaneously accepts the Event Organizer's GTC and house rules applicable to the event.

The Event Organizer is entitled to cancel the event within its own competence. In the event of such cancellation, the refund of the ticket price shall be carried out in accordance with the provisions of the event's GTC.

16. Audio and Video Recordings

The Visitor acknowledges that audio and video recordings may be made of the Events by Festival Travel, as well as by contractual partners, contributors and press representatives authorised by Festival Travel (in accordance with the provisions of the separate contract applicable to them), other Visitors, and other third parties. Accordingly, by participating in the Event, the Visitor expressly consents to the recording and publication of his/her face, appearance and expressions, provided that he/she may be identified by name only with his/her express consent. If the Visitor qualifies as a public figure, he/she may be identified by name even without his/her consent. In respect of the depictions set out above, the creator thereof acquires, in relation to the Visitor, a right of use that is unlimited in territory, time and manner of use, transferable and exclusive.

Festival Travel, as well as persons authorised by Festival Travel, are entitled, in relation to the Visitor, without limitation, to exploit and use the depictions (in particular for promoting the Event), to reproduce, publish, adapt, make publicly available, communicate to the public and distribute them, without being required to provide the Visitor with any consideration in any manner.

Effective as of 21 January 2026