

SKI OPENING, MURAU– HOUSE RULES

rules applicable to the Ski Opening, Murau event programme and event venues

Scope of this document: These House Rules apply exclusively to the Ski Opening, Murau event programme organised by M Group International Kft. and the related event venues. The travel organiser of the travel package is GONZA Kft. (Alpesi Club); the travel services are governed by Alpesi Club's travel contract, General Travel Terms and Conditions and the special terms of the programme.

Important: The event venues' own rules and applicable local laws are also binding. If the rules of a particular venue are stricter than these House Rules, the stricter rule shall apply at that venue.

1. Purpose and scope of the House Rules; the Organiser

- 1.1. The organiser of the Ski Opening, Murau event programme is M Group International Kft. (2040 Budaörs, Kovács u. 18.; hereinafter: "M Group" or the "Organiser"). The owner of the Snowattack brand is Festival Travel International Kft. (FTI), which also participates in the project as a first-line customer-service support provider.
- 1.2. These House Rules apply to events, club programmes and other programmes held as part of Ski Opening, Murau, as well as admission, event security and participant conduct at the event.
- 1.3. These House Rules do not govern the performance of the travel package, accommodation, transport, ski passes or any other travel service. In respect of these services, GONZA Kft. (Alpesi Club) acts as the travel organiser.
- 1.4. By participating in the event, the participant accepts these House Rules, the rules of the relevant event venue and the lawful instructions of the local authorities and security personnel.

2. Admission, eligibility and wristbands

- 2.1. Admission to the event programme is subject to a valid Ski Opening, Murau participation entitlement. Eligibility may be verified using a booking ID, QR code, wristband or another identifier specified by the Organiser.
- 2.2. The wristband is personal and, unless otherwise expressly stated in writing, may not be transferred to another person. Damaging, tampering with, copying or transferring the wristband without authorisation may result in the withdrawal of admission rights.
- 2.3. A lost, removed or unusable wristband may be replaced only subject to the conditions specified by the Organiser.

- 2.4. The Organiser or its appointed security provider may verify the entitlement required for admission and may carry out lawful security checks. Admission may be refused if a participant refuses such a check.

3. Rules of conduct

- 3.1. Participants must conduct themselves in a manner that does not endanger the physical integrity, safety, peace or property of other participants, staff, performers, local residents or third parties.
- 3.2. In particular, violent, threatening, harassing, discriminatory or otherwise dangerous conduct, as well as the deliberate disruption of the event, is prohibited.
- 3.3. A participant who causes damage at an event venue is liable for that damage. The Organiser may claim compensation for the damage caused and, where necessary, initiate proceedings before the competent authorities.
- 3.4. The Organiser, the event venue operator and security personnel may remove from the event any person who seriously or repeatedly breaches these House Rules or local rules and may refuse that person further admission.

4. Alcohol, drugs and prohibited items

- 4.1. Alcohol may be consumed only in accordance with applicable local laws and the rules of the event venue. The Organiser or the venue may refuse admission or the service of alcohol to any person whose condition may endanger their own safety or the safety of others.
- 4.2. The possession, consumption, transfer or distribution of narcotics or other unlawful psychoactive substances is strictly prohibited. Where unlawful conduct is suspected, the Organiser or security personnel may take the necessary measures and notify the competent authorities.
- 4.3. Weapons, items classified as or resembling weapons, explosives, pyrotechnic devices and any other item capable of endangering the physical safety of others may not be brought into the event. The venue may designate additional prohibited items.

5. Safety and staff instructions

- 5.1. Participants must comply with the safety instructions of the Organiser, the event venue, security personnel, medical staff and the competent authorities.
- 5.2. In an emergency, participants must follow the designated evacuation routes and staff instructions. Blocking emergency exits or access routes, or misusing safety equipment, is prohibited.
- 5.3. Participants must take part in programmes in a manner appropriate to their own health and abilities. In the event of illness, injury or a dangerous situation, event staff must be notified immediately.

6. Event programme and changes

- 6.1. The Organiser may make reasonable changes to the event programme, performers, venues and scheduled times where required for organisational, technical, safety or other justified reasons.
- 6.2. The modification, replacement or cancellation of an individual performer or programme element does not in itself constitute cancellation of the entire event programme.

6.3. If the entire event or a material part of it is cancelled, the Organiser and the travel organiser shall act in accordance with the applicable contracts and laws. Any legal decision relating to the travel package shall be made by GONZA Kft. (Alpesi Club) in its capacity as travel organiser.

7. Audio-visual recordings and data protection

7.1. At Ski Opening, Murau events, M Group and photographers, videographers, contributors and media partners authorised by M Group may make audio and visual recordings for the purposes of documenting, communicating and promoting the event.

7.2. The detailed conditions governing the use of recordings, the legal basis and duration of the processing and data-subject rights are set out in the Snowattack consolidated Privacy Notice in force from time to time and its Ski Opening, Murau project-specific annex. Where separate consent is required for the making or use of a recording, M Group will obtain such consent separately.

7.3. Admission to the event may be based on a booking ID or QR code. The processing of personal data relating to admission and event security is also governed by the Snowattack consolidated Privacy Notice.

8. Personal belongings and lost property

8.1. Participants are responsible for their own personal belongings. To the extent permitted by law, the Organiser shall not be liable for the loss, theft of or damage to unattended items.

8.2. Found items should, where possible, be handed to event staff or at a designated collection point. The Organiser may apply a separate procedure for the handling and retention of lost property.

9. Complaints and contact

9.1. Any comment or complaint concerning the event programme, admission, wristbands, the event venue or another event-related service may be submitted to FTI customer service or to event staff at the venue.

9.2. GONZA Kft. (Alpesi Club) is entitled and required to decide on the substance of complaints concerning the travel package, accommodation, transport, ski passes or other travel services. FTI may receive and forward such complaints in its capacity as a customer-service support provider.

10. Final provisions

10.1. The Organiser may amend these House Rules where justified. The current version is available through Snowattack's official communication channels and among the documents relating to the event.

10.2. Event-related matters not regulated by these House Rules shall be governed by the rules of the relevant event venue, applicable local laws and M Group's other event terms. Travel-related matters shall be governed by Alpesi Club's documents.