GENERAL TERMS AND CONDITIONS

1. Service Provider

Company Name: Kultúrpark Private Co. Ltd.
Registered Office: 1095 Budapest, Fábián Juli tér 1., Hungary
Company Registration Number: 01-10-140483
Registering Authority: Company Registry Court of the Budapest-Capital Regional Court
Tax Number: 27059571-2-43, hereinafter: the Park

2. Definitions

2.1. **Budapest Park:** The area operated by the Park in District IX of Budapest, bounded by Soroksári út, Kvassay Jenő út and Könyves Kálmán körút, registered under lot number 38034/6, which serves as a venue for open-air concerts and other events.

2.2. **Budapest Park KoriPark (hereinafter: KoriPark):** The area within Budapest Park designated for catering and ice skating.

2.3. **Ice Rink:** The area designated for ice skating within the KoriPark area.

2.4. **Entry ticket:** An entry ticket to KoriPark, operated in Budapest Park, valid for the selected period (Normal or Peak Period) or, for the District IX ticket type, for the selected date.

2.5. **Supplementary Ticket:** A ticket used to top up discounted entry tickets, which the Ticket Buyer must purchase if they cannot present a valid document proving eligibility for the discount on entry at the venue. A Supplementary Ticket must also be purchased if the Ticket Buyer wishes to enter during the Peak Period with a Normal Period entry ticket. The price of the Supplementary Ticket equals the difference between the discounted price and the full price of a ticket in the same category, or the difference between the Normal Period and Peak Period ticket prices.

2.6. **Ticket Buyer:** The natural or legal person who purchases an entry ticket to Budapest Park KoriPark through the online platform operated by the Park or at the Park's on-site ticket offices.

2.7. **System:** The Park's online internet System, operated with the involvement of a subcontractor, through which the Ticket Buyer may purchase their entry ticket to the KoriPark operating in Budapest Park.

2.8. **Handling Fee:** A fee charged by Budapest Park in addition to the base ticket price for online ticket sales. It is the administrative fee charged to the Ticket Buyer for buying tickets online.

2.9. **Voucher:** A single-use, multi-purpose payment instrument issued by Budapest Park, which can be used to buy tickets on the www.budapestpark.hu and www.budapestpark.hu/hu/koripark websites or at the on-site ticket office.

2.10. **Peak Period:** Friday, Saturday, Sunday, and the school winter break.

2.11. **Normal Period:** Monday, Tuesday, Wednesday, Thursday, provided it is not a day of the school winter break.

3. Scope of the General Terms and Conditions

3.1. These General Terms and Conditions (hereinafter: GTC) set out the conditions for purchasing entry tickets to KoriPark operated by the Park, the rules for renting skates and skating aids (ice penguin/seal), and the rights and obligations of the Park and Ticket Buyers arising from the legal relationship created by the purchase and use of tickets.

3.2. The scope of these GTC extends to the Park, the Ticket Buyer, the holder of the entry ticket (if different from the Ticket Buyer) and any persons present in the KoriPark area without authorisation.

3.3. These GTC shall enter into force on 22 October 2026 and shall apply for the operating period of KoriPark in the 2026-2027 winter season.

4. General Provisions

4.1. With the involvement of a subcontractor, the Park operates an online System to facilitate the purchase of entry tickets to Budapest Park KoriPark. The Park's System enables the purchase of entry tickets to KoriPark in Budapest Park.

4.2. By purchasing the entry ticket, the Ticket Buyer declares that they have read the content of these GTC and accept the GTC as binding on themselves, and further declares that they have read the Data Processing Notice on the processing of their personal data (https://www.budapestpark.hu/hu/koripark/pages/adatkezelesi).

4.3. The rules and conditions for using the ice rink and entering the Budapest Park area are set out in the House Rules of Budapest Park in force at any given time (https://www.budapestpark.hu/en/pages/policy) and the KoriPark House Rules (https://www.budapestpark.hu/hu/koripark/pages/hazirend), both of which the Ticket Buyer accepts as binding on themselves by purchasing entry tickets and accepting these GTC. With regard to KoriPark, where the Budapest Park House Rules and the Budapest Park KoriPark House Rules contain conflicting provisions (for example, the entry conditions for minors), the Budapest Park KoriPark House Rules shall prevail.

4.4. The Park informs the Ticket Buyer, and the Ticket Buyer expressly acknowledges, that the Park is entitled to amend these GTC unilaterally. If the GTC are amended, the Park shall notify the Ticket Buyer by publishing the amendment on the GTC page (https://www.budapestpark.hu/hu/koripark/pages/aszf). Amendments take effect immediately upon publication on the website**.**

4.5. Any holder of an entry ticket who has obtained the ticket unlawfully acknowledges, by attempting to use the ticket, the provisions and obligations set out in these GTC as well as the House Rules of Budapest Park as binding upon themselves; however, they are not entitled to any of the rights granted under these GTC in relation to the Park.

4.6. The following entry tickets are available for entry to Budapest Park KoriPark:
- full-price tickets (Normal and Peak Period) and discounted tickets.
Ticket prices are available athttps://www.budapestpark.hu/hu/koriparkhttps://www.budapestpark.hu/hu/koripark.

Entry is free for children under 3.

We accept All You Can Move membership.
During the Normal Period (Monday–Thursday), the L package and higher allow one entry per day. With MultiPass, the GOLD package and higher allow two entries per day.
During the Peak Period (Friday–Sunday and the school winter break), the XXL package and higher allow one entry per day. With MultiPass, the Diamond package and higher allow two entries per day.
The All You Can Move card must be presented at the ticket office before entry to verify eligibility.

4.6.1. *Discounted entry tickets available during Normal and Peak Periods:*

a) child ticket (ages 3-6) / student ticket / over 65 / teacher (holders of a teacher ID card)

b) for holders of an address card showing a District IX address

c) on presentation of a MÁK (Hungarian State Treasury) card, the Park provides a discounted ticket to the cardholder for purchases at the on-site ticket office. This discount is not available for online purchases. The discounted ticket price is fixed, regardless of the period.

d) Supplementary Ticket

4.6.2. For discounted entry tickets, eligibility for the discount must be proven on entry to Budapest Park KoriPark with a valid photo ID! Failing this, the Ticket Buyer may be required to purchase a Supplementary Ticket.

4.6.3. A Peak Period entry ticket may also be used during the Normal Period, but the price difference is forfeited. Anyone wishing to use a Normal Period entry ticket during the Peak Period must purchase a Supplementary Ticket.

4.7. Entry tickets can also be purchased with a Budapest Park Voucher, but any difference cannot be refunded. Further information is available at:
https://www.budapestpark.hu/en/pages/voucher-regulations

4.8. The Park also offers skate and skating aid (ice penguin/seal) rental, for which a separate ticket must be purchased. Ticket prices are available at www.budapestpark.hu/koripalya/pages/kolcsonzes and on site.

4.8.1. Conditions for Renting a Skating Aid

By renting an ice penguin/seal (skating aid) provided by Budapest Park KoriPark, the person renting the skating aid accepts the following conditions:

They have read the House Rules of KoriPark, operated by the Park, and the applicable GTC, and accept them as binding on themselves.

They acknowledge that the Park assumes no liability for any damage or accident resulting from improper use of the skating aid or from failure to comply with the KoriPark rules of use and the House Rules.

They undertake to use the rented skating aid properly and to return it to Budapest Park KoriPark at the designated place by the end of the rental period.

They acknowledge that they are financially liable for the skating aid. If they cause any damage

to the rented skating aid, including defects and damage resulting from use beyond normal, intended use, they shall compensate the Park for the damage in full.
A further condition of renting a skating aid is that the rental fee is paid before the rental begins.
It is the renter's responsibility to return the skating aid to the rental point when the paid rental period expires.
If the renter does not return the skating aid to the rental point after the rental period, an overtime fee will be charged for every started half hour.
The rental fee is set for 30 minutes, must be paid in advance and is non-refundable even if the rental period is shorter. The skating aid can be rented for several 30-minute periods.
The rental price of the skating aid is available athttps://www.budapestpark.hu/hu/koriparkhttps://www.budapestpark.hu/hu/koripark.

4.8.2. Conditions for Skate Rental:
By renting skates provided by Budapest Park KoriPark, the person using the skate rental service accepts the following conditions:
They have read the House Rules of KoriPark, operated by the Park, and the applicable GTC, and accept them as binding on themselves.
They acknowledge that the Park assumes no liability for any damage or accident resulting from improper use of the skates or from failure to comply with the ice rink's rules of use and the House Rules.
They undertake to use the rented skates properly and to return them to Budapest Park KoriPark at the designated place no later than the end of the rental period. They acknowledge that they are financially liable for the skates. If they cause any damage to the rented skates, including defects and damage resulting from use beyond normal, intended use, they shall compensate the Park for the damage in full.
A further condition of skate rental is that the rental fee is paid before the rental begins.
The rental fee is not tied to a time limit: it covers the period until KoriPark closes that day, must be paid in advance and is non-refundable even if the rental period is shorter.
The rental price of the skates is available athttps://www.budapestpark.hu/hu/koriparkhttps://www.budapestpark.hu/hu/koripark.

4.9. The Park assumes no liability for any damage or accident resulting from improper use of the rented skates and skating aids or from failure to comply with the KoriPark rules of use and

the House Rules. The renter must use the rented skates and skating aids properly and return them to the Park at the designated place by the end of the rental period.

4.10. Entry tickets can be used during the opening period of KoriPark's 2026-2027 winter season, i.e. until 31 January 2027, for the selected period (Normal or Peak Period) or, for the District IX ticket type, on the selected date.

5. Nature and Conclusion of the Legal Relationship

5.1. The Park sells the Ticket Buyer an entry ticket entitling them to enter Budapest Park KoriPark. This legal relationship is created and performed when the price of the entry ticket is paid and the ticket is handed over to the Ticket Buyer or, for online purchases, sent to the e-mail address provided during the purchase. The Ticket Buyer (if the entry ticket remains in their possession), or whoever lawfully holds the entry ticket at the time, becomes entitled to enter the Budapest Park KoriPark area in appropriate clothing during the Normal or Peak Period shown on the entry ticket.

5.2. The Ticket Buyer or the holder of the entry ticket (if different from the Ticket Buyer) is not entitled to a refund if they do not wish to use, or are unable to use, their entry ticket for the given period. Persons without a valid entry ticket, or who obtained the entry ticket unlawfully, are not entitled to enter KoriPark.

5.3. The concluded contract does not qualify as a written contract and is not filed by the Park. The conclusion of the contract is proven by the electronically saved purchase data. The language of the contract is Hungarian.

6. Online Ticket Purchase Process, Payment

6.1. Entry tickets may be purchased online via the websitehttps://www.budapestpark.hu/hu/koriparkhttps://www.budapestpark.hu/hu/koripark.

6.2. After selecting the appropriate period and number of entry tickets, placing them in the shopping cart, and providing the required data, the Ticket Buyer may continue their purchase by clicking the 'Payment' button. Payment takes place through a secure online platform provided by a financial institution. Reservations cannot be made in the System. The Park assumes no liability for any errors that may occur during the bank payment process.

6.3. The Park sends the entry tickets, together with the electronic accounting document, to the e-mail address provided during the purchase once the bank transaction has been completed successfully. The Park assumes no liability for damage resulting from incorrectly provided e-mail addresses. If the Ticket Buyer does not receive the entry ticket within 24 hours of the purchase, they can report this to jegy@budapestpark.hu.

6.4. If the Ticket Buyer did not receive their entry ticket due to technical reasons, the Park shall resend it free of charge to the provided e-mail address upon the Ticket Buyer's request. In this context, it is the sole responsibility of the Ticket Buyer to report without delay if they have not received the entry ticket.

6.5. Entry tickets may be printed at home, but printing is not mandatory; they may also be presented via a digital device. The entry tickets are equipped with a unique QR code. It is the Ticket Buyer's responsibility to safeguard the entry ticket and present it upon entry to the KoriPark.

6.6. The prices of the entry tickets displayed in the System are gross prices, which include the amount of VAT.

6.7. The Park charges a Handling Fee in addition to the base ticket price for online ticket sales. This is the administrative fee charged to the Ticket Buyer for buying tickets online. The Handling Fee, set in HUF, is 5% of the price of the ticket being purchased, but at least HUF 300, and is charged at the time of purchase. If the Handling Fee would not be a whole number, the exact amount payable is calculated automatically according to the rules of mathematical rounding.

6.8. Tickets can also be purchased at the on-site ticket offices during their opening hours, in which case this Handling Fee is not charged.

6.9. Placing entry tickets in the shopping cart does not obligate the Ticket Buyer to purchase; the Ticket Buyer may delete entry tickets they do not wish to purchase from the cart at any time before payment.

6.10. It is possible to go back at any time before the bank payment, either to change the contents of the cart or the data, or to cancel the purchase. Data entry errors can be corrected in the same way (by going back and correcting the field containing the incorrect data). Thereafter, changes to the data can be requested by e-mail to jegy@budapestpark.hu. The Park assumes no liability for damage arising from incorrect or false data, or for technical

problems arising during the process, and the Ticket Buyer bears full responsibility for the truthfulness and accuracy of the data.

6.11. The Ticket Buyer acknowledges that due to the characteristics of the internet, the continuous operation of the System may be interrupted due to reasons beyond the Park's control. The Park does not guarantee the faultless and uninterrupted operation of the related website, nor the continuous faultless access to the System.

6.12. For security or maintenance reasons, the Park is entitled to suspend the operation of the System without prior information or notification.

6.13. The Park is liable for damages related to the purchase of the entry ticket only in case of intentional misconduct or gross negligence attributable to it, and this liability shall not exceed the value of the purchase transaction.

6.14. The Ticket Buyer acknowledges that the Park is not liable for any damage or abuse that arises during or as a result of the online payment.

6.15. The Ticket Buyer acknowledges and expressly undertakes that, after purchasing a ticket, they may use, promote or advertise the ticket only in accordance with the laws in force at any given time, in particular but not limited to Act LXXVI of 1999 on Copyright (hereinafter: Copyright Act) and Act XI of 1997 on the Protection of Trademarks and Geographical Indications (hereinafter: Trademark Act), subject to the restrictions set out in this chapter.

6.16. The Ticket Buyer acknowledges that, after purchasing a ticket, they may promote or advertise the ticket, or display it publicly in any form, only with the prior consent of the Park as copyright holder, given in a unilateral written declaration, or after concluding a licence agreement under Section 42 of the Copyright Act. The Ticket Buyer further acknowledges that if they use the trademark of the Park or of a third party to promote or advertise the ticket, they may do so only with the prior consent of the trademark holder, given in a unilateral written declaration, or after concluding a licence agreement under Section 23 of the Trademark Act.

6.17. The Ticket Buyer acknowledges that in the event of infringement of the rights of the copyright or trademark holder, the provisions of Section 94 of the Copyright Act, Section 27 of the Trademark Act, and the Civil Code shall apply.

7. Ticket Buyer's Data

7.1. Entry tickets are not personalised, but the data provided online by the Ticket Buyer are linked to the data of the purchased entry ticket in the Park's System.

7.2. The Park reserves the right to refuse the Ticket Buyer's order in justified cases, in particular if false or incomplete data are provided or in the event of any abuse of the System or the entry tickets.

7.3. The Ticket Buyer declares that the data provided in the System are true. The Park excludes its liability for damages resulting from data provided erroneously, incorrectly, or falsely by the Ticket Buyer, or from e-mail addresses provided erroneously, incorrectly, or falsely; however, it may claim compensation from the Ticket Buyer for any resulting damage. The Park is responsible for performance and invoicing in accordance with the data provided by the Ticket Buyer. The Park is entitled to verify the authenticity of the Ticket Buyer in case of doubt.

7.4. The Park processes the Ticket Buyer's data in accordance with the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council (General Data Protection Regulation, GDPR) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, based on the stipulations of the Data Processing Notice (https://www.budapestpark.hu/hu/koripark/pages/adatkezelesi).

7.5. If the Ticket Buyer subscribes to the Park's newsletter, the Park shall send them a newsletter at a frequency determined by the Park, and the Ticket Buyer may unsubscribe from this newsletter at any time. The Park also carries out data processing for marketing purposes based on the stipulations of the Data Processing Notice.

7.6. The Park acts with the greatest diligence expected in connection with the processing and storage of personal data. The Park assumes no liability for damages incurred beyond this.

8. Withdrawal from the Contract

8.1. The purchase can be cancelled at any time before payment is completed. After that, however, the Ticket Buyer has no right of withdrawal under Section 29(1)(l) of Government

Decree 45/2014 (II.26.), and the Park cannot take back or exchange the entry ticket or refund the purchase price.

8.2. The Ticket Buyer acknowledges that the Park is not liable for any damage or abuse that arises during or as a result of the bank card payment.

9. Rules Regarding the Ticket, Entry to KoriPark and Use of the Ice Rink

9.1. The entry ticket entitles the holder to enter Budapest Park KoriPark and use the ice rink.

9.2. Unless otherwise indicated on the entry ticket, the entry ticket entitles its holder to a single entry. Each entry ticket can only be used once. The person entitled to enter Budapest Park KoriPark is the one who first presents the entry ticket bearing the given QR code at entry. The entry ticket can be used if the QR code and the code next to it are clearly legible.

9.3. The Park is not obliged to print entry tickets or to replace lost, damaged or destroyed entry tickets.

9.4. The Park expressly reserves the right, if during entry to Budapest Park KoriPark there is any suspicion that the holder did not obtain the entry ticket lawfully or that someone is attempting to use it more than once, to request documents and/or proof from the ticket holder showing that the entry ticket was lawfully obtained or purchased, to assess their adequacy at its own discretion and, if no adequate document or proof is provided, to invalidate the entry ticket without refunding the purchase price and refuse entry to Budapest Park KoriPark.

9.5. Everyone visits Budapest Park KoriPark, including the ice rink, at their own risk.

9.6. Persons who are heavily under the influence of alcohol, intoxicated, or under the influence of drugs or other mind-altering substances may not visit KoriPark, even with a valid entry ticket.

9.7. To ensure the safe operation of KoriPark and the undisturbed enjoyment of visitors in KoriPark, the Park may remove from the entire Budapest Park area any visitor who breaches the conditions of participation, the House Rules of Budapest Park KoriPark or Budapest Park, or the instructions of the security service or other law enforcement bodies. No compensation may be claimed from the Park in the event of removal for such reasons.

9.8. Further rules for entry to KoriPark and staying on the ice rink are contained in the Budapest Park KoriPark House Rules.
(https://www.budapestpark.hu/hu/koripark/pages/hazirend)

9.9. If KoriPark does not operate for reasons attributable to the Park, or if the ice on the rink has melted due to the weather, the Ticket Buyer may use the unused entry ticket at another time until 31 January 2027, the last opening day of KoriPark, in line with the period shown on the purchased entry ticket (Normal or Peak Period). The Ticket Buyer may also upgrade a Normal Period entry ticket to a Peak Period entry ticket by purchasing a Supplementary Ticket at the on-site ticket office.
Information on the condition of the ice rink is available on site at the entrance gates or the ticket office. Online, it can be checked on the weather camera athttps://www.budapestpark.hu/hu/koriparkhttps://www.budapestpark.hu/hu/koripark.

9.10. A RePohár reusable cup system operates throughout Budapest Park, with several options to choose from: physical token, digital token or the Borrowed Cup function. More information is available here: https://www.budapestpark.hu/en/pages/faq
Our reusable cup service partner is RevoUnion Kft.
The one-time fee for a reusable cup is HUF 500 per cup, which can later be exchanged for a token (physical or digital). Damaged reusable cups that are unfit for further use cannot be taken back. Reusable cups cannot be exchanged for money.

9.11. The entire area of Budapest Park, with the exception of the ticket office, is cashless. Only card payments are accepted. A Festipay card, which can be topped up with cash, is available on site at the Park Shop and the ticket office. The card deposit is HUF 500. Any remaining balance on the card and the card deposit can be refunded at any time, but no later than the last opening day of the current winter season, at the Park Shop or the ticket office during opening hours. Only the deposit for Festipay cards issued at Budapest Park can be refunded at these locations.

10. Complaint Handling

10.1. If the Ticket Buyer has a complaint regarding the contract or its performance, they may make an oral or written complaint to the Park, and if they qualify as a consumer, they may also submit their complaint online via the ODR link, turn to a conciliation body as a form of alternative dispute resolution, or turn to the competent district office with their complaint.

10.2. The Ticket Buyer may submit complaints to the Park by e-mail to park@budapestpark.hu, orally in person or by phone at +36 1 434 7800, or by post to the Park's address (1095 Budapest, Fábián Juli tér 1.).

10.3. The Park shall examine an oral complaint immediately and remedy it as necessary. If the Ticket Buyer does not agree with how the complaint has been handled, or if the complaint cannot be investigated immediately, the Park shall promptly draw up a record of the complaint and its position on it and hand a copy to the Ticket Buyer in person. For complaints made by telephone, the Park shall send the copy electronically at the latest together with its response, within 30 days of the complaint.

10.4. The Park shall respond to the written complaint in writing as soon as possible, but no later than within 30 days of receipt. The Park shall state the reasons for its position rejecting the complaint.

10.5. If the Ticket Buyer encounters a problem, they may also use the online dispute resolution provided by the European Commission, a detailed description of which can be found athttps://ec.europa.eu/consumers/odr/main/?event=main.home.howitworkshttps://ec.europa.eu/consumers/odr/main/?event=main.home.howitworks. The initiation of online dispute resolution may be started athttps://ec.europa.eu/consumers/odr/main/?event=main.home.selfTesthttps://ec.europa.eu/consumers/odr/main/?event=main.home.selfTest.

10.6. The Ticket Buyer may also initiate the procedure of the conciliation body, and the Park shall cooperate in the conciliation body procedure. The Ticket Buyer who qualifies as a consumer may initiate their request before the Conciliation Body competent according to their place of residence or stay, or before the Conciliation Body competent according to the Park's registered office. The contact details of the Conciliation Body competent according to the consumer's place of residence or stay are available athttps://bekeltetes.hu/index.php?id=testuletekhttps://bekeltetes.hu/index.php?id=testuletek. The Conciliation Body competent according to the Park's registered office is the Budapest Conciliation Body operated by the Budapest Chamber of Commerce and Industry (Address: H-1016 Budapest, Krisztina krt. 99.; telephone: 06-1-488-2131; e-mail: bekelteto.testulet@bkik.hu; website:https://bekeltet.bkik.hu/https://bekeltet.bkik.hu/).

10.7. Further information about the conciliation body procedures and the submission of requests is available athttps://bekeltetes.hu/https://bekeltetes.hu.

10.8. The Ticket Buyer may also turn to the territorially competent district office regarding their consumer complaint. The district office acts as the first instance authority in consumer protection administrative matters. The territorial jurisdiction of the district offices is available athttps://jarasinfo.gov.hu/https://jarasinfo.gov.hu/.

11. Final Provisions

11.1. The Park shall file a criminal complaint against ticket counterfeiters and those involved in counterfeiting, as well as against persons committing other crimes.

11.2. The Park is entitled to engage subcontractors or other contributors in connection with these GTC.

11.3. In matters not regulated by these General Terms and Conditions (GTC), the provisions of Act V of 2013 on the Civil Code shall govern.