GENERAL TERMS AND CONDITIONS OF TRAVEL

TravelLines Szolgáltató Kft.

Snowattack International – Les 2 Alpes, 16–23 January 2027

These General Terms and Conditions of Travel contain, in a consolidated form, the general terms applicable to trips organised by TravelLines Szolgáltató Kft. and the special provisions applicable to the Snowattack International – Les 2 Alpes programme taking place from 16 to 23 January 2027. If a special provision applicable to the Snowattack International programme differs from a general provision, the special provision applicable to the Snowattack International programme shall prevail.

I. Tour organiser, applicable legislation, insolvency protection and regulatory supervision

Details of the Tour Organiser:
TravelLines Szolgáltató Kft.
Email: info@travellines.hu
Registered office: 1077 Budapest, Wesselényi u. 57, Hungary
Licence / registration number: U-000865
Office: 1027 Budapest, Margit krt. 29/A, Hungary
Tax number: 13998480-2-42
Telephone: +36 1 311 0586, +36 70 533 6622
Insurer providing insolvency protection: Alfa Vienna Insurance Group Zrt.

Applicable legislation. These General Terms and Conditions of Travel, contracts relating to travel services and the travel package shall be governed in particular by the provisions in force from time to time of Act V of 2013 on the Civil Code; Government Decree No. 472/2017 (XII. 28.) on contracts relating to travel services, in particular contracts for package travel and linked travel arrangements; Government Decree No. 213/1996 (XII. 23.) on tour operator and travel agency activities; and Act CLXIV of 2005 on Trade. Passengers qualifying as consumers shall also be subject to the consumer protection provisions in force from time to time.

For the Snowattack International – Les 2 Alpes programme taking place from 16 to 23 January 2027, Festival Travel International Kft. (registered office: 1055 Budapest, Szent István körút 29, ground floor, Hungary; company registration number: 01-09-991628; tax number: 24125262-2-41; email: info@festivaltravel.hu; telephone: +36 70 339 6339; travel agency registration number: U-001407; hereinafter: “FTI”) acts as the brand owner of Snowattack and, under the express authorisation of TravelLines, as a travel agent and first-line customer service provider. The organiser of the Snowattack event is M Group International Kft. The travel contract is concluded between the passenger and TravelLines; TravelLines bears sole responsibility for arranging and performing the travel package and for all tour-organiser decisions and obligations.

Without a prior decision by TravelLines, FTI is not entitled to decide on any refund or compensation, any modification of accommodation, transport, ski pass or another travel service, any change to the price of the travel package, or any material amendment to the travel contract.

II. Conclusion of the contract and booking

The passenger may book the trip in writing, in person, by telephone or electronically. The Snowattack International programme is booked through FTI in the Eventure system used by FTI. Booking through the Eventure system constitutes technical and administrative assistance only; irrespective of this, the travel contract is concluded between the passenger and TravelLines.

The person making the booking is responsible for the accuracy and completeness of the information provided. The passenger shall bear any documented additional costs arising from incorrect, incomplete or late information or from amendments made necessary as a result.

A person booking or paying on behalf of several passengers represents that they are authorised to represent all named passengers. They must provide those passengers with these General Terms and Conditions of Travel, the travel contract, the programme description and all material travel information. The person making the booking is responsible for ensuring that the details and declarations of the passengers included in the same booking are duly available.

A statutory representative may act on behalf of a minor or a person with limited legal capacity, and the consent required under applicable law is necessary for concluding the contract. TravelLines or FTI may request evidence of authority to represent and of the required consent.

The travel contract is concluded on condition that TravelLines confirms the booking, the passenger has read and accepted these General Terms and Conditions of Travel and the relevant programme description, and the deposit specified in the confirmation is paid by the due date.

TravelLines, or FTI acting on its behalf, shall provide the passenger on a durable medium, in good time before the start of the trip and at least five days before departure, with the final documents and information necessary to use the travel services. This shall include, in particular, the scheduled departure and arrival times, passenger pick-up points, intermediate stops, contact details and the necessary vouchers and tickets. The passenger must check the email address provided, including the spam folder, and immediately report any failure to receive the information.

Depending on the booking, the Snowattack International travel package may include, in particular, accommodation, coach travel or an own-transport option, a ski pass, equipment hire, ski lessons, transfers and other tourist services, as well as access to the Snowattack event. Inclusion of the Snowattack event service in the travel package does not in itself make FTI the tour organiser of the travel package.

III. Payment terms, deadlines and payment methods

For the Snowattack International 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. Where a booking is made within 45 days before the start of the trip, the full participation fee is due at the time of booking and conclusion of the contract, unless TravelLines provides otherwise in writing.

For online payments relating to the Snowattack International programme, passenger funds are paid directly to TravelLines. If payment in HUF by cash or bank card is available at FTI's office in Hungary under an authorisation from TravelLines, FTI receives the amount in the name and on behalf of TravelLines; the passenger's payment is deemed completed upon receipt by FTI. Unless the programme terms provide otherwise, the HUF equivalent of an amount payable in EUR shall be calculated using OTP Bank's foreign-currency selling rate applicable on the payment date.

In the event of late payment, TravelLines may charge a late-payment penalty of EUR 20 per booking for each commenced day of delay. Failure to comply with the payment obligation constitutes a breach of contract; TravelLines may cancel the booking and apply the cancellation rules set out in these Terms.

IV. Amendment and cancellation of the travel contract by the passenger

Unless otherwise stated in the programme, and provided the organiser can accommodate a request to amend an already confirmed package or service, the amendment fee is EUR 13 per occasion per person. If the

amendment is requested within 10 calendar days before the start of the trip or event, the fee is EUR 20 per occasion per person. An amendment requested on the day the trip or event starts costs EUR 30 per occasion per person, provided TavelLines can make the amendment. The amendment fee does not include any price difference between the original and amended service or any additional costs charged by service providers, which must also be paid by the Customer.

For the Snowattack International programme, the passenger may cancel the travel package in writing. The cancellation may be submitted to TravelLines or to FTI in its capacity as customer service provider. Cancellation becomes effective when the written notice demonstrably reaches TravelLines or FTI. Failure to appear shall constitute cancellation even without a separate cancellation notice, effective at the scheduled start time of the trip.

Cancellation charges for the Snowattack International programme:

- cancellation more than 60 days before the start date of the trip: EUR 130 per person;
- cancellation between the 60th and 31st day before the start date of the trip: 70% of the total participation fee;
- cancellation between the 30th and 20th day before the start date of the trip: 90% of the total participation fee;
- cancellation within 19 days before the start date of the trip or failure to appear: 100% of the total participation fee.

If an ancillary service connected with the travel package is subject to stricter, documented and actually incurred cancellation costs under the relevant supplier's own terms, the individual offer or programme terms may expressly provide for the application of those costs.

For a joint booking of a multi-bed room or apartment, if only some passengers cancel and the accommodation provider or another supplier consequently charges an empty-bed, capacity or other additional fee, the cancelling passenger may be required to bear that documented additional cost. An individual passenger selecting shared accommodation acknowledges that they may be placed in the same accommodation unit with other Snowattack participants.

After the start of the trip, the passenger may discontinue the trip at their own discretion by written notice. As a general rule, where discontinuation is attributable to the passenger, the passenger is not entitled to a refund for unused services that remained available in accordance with the contract, and must bear the costs of their return journey and any other arrangements. This does not affect the passenger's statutory rights in the event of lack of conformity or unavoidable and extraordinary circumstances.

V. Snowattack Event

Access to the Snowattack event and the related wristband provided as part of the Snowattack International – Les 2 Alpes, 16–23 January 2027 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 General Terms and Conditions of Travel 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 TravelLines Szolgáltató Kft. as the Tour Organiser; TravelLines Szolgáltató Kft. remains responsible towards the passenger for the proper performance of the travel package as a whole.

The passenger 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 passenger shall have the rights provided for in these General Terms and Conditions of Travel and the applicable legislation.

VI. Amendment and cancellation of the travel contract by the Tour Organiser

TravelLines may change the participation fee only for the reasons and in the manner permitted by law. A price increase may arise, in particular, from changes in energy or fuel costs for passenger transport, taxes, duties or other compulsory charges imposed by third parties not directly involved in performance, or the applicable exchange rate. The passenger shall be notified of the increase on a durable medium, together with reasons and a calculation, no later than 20 days before departure. If TravelLines reserves the right to increase the price, the traveller is entitled under applicable law to a price reduction if the same cost factors decrease. If the increase exceeds 8%, the traveller shall have the statutory rights of choice.

TravelLines may terminate the contract if the minimum number of participants stated in advance in the programme description and the individual travel contract is not reached. For a travel package lasting more than six days, the passenger must be notified no later than 20 days before the start of the package; for a package lasting 2–6 days, no later than 7 days before; and for a package lasting less than 2 days, no later than 48 hours before. If neither the programme description nor the individual contract specifies a minimum number of participants, the contract may not be terminated on this ground.

TravelLines may terminate the contract if unavoidable and extraordinary circumstances prevent performance of the travel package and it notifies the passenger without undue delay before the start of the package. Such circumstances may include, in particular, mandatory official restrictions, a serious security situation, war, an act of terrorism, a major public-health event, a natural disaster, a general strike or a transport disruption that actually makes performance impossible. In this case, TravelLines shall refund the full amount paid within the statutory time limit.

If, before the start of the trip, TravelLines is compelled to make a significant change to an essential element of the travel package, it shall clearly inform the passenger of the change, its effect on the price, the deadline for responding and the consequences of failing to respond. The passenger may accept the change, accept a suitable substitute package or, in the cases specified by law, terminate the contract without paying a termination fee.

If, after the start of the trip, a significant proportion of the services included in the travel package cannot be provided in conformity with the contract, TravelLines shall offer the passenger suitable alternative arrangements at no additional cost, where possible of equivalent or higher quality. If the alternatives are of lower quality or value, an appropriate price reduction shall apply. The passenger may reject the alternative arrangements only if they are not comparable with what was agreed in the contract or if the price reduction offered is inadequate.

TravelLines may undertake a new or additional obligation affecting FTI's financial risk that has not previously been agreed only after prior written consultation and mutual agreement between the Parties. This provision does not restrict TravelLines' independent decision-making authority as tour organiser or its statutory obligations.

VII. Lack of conformity and complaints handling

TravelLines is responsible for the proper performance of all travel services included in the travel package, irrespective of whether those services are performed by TravelLines or another service provider. If the passenger identifies a lack of conformity, they must report it without undue delay, having regard to the circumstances, to a TravelLines representative, FTI's on-site or customer service representative, or, where appropriate, the relevant supplier, and cooperate in remedying it. If TravelLines does not remedy the lack of conformity within a reasonable period specified by the passenger, the passenger may take action themselves in accordance with the law and request reimbursement of the necessary, documented expenses.

TravelLines shall provide appropriate assistance without undue delay to a passenger in difficulty, in particular by providing information on health services, local authorities and consular assistance, and by assisting with communications and finding alternative travel arrangements. If the passenger intentionally or negligently caused the difficulty, TravelLines may charge no more than the actual and proportionate cost of the assistance.

For the Snowattack International programme, FTI, as the first-line customer service provider, may receive enquiries and complaints by email, telephone and other published channels. A travel complaint demonstrably submitted to FTI is deemed communicated at the time of submission, but TravelLines has the right and obligation to determine it on its merits.

VIII. Accommodation, empty beds, security deposit and damage

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

At the time of booking, the passenger must disclose any special travel, transport, accommodation, accessibility, health or dietary requirements. Before conclusion of the contract, TravelLines shall state whether the requirement can be met; only a special requirement confirmed in writing is guaranteed. TravelLines shall attempt to accommodate a requirement communicated late, subject to availability, and the passenger may be charged any documented additional cost.

Upon arrival, the accommodation provider may require a security deposit by card or in cash. The passenger must compensate for any damage they cause. If the person responsible cannot be identified but the damage can be attributed to a specific accommodation unit or a clearly identifiable group of passengers, the security deposit associated with that unit or group may be applied to settle the damage, subject to the accommodation provider's rules and applicable law.

The precise check-in and check-out times are set out in the programme description or the Final Travel Information. For statutory registration purposes, the accommodation provider may inspect the passenger's identification document and record the necessary details, and may require a security deposit under the notified terms.

IX. Passenger conduct and exclusion

The passenger must comply with the rules and house rules in force from time to time in the destination country, at the accommodation, of the transport provider, at the ski area and at the Snowattack event. In the event of a serious or repeated breach, aggressive conduct, endangering others, causing damage, or the possession, consumption, supply or distribution of illegal narcotics or other illegal psychoactive substances, the passenger may be excluded from the trip and/or the event. Where exclusion is attributable to the

passenger, the passenger is not entitled to a refund for unused services and shall bear the resulting additional costs, without prejudice to mandatory consumer protection rules.

X. Special rules for skiing and winter programmes

Snowattack International is a winter skiing programme. Adverse snow conditions do not in themselves automatically constitute circumstances entitling the passenger to terminate the contract free of charge. When assessing performance, TravelLines shall consider together the statutory conditions, the actual operation of the ski area, the availability of the essential services of the package and any unavoidable and extraordinary circumstances.

XI. Baggage and ski/snowboard equipment

For coach travel under the Snowattack International programme, the passenger may carry the number, weight and dimensions of standard baggage specified in the programme description or the Final Travel Information, as well as no more than one set of ski or snowboard equipment. A ski or snowboard bag may be used only for sports equipment and items directly associated with it. The limit may be exceeded only with TravelLines' prior written consent and payment of any surcharge. TravelLines is not liable if the carrier refuses to transport baggage exceeding the limit. The passenger must keep valuables with them and supervise their baggage and personal belongings; baggage insurance and use of the accommodation safe are recommended. TravelLines' liability shall be assessed within the framework of mandatory legislation and applicable international conventions.

XII. Insurance

Unless expressly stated otherwise, the participation fee for the Snowattack International programme does not include accident, medical, baggage or trip cancellation insurance. Certain insurance products, especially trip cancellation insurance, may be taken out only by the deadline specified by the insurer and, in some cases, only at the time of booking. At the passenger's express request, FTI may assist in taking out EUB insurance as a tied insurance intermediary of Európai Utazási Biztosító Zrt. Insurance is a separate optional service; the terms applicable to it and the enforcement of claims are governed by EUB's insurance terms in force from time to time.

For skiing, snowboarding and other higher-risk winter sports, the passenger must arrange insurance cover that extends to the relevant sports activity and, where necessary, mountain rescue and repatriation.

Insolvency protection for TravelLines is provided by Alfa Vienna Insurance Group Zrt. (1091 Budapest, Üllői út 1, Hungary; telephone: +36 1 477 4800; www.alfa.hu). The insurance contract number stated in the travel contract template made available is 32086460. TravelLines shall state the current policy or contract number and current claims-handling contact details in the individual travel contract or booking documents. In the event of insolvency, the passenger may contact the insurer to obtain reimbursement of payments and, where the package includes transport, repatriation if required.

XIII. Data processing and the Eventure system

Booking and customer management processes for the Snowattack International programme may be carried out in the Eventure system. TravelLines and FTI act as independent controllers in respect of their respective processing purposes, while Eventure Solutions Kft. acts as FTI's processor and operator of the technical platform. Detailed rules on processing are set out in Festival Travel International Kft.'s Privacy Notice in force from time to time and its project-specific annex for Snowattack International 2027 – TravelLines.

XIV. Miscellaneous provisions

The passenger may transfer their rights and obligations under the travel package contract to a person who satisfies all conditions applicable to the contract. The intended transfer must be communicated on a durable medium within a reasonable period before the start of the trip; notice given at least seven days before departure shall in all cases be deemed reasonable. The transferor and the new passenger are jointly and severally liable for any outstanding balance and the actual, documented and reasonable costs of the transfer. TravelLines shall provide evidence of such costs.

The passenger is responsible for obtaining the necessary travel documents and complying with border, customs, health and other entry requirements, as well as with the laws and local rules of the destination country.

Matters not regulated by these General Terms and Conditions of Travel shall be governed by the applicable laws of Hungary. The parties shall primarily seek to settle disputes amicably; mandatory jurisdiction rules protecting consumers may not be restricted.

ANNEX I – STANDARD INFORMATION FOR PACKAGE TRAVEL CONTRACTS

The combination of travel services offered to you is a package within the meaning of Government Decree No. 472/2017 (XII. 28.). You will therefore benefit from all EU rights applying to packages. TravelLines Szolgáltató Kft. will be fully responsible for the proper performance of the package as a whole.

TravelLines Szolgáltató Kft. has the insolvency protection required by law to refund your payments and, where transport is included in the package, to ensure your repatriation in the event of its insolvency.

Key rights under the package travel rules:

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

2. There is always at least one trader responsible 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 tour organiser or travel agent.

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 rise, where the contract expressly provides for this possibility, and in any event no later than 20 days before the start of the package. If the increase exceeds 8%, the traveller may terminate the contract. If the tour organiser reserves the right to increase the price, the traveller is entitled to a price reduction if the relevant costs decrease.

6. Travellers may terminate the contract without paying a termination fee and obtain a full refund if any essential element of the package is changed significantly. If, before the start of the package, the tour organiser terminates the package, travellers are entitled to a refund and, where appropriate, compensation.

7. Travellers may terminate the contract without paying a termination fee before the start of the package in the event of unavoidable and extraordinary circumstances, and are entitled to a full refund, but not to additional compensation.

8. Travellers may terminate the contract at any time before the start of the package in return for 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 to the traveller at no additional cost. If a lack of conformity substantially affects performance of the package and the tour organiser fails to remedy it, the traveller may terminate the contract without paying a termination fee.

10. Travellers are entitled to a price reduction and, where appropriate, compensation in the event of non-performance or improper performance.

11. The tour organiser must provide assistance if the traveller is in difficulty.

12. If the tour organiser becomes insolvent, payments will be refunded. Where transport is included in the package, travellers' repatriation will be secured.

Government Decree No. 472/2017 (XII. 28.) is available in the Hungarian National Legislation Database: https://net.jogtar.hu/jogszabaly?docid=A1700472.KOR