



# BUDAPEST PARK POLICY

## 1. Ticket Office/Park opening hours

**Ticket office opening hours during the concert season** [the ticket office is open from the opening of the spring season (first concert day - April) to the end of the autumn season (last concert day - October) as follows:

**On days without programs**, from Monday to Saturday between 14:00 and 19:00 (on Sundays and on public holidays without programs it is closed).

**On program days** from 14:00, closing half an hour before the Park closes. Opening times that may differ from this are indicated on our website (<http://www.budapestpark.hu>).

**Ticket office opening hours off the concert season** [the ticket office is open from the end of the autumn season (after the last day of concerts - October) to the opening of the spring season (before the first day of concerts - April) as follows:

On the days of the Park's winter opening hours, the ticket office is open during the Park's opening hours, more information about this can be found on the website [www.budapestpark.hu/koripalya](http://www.budapestpark.hu/koripalya) in the current winter season.

**The opening hours of the Park** may change depending on the weather and the program.

Everyone can visit the Park only at their own risk.

We reserve the right to change the program!

Concerts and other events can be held even in bad weather.

The dates indicated on the ticket and on the website are for informational purposes only, the duration of the concerts and other events following them may vary compared to those announced.

## 2. Entry to the Budapest Park area

- 2.1 The Park has the right to ask for entrance fees of different amounts for different programs, and to keep certain locations closed at its discretion, or to limit access to them in connection with private events.**

### Entrance tickets

**Concert ticket:** From gate opening until closing, it is valid for stays in the guest area of the Park, in the authorized areas belonging to the purchased ticket, its price depends on the program! With a valid concert ticket, the after-party following the concert can be visited for free.

Arena concert tickets entitle you to a single entry.

**ARENA CONCERT TICKETS ENTITLE YOU TO A ONE-TIME ENTRY**, after leaving the Park area, you cannot re-enter with the same ticket. **TERRACE TICKETS ENTITLE YOU FOR A ONE-TIME ENTRY.**



After the wristband is placed, it is non-transferable to another person. A damaged wristband is not valid and cannot be used for entry into the Park area.

**Party ticket:** Its price varies by program and is valid from the end of the concert of the given day until closing.

**PARTY TICKETS ENTITLE YOU TO A ONE-TIME ENTRY,** after leaving the Park area, you cannot re-enter with the same ticket.

Concert and party tickets cannot be resold, except through Ticketswap (<http://www.ticketswap.hu>). Party and concert tickets for events organized in the Park can only be purchased in the webshop (<https://www.budapestpark.hu/#tickets>) on the Park's website, at the Park's on-site ticket office or from Park's contractual partners (<https://tixa.hu>, <http://www.ticketportal.hu>). Tickets for events that are not or not exclusively organized by the Park can also be purchased on the organizer's own ticket sales website. Park does not take responsibility for tickets purchased from sources other than the ones mentioned above.

## 2.2 You can enter and leave the Park area only through the entrances guarded by the organizers.

The Park uses the assistance of a statutory personal and asset protection service set forth in Act CXXXIII of 2005. Before entering, or throughout the Park, the organizers and the security service may check the clothes and luggage of the guests pursuant to Act CXXXIII § 26 of 2005. The security service may refuse the bringing in of prohibited items, or the entry.

The security service has the right to remove specific persons or prevent entry. A person may be prevented from entering the Park area who:

- does not have a valid entry ticket;
- does not show his/her ticket at the entrance, despite being asked to do so;
- disregarding that the "arena and party ticket entitling to one-time entry" rule, he/she left the area of Budapest Park and then wants to come back with the previously validated ticket;
- does not submit to the necessary security screening;
- his/her clothing is inappropriate, dirty, or his/her general hygiene condition is inadequate;
- behaves aggressively towards other people;
- cannot prove his/her age with his/her identity card or other credible document, despite being asked to do so;
- cannot prove his/her eligibility for the afterparty season pass presented for entry with his/her identity card or other creditable document, despite being asked to do so;
- in case of persons under 18 years of age, he/she does not comply with what is written in clause 2.3 of the Budapest Park Policy;
- is heavily intoxicated or is in a dazed condition;
- was previously removed from the Park area.

**You cannot claim back the entrance fee if you were not allowed to enter or were removed from the Park due to the above.**



## 2.3 Entry conditions for guests under 18 years of age

**Under the age of 6**, admission to Budapest Park events is free - with the exception of the Pöttömkert (Toddlers' garden) event.

**Under the age of 16**, concerts can only be attended accompanied by a parent/guardian or an adult authorized by the parent/guardian. We only accept Parental Authorization, which can be found on our website, downloaded from there and filled in completely, for entry!

**Guests between the ages of 16 and 18** can attend the concerts unaccompanied with a Parental Declaration filled out by their parent/guardian in advance. We only accept the Parental Declaration found on our website, downloaded from there and completely filled in at the time of entry!

**If you are coming to a concert**, please note that only guests over the age of 18 can stay in the Park **after 23:00**. It is the responsibility of the adult accompanying the minor that the minor who attending the concert should leave the area of the Park by 23:00.

**Please note that our after events are open to visitors over the age of 18! After 21:00**, only those over the age of 18 can enter the Park. An exception to the above rule is if our guests between the ages of 16 and 18 attend the event with a parent.

## 2.4 Objects may not be brought into the Park or removed from it, the possession of which is illegal or which otherwise poses a threat to the safety of persons staying in the Park area.

## 2.5 Dogs and other domestic animals may not be brought into the Park area, with the exception of assistance dogs defined by law.

## 2.6 It is forbidden to bring bicycles into the Park's guest area. Our guests arriving by bicycle can leave their bicycles in the bicycle storage to the left of the main entrance. The bicycle storage is not guarded and is free to use. Budapest Park is not responsible for the bicycles stored there.

## 2.7 Only travel or sports bags, laptop bags, backpacks, and nylon bags smaller than 30x30x30 cm can be brought into the Park. It is not only forbidden to bring in a package larger than this, but you are also not allowed to appear at the security check with it. If it is unavoidable to arrive with such a package, and the size of the package does not exceed 30x30x30 cm or the package can be hung, it must be placed in the external luggage storage with limited space next to the entrance for a fee of HUF 499 per package.

No one is allowed to carry an umbrella in the Park area. Arriving umbrellas can be left in the cloakroom for HUF 499, for which Budapest Park will provide a rain poncho.

## 2.8. Luggage storage has a limited number of spaces, so there may be cases when luggage, including those whose bringing in is prohibited, cannot be stored by the Park due to lack of space in the cloakroom. Those who arrive with such luggage and the luggage storage space is full, will have to arrange the placement of their luggage themselves. Therefore, we ask everyone to leave their items and luggage at home if possible, with which entry is not allowed. When using the luggage storage, Budapest Park issues a ticket, which can later be used to get the put in luggage. If the

ticket is lost, a HUF 2,000 ticket re-production fee must be paid. In such a case, it is possible to get the values with their precise description. Budapest Park records the incident. The following items cannot be left in the luggage storage: packages over 30x30x30 cm in size not suitable for hanging, foodstuffs, legally prohibited items. The Park undertakes the safekeeping of items left in the luggage storage and cloakroom until closing on the same day (drop-off day). The Park assumes no responsibility for valuables left there.

The institution is not responsible for valuables, jewellery, cash exceeding the usual amount, or securities brought into the luggage storage. When using the luggage storage, visitors are obliged to mark the values present in the coat/bag that they hand over and to inspect the presence of the items placed in the luggage storage before taking them. If they notice any deficiencies in their valuables, they are obligated to immediately report it to the service provider on the spot.

**2.9. It is not allowed to bring into the Park** drinks and food purchased at counters outside the Park's central event venue; **drinks and food** not purchased in the Park area; **tools suitable for graffiti, paint spray and felt-tip pens.**

**2.10. For some productions, especially international productions, the list of items prohibited to bring to the event may be expanded upon the production's request.** Any object that is designed in a way that it could be used as an attacking weapon to endanger someone's physical integrity is strictly prohibited. Without claiming completeness, a few examples are: water bottle, thermos, perfume bottle, chain, other glass and metal objects, banners, flags, etc.

**2.11. For some productions, especially international productions,** cameras (regardless of type) cannot be brought into Budapest Park. In the case of other events, professional cameras cannot be brought into the Budapest Park area! A camera weighing more than 500 grams is considered a professional one.

**2.12. In summary:**

It is prohibited to bring the following items into the event area:

- a) Objects particularly dangerous to public safety,
- b) Firearms, gas or alarm weapons,
- c) Umbrellas, walking sticks, crutches (except for medical aids), flagpoles,
- d) Pyrotechnic devices, substances, explosives or detonators,
- e) Camping stoves,
- f) Flammable liquids (of fire hazard classes I-IV) such as solvents, paint additives, gasoline, etc.,
- g) Tools suitable for graffiti (e.g., spray paint cans, markers),
- h) Narcotics or substances with narcotic effects,
- i) Bicycles, motorised bicycles, scooters, roller skates, segways,
- j) Dogs, other pets (except for assistance dogs),
- k) Bags larger than 30x30x30 centimetres, laptop bags, backpacks, nylon bags,

- l) Remote-controlled flying devices (drones),
- m) Drinks and food purchased outside the event area,
- n) Fan and other banners, signs, flags without the permission of the responsible organizer,
- o) Professional cameras and cameras exceeding a weight limit of 500 grams.

If you plan to bring an item to Budapest Park that falls into one of the above categories but is not explicitly marked in this section, please contact [park@budapestpark.hu](mailto:park@budapestpark.hu) at least 5 days before the concert or program, and the Park will send you an email confirming your consent if the item can be brought into the Park. Otherwise, the Visitor will be informed that the object is prohibited.

### 3. Rules of conduct

#### 3.1 The Visitor is obliged to behave in the Park area in compliance with the general norms in accordance with the relevant legal regulations, the GTC and this policy.

Anyone can be removed from the Park who:

- endangers the lives, physical integrity, and property rights of other persons;
- the integrity of their property and the natural environment;
- behaves in a rowdy manner or otherwise justifies police action;
- incites against members of other social groups; or otherwise incites unrest in the audience with his/her aggressive behaviour;
- does not remove the prohibited objects from the area despite being asked to do so,
- did not enter the Park through the entrance or was previously removed from it;
- the organizers of the Park banned him/her from the area;
- his/her behaviour justifies the security intervention, and he/she does not comply with repeated calls for keeping the measures of the security service;
- who becomes so intoxicated and dazed that his/her condition requires medical intervention, and cannot be allowed back to the event from the medical care container.

You cannot claim back the entrance fee if you were not allowed to enter or were removed from the Park due to the above.

#### 3.2 Persons under the age of 18 may not purchase alcoholic beverages. During service at the counters, guests may be asked to prove their age with a valid document.

#### 3.3 By entering the Park area, the guest acknowledges that the Park, as well as contracted partners, contributors, press colleagues (according to the provisions of the separate contract applicable to them), other visitors and other third parties **may make sound and video recordings of the Events.**

Accordingly, by participating in the events, the guest expressly acknowledges that their face, appearance, and expressions may be recorded and communicated, with the fact that they can only be named with their express consent. Additional information on data management can be found at <https://www.budapestpark.hu/pages/adatkezelesi-tajekoztato>.

If the guest is considered a public figure, he/she can be named without his/her consent. In the foregoing displays, the creator of the display acquires an unlimited, transferable and exclusive right of use with respect to the guest in space, time and mode of use. The Park and the persons licensed by the Park shall be entitled to exploit, use (especially the promotion of events), reproduce, publish, adapt, publish, communicate to the public and distribute the display in relation to the Guest without limitation, without having to provide any compensation to the Guest for this. The guest acknowledges separately as well that the Park records the event and the concerts and programs, reproduces and distributes the recorded footage on image carriers, broadcasts or otherwise communicates it to the audience, rebroadcasts it or otherwise communicates it to the audience, including the case where the event, concerts, programs are made available to the public by wire or by any other means or method (for example via YouTube) in such a way that members of the public can individually choose the place and time of access. In connection with the display according to the above, the guest is not entitled to make any claims or demands against the Park.

## **4. Other provisions**

- 4.1** If any event is cancelled (does not start, or has to be closed at any stage) due to an external cause that cannot be prevented by the Park, program change due to the fault of the performer, force majeure, in that case the Park cannot be obliged to refund the ticket prices, or to pay compensation under any other legal title. The following events are classified as such in particular - but not exclusively - mandatory evacuation ordered by the authority, extraordinary weather conditions threatening life, physical integrity or property security; bomb alarm; other crime committed by a third party - endangering life, physical integrity or security of property.
- 4.2** The Park area is covered with boards. As a result of the weather, gaps and cracks can form on this covering, which can be a tripping hazard. That is why it is not recommended to step on such board covering in high-heeled shoes! Gaps, cracks and gaps that may develop on the board cover require extra attention from the guests. In case of rain, the surface may become slippery! Despite the above warning, the organizers are not responsible for any tripping, falling or any other accident and its consequences, especially but not exclusively in the area of the hill and on the stairs, arising from inattention on the part of the guests, especially but not exclusively due to the influence of alcohol.
- 4.3** In the Park area, several third parties independent of the Park provide services (e.g. food services). The Park assumes no responsibility for these services.
- 4.4** Phone charging cabinets have been set up in the merchandising shop in the Park. The phone charging cabinets are not guarded, the Park assumes no responsibility for the phones placed in them.
- 4.5** For the safety of our guests, "body surf" (when the audience carries a fan over the head of the cheering crowd towards the stage) is prohibited for the safety of our guests. If this were to

happen, the organizers would lead the person engaging in such activity to the edge of the venue. Anyone who repeats the "body surf" despite the above must leave the Park area!

- 4.6** If you experience any abnormalities or see an abandoned package, please report it immediately to the security staff or any of our staff! Please take care of your valuables, and if necessary, use the luggage storage!

- 4.7** We are not responsible for abandoned items! If, in order to return the abandoned item, Budapest Park's board covering has to be picked up, we can only undertake this if the owner of the item undertakes the costs of putting it back in order, which Budapest Park sets at HUF 10,000. Pick-up of the board covering can take place on a day without a program, at a time agreed with the Park.

We are not responsible for valuables left unattended in the Park or kept by our guests!  
The organizers are not responsible for any damage to persons or property!

- 4.8** If someone intentionally damages the property of the Park, he/she is liable for compensation for the entire damage. The amount of compensation is determined by Budapest Park in proportion to the extent of the damage caused.

- 4.9 Serving drinks:** In the case of some - mainly international - events, drinks must be served in glasses at the request of the performer, and/or drinks originally with caps can be given out after removing the caps. Glassware is not allowed in the Park guest area, therefore the whole bottle of drink (e.g. champagne) bought at the counter can be filled in a plastic cup.

- 4.10** In the event of an emergency, follow the instructions of the security staff and leave the area through the nearest emergency exit while remaining calm!  
In-Kal Security Events Kft. is responsible for the security of Park guests.

**4.11 ReCup system operates in Budapest Park:**

The Budapest Park's ReCup service partner in 2024 is Cup Revolution Kft.

When purchasing a ReCup, you can choose from several options:

Use of physical token

The Park charges a one-time glass fee for drinks purchased at the counter, the amount of HUF 500. After its purchase, the empty RevoCup glass is exchanged for a clean one at the counter with every drink purchase, or for a token, which can later be exchanged for a RevoCup at all Cup Revolution partners. If the customer already has a RevoCup reusable cup or token, he/she can use the cup or token, for which he/she will receive a new clean cup.

RevoToken application - Digital token

By downloading the application, it is possible to use a digital token.

RevoToken is a mobile application that also offers a solution for digitizing existing Cup Revolution tokens.

Borrow Cup function

With the „Borrow Cup function” of the RevoToken mobile application, you can use the entire open system of Cup Revolution free of charge. If the borrowed cup is given back to any Cup





Revolution partner listed on the Cup Revolution website and application, within 72 hours after its purchase, the use of the cup is completely free. If the borrowed cup could not be given back within 72 hours, the price of the cup will be charged from the registered bank card.

More info here: <https://cuprevolution.eu/b2c/gyik>

Damaged cups unfit for use cannot be given back or exchanged for tokens!

Budapest Park assumes no responsibility for abandoned cups.

In accordance with National Food Safety Office (NÉBIH) regulations, drinks can only be served in new, clean cups.

It is not possible to exchange a purchased ReCup or token for money.

The Park red tokens purchased in 2022 can be exchanged for a ReCup or/and finally a Cup Revolution token in the Budapest Park area. If the customer no longer wants to use the Park token, he can instead request a HUF 300 discount coupon on site at the Park Shop or at the ticket office during opening hours, which he can be used when buying tickets for previously announced Park events (concert, after-party, Pöttömkert, ice-skating ticket). The discount coupon can be validated during purchases at the Park's on-site ticket office or in the webshop of [www.budapestpark.hu](http://www.budapestpark.hu) until December 31, 2024.

One coupon can be used to purchase one ticket.

**4.12 The entire area of Budapest Park - except for the ticket office - is cashless.** Only card payment is possible (with bank card or Festipay card). It is possible to pay with a bank card, or to apply for a Festipay card on site at the Festipay top-up point within the Park and at the ticket office, which can be topped up with cash. The deposit fee for the card is HUF 500. The remaining money on the top-up card and the card fee can be redeemed at the Festipay top-up point within the Park during opening hours at any time, but no later than on the day of the last concert of the current season.

It is also possible to redeem the card fee and the amount left on it at the ticket office during the opening hours of the ticket office.

Only the deposit fee of the Festipay card bought in Budapest Park can be redeemed at the above locations. We are not responsible for the loss of the Festipay card.

**4.13** Some events may contain explicit content, which all guests acknowledge by participating in the event. Please take this into greater account when you bring your minor child with you or let him/her attend the event accompanied with another adult.

**4.14** Please be advised that lasers, strong and flashing lighting, as well as loud audio effects could occur over the course of the night, which could cause adverse reactions for those who may be sensitive.

## 5. Complaint handling



- 5.1 If the guest has any complaints regarding the purchase of tickets, the event, the contract with the Park or its fulfilment, he can make a verbal or written complaint to the Park, and if he/she is considered to be a consumer, he/she can also submit his/her complaint online via the ODR link, in the framework of alternative dispute resolution he/she can appeal to a conciliation board, as well as he/she can appeal to the competent district office with his/her complaint.
- 5.2 The guest can communicate his complaint to the Park via the e-mail address [park@budapestpark.hu](mailto:park@budapestpark.hu), orally in person and via the phone number +36 1 434 7800, as well as by sending a letter to the Park's address (1095 Budapest, Fábrián Juli tér 1).
- 5.3 The Park will investigate the verbal complaint immediately and remedy it as necessary. If the complainant does not agree with the handling of the complaint, or the immediate investigation of the complaint is not possible, the Park will immediately record the complaint and its position on it, and hand over a copy of it to the complainant in person, or at the latest at the same time as the response in the case of a telephone complaint, will be sent electronically within 30 days from the date of the complaint.
- 5.4 The Park will respond in writing to the written complaint as soon as possible, but no later than 30 days after receipt, gives reasons for his position rejecting the complaint.
- 5.5 If the guest has a problem, he can also use the online dispute resolution provided by the European Commission, a detailed description of which can be found at <https://ec.europa.eu/consumers/odr/main/?event=main.home.howitworks>  
Online dispute resolution can be initiated on this website:  
<https://ec.europa.eu/consumers/odr/main/?event=main.home.selfTest>
- 5.6 The guest can also initiate the conciliation board procedure, the Park also cooperates in the conciliation board procedure. A guest who is considered a consumer can initiate his/her request before the Conciliation Board competent according to his/her place of residence or residence, or before the Conciliation Board competent according to the seat of the Park. The contact details of the Conciliation Board responsible for the consumer's place of residence or stay are available at <https://bekeltetes.hu/index.php?id=testuletek>.  
The Conciliation Board responsible for the location of the Park is the Budapest Conciliation Board operated by the Budapest Chamber of Commerce and Industry (1016 Budapest, Krisztina körút 99.; phone: 06-1-488-2131; e-mail: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu); website : <https://bekeltet.bkik.hu/>)
- 5.7 Further information on conciliation board procedures are available at:  
[https://bekeltetes.hu/index.php?id=tajekoztatas\\_az\\_eljaras\\_meneterol](https://bekeltetes.hu/index.php?id=tajekoztatas_az_eljaras_meneterol)  
More information on submitting applications are available at:  
[https://bekeltetes.hu/index.php?id=panasz\\_bejelentese](https://bekeltetes.hu/index.php?id=panasz_bejelentese)
- 5.8 The guest can also contact the regionally competent district office regarding his/her consumer



complaint. In consumer protection official cases, the district office acts in the first instance. The jurisdiction of the district offices is available at: <https://jarasinfo.gov.hu/>

Our guests accept the Budapest Park Policy by purchasing a ticket or entering the Park.  
The fees indicated in the Budapest Park Policy include VAT.

**OPERATOR:**

Kultúrpark Zrt.

Seat: 1095 Budapest, Fábíán Juli tér 1.

Phone: +36 1 434 7800

**CONTACT DETAILS OF THE SECURITY SERVICE:**

In-Kal Security Events Kft.

Seat, Directorate: 1146 Budapest, Thököly út 68.

Phone: +36 1 273 2210

E-mail: [inkalevents@inkal.hu](mailto:inkalevents@inkal.hu)

We will investigate any complaints if they are reported to us at the email address [park@budapestpark.hu](mailto:park@budapestpark.hu).

WITH THANKS:

Organizers of Budapest Park

**WE WISH YOU MUCH FUN! – LEAVE REALITY BEHIND!**