

REFUND POLICY OF THE KULTÚRPARK ZRT.

Due to possible date changes affecting the Event after ticket purchase, Kultúrpark Zártkörűen Működő Reszvénytársaság (Kultúrpark Private Limited Liability Company) (address: 1095, Budapest, Soroksári út 60., company registration number.: 01-10-140483, hereinafter: "Park"), as the operator of Budapest Park, determines the ticket price in this document detailed provisions regarding refunds in accordance with the General Terms and Conditions (GTC) of the Park (hereinafter: "GTC", the GTC are available here: <https://www.budapestpark.hu/pages/aszf>). The terms in the present Refund Policy and also used in the GTC written with capital initial letter have the same meaning.

I. DEFINITION OF TERMS

1.1. Park: a venue for outdoor concerts and other events operated by the Park, located in District 9 of Budapest, an area bounded by Soroksári Road – Jenő Kvassay Road – Kálmán Könyves Boulevard, under the lot number 38034/6.

1.2. Event(s): Concerts and other events organized in Budapest Park by the Park or other event organizer, and events organized by the Park at external locations.

1.3. Entry Ticket: Entry Ticket for Events organized in Budapest Park, and Entry Ticket for Events organized by Budapest Park at an external location.

1.4. Ticket Buyer: The natural or legal person who buys tickets to Budapest Park and/or the Event organized by Budapest Park at the on-site ticket office operated by the Park and through the online interface or from the Park's ticket sales partners.

1.5. System: The Park's online internet system, operated with the involvement of a subcontractor, through which the Ticket Purchaser can purchase the Entry Ticket for the Event held in Budapest Park and/or organized by Budapest Park.

1.6. Voucher: a single-use, multi-purpose payment instrument issued by Budapest Park, which can be used for the purchase of tickets on the budapestpark.hu website or on the spot at the ticket office.

1.7. Refund: means the amount to be refunded in money, upon request through Budapest Park's official customer service channels – or in case of writing an e-mail via jegy@budapestpark.hu.

1.8. Ticket Transfer: means the automatic validity of the previously purchased Entry Ticket for the Event announced on the new date.

1.10. Ticket sales surfaces and partners (Ticket Distributors):

1.10.1. Ticket sales surfaces of Kultúrpark Zrt .:

Budapest Park website: www.budapestpark.hu

Oops (Hoppá) portal website: <http://hoppa.budapestpark.hu>

On-site ticket offices (Bp., Soroksári út 60.)

1.10.2. Permanent ticket sales partners in a valid contract with Kultúrpark Zrt., such as:
ticketportal.hu website and points of sale
tixa.hu
Simple by OTP mobile application
Permanent, secure ticket sales partner for e-ticket sales:
ticketswap.hu

Possible ticket sales partners for individual events:
eventim.hu website and sales points
oneticket.hu
tdf.hu (totaljegy.hu)
other

1.11. Cancelled Event: an Event that is cancelled and cannot be replaced

1.12. Disposition options: Ticket transfer, Change to voucher, Refund

II. GENERAL PROVISIONS

In case of cancellation or postponement of the event, the Ticket Buyer or the legal holder of the Entry Ticket is entitled, based on his/her own decision:

2.1. For ticket transfer

2.2. Change to a voucher

2.3. Refund in Cash or with SZÉP card

This Refund Policy does not apply to Tickets that were not issued as a result of a ticket purchase transaction in accordance with point 6 of the General Terms and Conditions, so this Refund Policy is only applicable to Tickets available for public sale (see: 1.10).

The Ticket Buyer or the legal holder can dispose of the Ticket for the Events rescheduled for the new date on the designated interfaces or by e-mail. If you choose the Voucher change or Cash/SZÉP card refund option, you can request a Voucher or Refund within 30 days from the announcement of the new date of the given concert, if no other deadline is specified by the organizer in the information e-mail about the change of date. The default choice is Ticket Transfer.

In the case of cancelled Events, the Ticket Buyer can choose the options described in points 2.2 and 2.3 from among the disposal options detailed in the next chapter.

The Concert Ticket can be exchanged for a Voucher and refunded in accordance with this Refund Policy only once. Therefore, it is not possible for us to re-validate the Ticket for the original concert after the previous Ticket has been converted into a Voucher, but the option of

purchasing with the Voucher is open for the new date of the original concert as long as there are tickets available on the Ticket Sales platforms and at partners, or after the concert has been converted into a Voucher will be held by the end of the year.

In the same way, we are not in a position to refund an Entry Ticket that has become a Voucher, except those cases when it was not the Ticket Buyer who disposed about the converting the ticket into a Voucher.

If the Entry Ticket was purchased from a Ticket Sales Partner (Ticket Distributor) and he/she fulfilled the refund request, neither a Refund nor a change to a Voucher can be requested from the Park.

In the case of a Voucher/Refund chosen instead of an Entry Ticket, the amount credited to the Voucher / the Ticket Buyer's bank account is the price of the previously purchased Entry Ticket, which does not include the handling fee.

The Ticket Buyer has the opportunity to choose different Disposition options for each Ticket in connection with the Ticket related to the transaction. In this case, from among the tickets included in the transaction, the Ticket Buyer can individually decide on the form sent to him/her for which Ticket or Tickets to request a Voucher or Refund, however, the value of a Ticket cannot be broken down.

III. DETAILS OF SOME DISPOSAL OPTIONS

2.1. Ticket transfer

The Ticket Buyer does not have to do anything, the Tickets will automatically be valid for the later, new date of the concert. Accordingly, in the event of a Ticket Transfer, the legal holder of the Entry Ticket is entitled to enter and participate in the Event to be held on the rescheduled new date, using the old Entry Ticket, without any further action. You can find out about the new dates here: <https://www.budapestpark.hu/pages/event-changes>

2.2. Change to a Voucher

The Voucher can be requested within 30 days of the announcement of the date of the new concert at jegy@budapestpark.hu. Vouchers can be redeemed for events announced by Budapest Park when purchasing the ticket until the end of the year following the request.

Requests for Vouchers are processed continuously, as soon as the Voucher is ready, the requester will be informed by e-mail. After that, the previously bought Admission Ticket will function as a Voucher. The Voucher can be validated up to the price of previously bought Entry Tickets, during any subsequent ticket purchase (by entering the number under the

barcode or QR code on the Park's website, or by handing over the previous Entry Ticket in person at the ticket office). The Voucher can be used for one purchase!

In our system, the conversion of concert tickets into Vouchers is accompanied by the issuance of a negative receipt, which serves as a correction receipt for the purchase of the original concert tickets, i.e. the invoice/receipt related to the previous transaction, i.e. NOT as a cancellation receipt. According to this, the negative receipt does not mean a refund of the value of previously purchased concert tickets, since there would be no cover for the value of the Voucher.

There are financial reasons for issuing a minus (corrective) receipt, so that the conversion of tickets into a Voucher can be done in a traceable and financially sound manner in our system. As the Voucher is a 'multi-purpose product', it is subject to a different tax rate, tax rule than the previously purchased Tickets that is why the issuing of a corrective receipt is needed.

The handling fee will not be indicated on the corrective receipt, because we will not charge a handling fee again when using the Voucher.

Instructions for using the Vouchers are included in the information e-mail sent by the Park about the completion of the Vouchers, which the Ticket Buyer will receive at the e-mail address provided in the previous purchase, in addition information is available at <https://www.budapestpark.hu/pages/gyik> in the paragraph titled as “process of redeeming vouchers” on the Park's website.

2.3. Refund in Cash or with SZÉP card

2.3.1. Entry Tickets purchased for Events organized by Kultúrpark Zrt. on the ticket sales platforms of Kultúrpark Zrt.

In the case of concerts rescheduled to a new date, the Park will examine refund requests, which will be processed on the basis of letters received at the e-mail address jegy@budapestpark.hu. In case of a legitimate request for a refund, the Park's procedure will come into effect, according to which the form required for checking and validating the data will be sent to the requester to fill out. Filling it out completely and correctly is an essential condition for the success of the Refund.

The amount of the purchase will be credited to the bank account/SZÉP Card belonging to the bank card used at the time of purchase by the buyer's bank.

The initiation of the refund by the Park is preceded by a data check. As soon as the refund is initiated by the Park, the Park will send a cancellation receipt to the e-mail address used for the purchase, and at the same time the Tickets will be cancelled.

The refund starts from our system at the same time as the cancellation receipt is sent, after which, depending on the bank, the amount should appear on the claimant's account within

approximately 2-10 working days. In the case of a refund to the SZÉP card, the credit can last up to 30 days. The time required to complete the credit varies from bank to bank, the Park has no influence on this the possible delay of the credit is not the responsibility of the Park.

2.3.2. Tickets purchased from a ticket sales partner for an Event organized by Kultúrpark Zrt
In the case of a Ticket purchased from a ticket sales partner, and if Kultúrpark Zrt. is the event organizer associated with the relevant ticket, the process detailed above will take place, with the difference that after the collection of requests and successful processing of the data, they will be handed over to the Ticket Sales partner. After that, the Ticket Sales Partner performs the necessary tasks related to the refund according to its own work order and schedule. This time may vary depending on the work schedule of the Ticket Sales Partner and the uniqueness of the needs, over which the Park has no influence and is not responsible for it.

2.3.3. Tickets purchased for an Event not organized by Kultúrpark Zrt.
If Kultúrpark Zrt. is not the organizer of the event, Budapest Park only provides the venue, then the refund process is the same as the above paragraph "Ticket purchased from a ticket sales partner". The Entry Ticket always contains the name of the organizer of the given Event.

2.3.4. Tickets for Events organized by Karl Media Group Kft.
Unlike what was described in the previous paragraph, events organized by Karl Media Group Kft. are an exception. In this case, the received refund request will be examined by the Park. In case of a legitimate request for a refund, the Park's procedure will come into effect, according to which the form required for checking and validating the data will be sent to the requester to fill out, if it has not already been filled out. Filling it out completely and correctly is an essential condition for the success of the Refund. After that, the organizer of the Event will carry out the necessary tasks related to the refund according to his/her own work order and schedule. This time may vary depending on the work schedule of the organizer of the Event and the uniqueness of the needs, over which the Park has no influence and is not responsible.

2.3.5. Common rules

Refunds will be made within a maximum of one year after submitting the request, provided a complete refund form and validated data are available. It is the responsibility of the person requesting a refund to ensure that the information on the refund request is correct.

If an OTP SZÉP Card, MKB SZÉP Card, or K&H SZÉP Card was used to purchase the Entry Ticket, the actual amount to be paid will be credited to the SZÉP Card, which may take up to 30 days depending on the bank administration.

In the case of cancelled Events, the application process does not change. In this case too, the refund can only be made if the claim is received, processed and successfully identified.

If the Ticket Buyer and the owner of the bank account affected by the credit are different persons, it is the exclusive obligation of these persons to settle accounts with each other. The responsibility of the Park in this regard is excluded.

If the Entry Ticket was sold through a Ticket Sales Partner, the refund rules are governed by the Terms and Conditions of the Ticket Sales Partner. The Park forwards requests of this type received to its e-mail address to the Ticket Sales Partner. At the same time, if the amount to be paid has been credited to the Ticket Sales Partner's bank account, it is the Ticket Sales Partner's sole obligation to settle accounts with the entitled person. The responsibility of the Park in this regard is excluded.

IV. ADDITIONAL PROVISIONS

4.1. Club concerts

Budapest Park held its Events in 2020 in accordance with the current legislation. Accordingly, the Club Concerts were held with less than 500 participants. Those Ticket Buyers were able to register for the Club Concerts primarily, who had chosen not to select the 2.2, 2.3 options, but they use their existing “big concert” Entry Ticket when entering the Club Concert, for the production of the same band or performer.

Participation in the Club Concert also meant the use of the Entry Ticket.

Those Ticket Buyers who had a Terrace Ticket and attended a Club Concert are entitled to compensation for the price difference. The method of reimbursement of the difference is the subject of a separate provision. The Ticket owner may choose from the options indicated in points 2.2, 2.3. The Park continuously processes the requests received at the e-mail address park@budapestpark.hu or in one case (Caramel on 03/09/2020) on the online form and, if eligible, initiates reimbursement of the claim, of which it informs the claimant by e-mail. If you choose the option 2.2 you can redeem the compensation voucher until December 31, 2022.

Valid: from July 18, 2022