TRAVEL TERMS AND CONDITIONS

GONZA Kereskedelmi és Szolgáltató Kft. / Alpesi Club

Snowattack Ski Opening Murau 2026 - 13-17 December 2026

These Travel Terms and Conditions set out, in a consolidated form, the general travel terms and conditions of GONZA Kereskedelmi és Szolgáltató Kft. (Alpesi Club) and the specific provisions applicable to the Snowattack Ski Opening Murau 2026 programme. Where a specific provision applicable to the Snowattack Ski Opening Murau 2026 programme differs from the general terms and conditions of Alpesi Club, the Snowattack-specific provision set out in this document shall prevail.

I. Travel Organiser, Participating Parties and Applicable Rules

Travel Organiser: GONZA Kereskedelmi és Szolgáltató Kft. (Alpesi Club)

- Registered office: 1122 Budapest, Krisztina krt. 3., Hungary
- Company registration number: 01-09-708925
- Tax number: 12898923-2-43
- Travel organiser registration number: U-000533
- E-mail: info@alpesiclub.hu; travel-related matters: szallasok@alpesiclub.hu
- Telephone: +36 1 356 3701; travel office: +36 30 441 0606
- Managing Directors: Miklós Körtvélyesi and Balázs Vágó

The travel contract is concluded between the traveller and GONZA Kft. GONZA Kft. is the organiser of the package travel arrangement and is responsible for arranging and performing the package, including in particular accommodation and the ski pass.

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; hereinafter: FTI) acts on behalf of GONZA Kft. as a travel intermediary and first-line customer service provider.

The organiser of the Snowattack event is M Group International Kft.

Without a prior decision by GONZA Kft., FTI is not authorised to decide on refunds, compensation, changes to accommodation, transport, ski passes or other travel services, changes to the package price, or any material amendment to the travel contract.

These Travel Terms and Conditions and the package travel arrangement are governed in particular by Act V of 2013 on the Civil Code, Government Decree 472/2017 (XII. 28.), Government Decree 213/1996 (XII. 23.), Act CLXIV of 2005 on Trade, and the consumer protection rules in force from time to time.

Financial security provider: Alfa Vienna Insurance Group Biztosító Zrt.

Policy number: 32086504

II. Conclusion of the Contract, Booking and Package Contents

The traveller may book the Snowattack Ski Opening Murau 2026 programme through the Eventure online booking system operated by Eventure Solutions Kft. Eventure Solutions Kft. is the technical operator of the system; irrespective of this, the travel contract is concluded between the traveller and GONZA Kft.

The contract is concluded subject to confirmation of the booking by the Travel Organiser, the traveller having read and accepted these Travel Terms and Conditions, the individual travel contract and the programme description, and the due deposit or full participation fee having been paid by the applicable deadline.

The person making the booking is responsible for the accuracy and completeness of the information provided. Any person booking or paying on behalf of several travellers declares that they are authorised to represent all named travellers and must provide them with the contractual terms and all material travel information.

Depending on the booking, the Snowattack Ski Opening Murau 2026 package may include, in particular, accommodation, transport, a ski pass, transfers, other tourism services and access to the Snowattack event. The inclusion of event access in the package does not alter the responsibilities of the parties as defined above.

The final travel information and the required documents will be sent online in due time by GONZA Kft. or, on its behalf, by FTI. The traveller must check the e-mail address provided, including the spam/promotions folder, and promptly report any failure to receive the information.

III. Payment Terms

For the Snowattack Ski Opening Murau 2026 programme, the deposit is 40% of the total participation fee. The remaining 60% must be paid no later than 45 days before the start of the trip. For bookings made within 45 days before departure, the full participation fee is due at the time of booking unless GONZA Kft. provides otherwise in writing.

The price of the package shall be paid to GONZA Kft. If FTI receives traveller funds under a specific authorisation from GONZA Kft., such funds are received in the name and for the benefit of GONZA Kft., and the traveller's payment shall be deemed completed upon receipt by FTI.

In the event of late payment, the Travel Organiser is entitled to charge a late-payment penalty of EUR 20 per booking for each commenced day of delay. Failure to meet the payment obligation constitutes a breach of contract; the Travel Organiser is entitled to cancel the booking and apply the cancellation rules set out in these Terms and Conditions.

IV. Amendments, Transfer and Cancellation by the Traveller

The traveller must submit any request for amendment in writing. If the amendment can be fulfilled, unless different programme-specific terms apply, the amendment fee is EUR 13 per occasion per person; within 10 calendar days before the start of the trip or event, EUR 20 per occasion per person; and on the day of departure or the first day of the event, EUR 30 per occasion per person. The fee does not include any documented additional costs charged by service providers or arising from price differences.

The package may be transferred to another person in accordance with applicable law and the service providers' conditions. The intention to transfer must be communicated on a durable medium within a reasonable period; notice given at least seven days before departure shall in all cases be considered reasonable. The transferring traveller and the substitute traveller are jointly and severally liable for any outstanding balance and for the actual, documented and reasonable costs of the transfer.

The traveller may submit a cancellation in writing to GONZA Kft. or to FTI in its capacity as travel intermediary and first-line customer service provider. Cancellation becomes effective when the written notice demonstrably reaches GONZA Kft. or FTI. Failure to appear shall also be deemed a cancellation without a separate cancellation notice, with the time of cancellation being the scheduled start of the trip.

Cancellation charges for the Snowattack Ski Opening Murau 2026 programme:

- for cancellation more than 60 days before the start date of the trip: EUR 130/person;
- for cancellation between 60 and 31 days before the start date of the trip: 70% of the total participation fee;
- for cancellation between 30 and 20 days before the start date of the trip: 90% of the total participation fee;
- for cancellation within 19 days before the start date of the trip or in the event of a no-show: 100% of the total participation fee.

If an additional service is subject to stricter cancellation terms under the relevant service provider's own conditions and results in documented costs actually incurred, the applicability of such costs may be specified separately in the individual offer or programme conditions.

Where a multi-bed room or apartment is booked jointly and the cancellation of one or more travellers results in an empty-bed, capacity or other documented additional cost, such cost may be charged to the cancelling traveller. A traveller choosing individual placement in shared accommodation acknowledges that they may be accommodated in the same unit with other Snowattack participants.

V. Travel Organiser's Right to Amend and Terminate the Contract

GONZA Kft. may amend the participation fee only for the reasons and in the manner permitted by law. A price increase may arise in particular from changes in the energy or fuel costs of passenger transport,

taxes, duties or other mandatory charges imposed by third parties, or the applicable exchange rate. The traveller must be notified of the increase, together with reasons and a calculation, on a durable medium no later than 20 days before departure. If the price increase exceeds eight percent, the traveller shall have the statutory rights of choice.

The Travel Organiser may terminate the contract due to failure to reach a minimum number of participants previously specified in the programme description or individual contract, subject to the statutory notice periods. If neither the programme description nor the individual contract specifies a minimum number of participants, the contract may not be terminated on this ground.

The Travel Organiser may terminate the contract if unavoidable and extraordinary circumstances prevent performance of the package and the traveller is notified without undue delay. In such a case, reimbursement of the amounts paid shall be governed by applicable law.

If, before the start of the trip, a material element of the package must be significantly changed, the Travel Organiser shall clearly inform the traveller of the change, its effect on the price, the deadline for responding and the consequences of failing to respond. The traveller shall have the rights of choice provided by law.

VI. Snowattack Event

Access to the Snowattack event and the related wristband provided as part of the Snowattack Ski Opening Murau 2026 travel package constitute a service element of the travel package and do not constitute a separate purchase of an event ticket independent of the travel package. Access to the event follows the legal treatment of the travel package as a whole; cancellation by the traveller, as well as amendment, termination and lack of conformity of the package, are governed by these Travel Terms and Conditions and the applicable legislation.

The organiser of the Snowattack event is M Group International Kft. The inclusion of the event service in the travel package does not affect the statutory responsibility of GONZA Kft. as the Travel Organiser; GONZA Kft. remains responsible towards the traveller for the proper performance of the travel package as a whole.

The traveller must comply with the Snowattack Event House Rules in force from time to time and the applicable rules of the event venues.

The event programme, individual programme elements, performers, venues and times may change. The amendment, substitution or cancellation of individual performers or programme elements does not in itself constitute cancellation of the Snowattack event as a whole. If the event as a whole is cancelled, or if an essential element of the travel package is significantly changed, the traveller shall have the rights provided for in these Travel Terms and Conditions and the applicable legislation.

VII. Lack of Conformity, Assistance and Complaint Handling

GONZA Kft. is responsible for the proper performance of the travel services included in the package, irrespective of whether the service is performed by GONZA Kft. itself or by another service provider. The traveller must report any lack of conformity without undue delay, taking into account the circumstances of the case, to GONZA Kft., to FTI’s on-site or customer service representative, or, where appropriate, to the relevant service provider.

As first-line customer service provider, FTI may receive questions, requests and complaints by e-mail, telephone, Messenger and other announced channels. A travel-related complaint demonstrably submitted to FTI shall be deemed communicated at the time of submission; GONZA Kft. is authorised and obliged to assess the complaint on its merits and make the decision falling within the responsibility of the travel organiser.

GONZA Kft. shall provide assistance to a traveller in difficulty in accordance with applicable law, in particular by providing information on health services, local authorities and consular assistance, and by supporting communication and, where necessary, the identification of alternative travel arrangements.

VIII. Accommodation, Security Deposit, Damage and Traveller Conduct

The classification, equipment and services of accommodation facilities shall be interpreted in accordance with local rules and the programme description. A special accommodation request is guaranteed only if confirmed in writing by GONZA Kft.

The accommodation provider may require a security deposit by card or in cash upon arrival. The traveller is liable for damage caused by them. If the person responsible for the damage cannot be identified but the damage can be attributed to a specific accommodation unit or clearly identifiable group of travellers, the relevant security deposit may be used to settle the damage within the limits of the accommodation provider's rules and applicable law.

The traveller must comply with the rules and house rules of the destination country, the accommodation provider, the transport provider, the ski area and the Snowattack event. In the event of a serious or repeated breach of rules, aggressive conduct, endangering others, causing damage, or the possession, use, transfer or distribution of illegal drugs or other illegal psychoactive substances, the traveller may be excluded from the trip and/or the event. Where exclusion is attributable to the traveller, the traveller shall, as a general rule, not be entitled to reimbursement for unused services and shall bear any additional costs, without prejudice to mandatory consumer protection rules.

IX. Ski Programme, Baggage and Equipment

Snowattack Ski Opening Murau 2026 is a winter ski programme. Unfavourable snow conditions do not in themselves automatically constitute circumstances entitling the traveller to terminate the contract free of charge. When assessing performance, the statutory conditions, the actual operation of the ski area, the availability of the essential services included in the package, and any unavoidable and extraordinary circumstances must be considered together.

For coach travel, the traveller may carry normal baggage in the number, weight and dimensions specified in the programme description or Final Travel Information, as well as the ski/snowboard equipment specified therein. Exceeding these limits is permitted only with prior written consent and payment of any applicable surcharge.

X. Insurance

Unless expressly stated otherwise, the participation fee does not include accident, sickness, baggage or trip cancellation insurance. For skiing, snowboarding and other higher-risk winter sports, the traveller must arrange insurance cover that includes the relevant sporting activity and, where necessary, mountain rescue and repatriation.

At the traveller's express request, FTI may assist with taking out insurance as a tied insurance intermediary of Európai Utazási Biztosító Zrt. (EUB). Insurance is a separate, optional service; the insurer's terms and conditions in force from time to time govern the insurance cover and the submission of claims.

XI. Data Processing and the Eventure System

The booking and customer-management processes for Snowattack Ski Opening Murau 2026 may take place in the Eventure system. GONZA Kft., FTI and M Group International Kft. act as independent data controllers in respect of their respective processing purposes. The Eventure system is operated by Eventure Solutions Kft., which acts as a data processor for the technical processing of personal data in accordance with the documented instructions of the relevant data controller(s).

GONZA Kft. processes data in connection with the travel contract, financial administration, complaint handling and tourism services. FTI has access to the booking and travel data necessary to perform its travel intermediary and first-line customer service functions and also acts as an independent data controller in respect of its own insurance-intermediation activities and, where there is an appropriate legal basis, its own marketing activities. M Group International Kft. acts as an independent data controller in respect of processing necessary for organising and operating the Snowattack event, admission and event communications.

Detailed data-processing rules are set out in the privacy notices in force from time to time and the project-specific privacy appendix for Snowattack Ski Opening Murau 2026. A booking does not in itself constitute consent to marketing; operational communications necessary for performance of the service must be handled separately from marketing communications.

XII. Miscellaneous Provisions

The traveller is responsible for obtaining the necessary travel documents and complying with border, customs, health and other entry requirements, as well as the laws and local rules of the destination country. The traveller shall bear the consequences arising from missing documents or certificates unless otherwise provided by law.

The parties shall seek to resolve disputes amicably in the first instance. Mandatory rules on court jurisdiction and alternative dispute resolution applicable to consumers may not be restricted.

Matters not regulated by these Travel Terms and Conditions shall be governed by applicable Hungarian law, the individual travel contract and the programme description.

APPENDIX I - STANDARD INFORMATION FORM FOR PACKAGE TRAVEL CONTRACTS

The combination of travel services offered constitutes a package within the meaning of Government Decree 472/2017 (XII. 28.). The traveller is therefore entitled to all EU rights applying to packages. GONZA Kereskedelmi és Szolgáltató Kft. is fully responsible for the proper performance of the package as a whole and must maintain the insolvency protection required by law.

1. Travellers will receive all essential information about the package before concluding the contract.

2. There is always at least one trader who is liable for the proper performance of all travel services included in the contract.

3. Travellers are given an emergency telephone number or contact details through which they can contact the organiser or the travel intermediary.

4. Travellers may transfer the package to another person, on reasonable notice and subject to payment of any additional costs.

5. The price of the package may be increased only if specific costs specified by law rise, where the contract expressly provides for this, and in any event no later than twenty days before the start of the package. If the increase exceeds eight percent, the traveller has the statutory right to terminate the contract.

6. If a material element of the package is significantly changed, the traveller may, in the cases specified by law, terminate the contract without paying a termination fee.

7. In the event of unavoidable and extraordinary circumstances, where the statutory conditions are met, the traveller may terminate the contract without paying a termination fee and is entitled to a full refund, without additional compensation.

8. The traveller may terminate the contract at any time before the start of the package in return for payment of an appropriate and justifiable termination fee.

9. If, after the start of the package, significant elements cannot be provided as agreed, suitable alternative arrangements must be offered in accordance with the law.

10. In the event of non-performance or improper performance, the traveller is entitled to a price reduction and, where appropriate, compensation in accordance with the law.

11. The organiser must provide assistance to a traveller in difficulty.

12. If the organiser becomes insolvent, the insolvency protection required by law provides protection and, where the package includes passenger transport, covers repatriation where necessary.

Government Decree 472/2017 (XII. 28.) is available in the Hungarian National Legislation Database.