BUDAPEST PARK POLICY

1. Ticket Office/Park opening hours

The ticket office is open from the first concert day in April until the last concert day in October. On non-program days, it operates Monday to Saturday from 14:00 to 19:00 (closed on Sundays and public holidays). On event days, it opens at 14:00 and closes 30 minutes before the Park closes.

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. Any changes to these opening times are posted on our website (http://www.budapestpark.hu).

The ticket office is open during the concert season (from the first concert day in April to the last in October) as follows: On days when the Park is open during the winter season, the ticket office operates accordingly. More information is available at: www.budapestpark.hu/koripalya **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). For events that are not organized by Budapest Park, or not exclusively by us, tickets may also be available through the organizer's own ticketing platform. Additionally, support for resale via Ticketswap may vary depending on the organizer.

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. Security may carry out random, more thorough bag checks and may ask guests to verify their identity with an ID card or another valid form of identification.

Security reserves the right to deny entry or refuse prohibited items if necessary.

Security is authorized to remove certain individuals or prevent them from entering. Entry to the Park may be denied to any person who...

- does not have a valid entry ticket;
- does not show their ticket at the entrance, despite being asked to do so;

- disregards the one-time entry rule for arena and party tickets by leaving the Park area and attempting to return with the previously validated ticket;
- does not submit to the necessary security screening;
- their clothing is inappropriate, dirty, or their general hygiene condition is inadequate;
- behaves aggressively towards other people;
- cannot prove their age with their identity card or other credible document, despite being asked to do so;
- cannot prove their eligibility for the afterparty season pass presented for entry with their identity card or other creditable document, despite being asked to do so;
- In case of persons under 18 years of age, they do 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 are not entitled to a refund of 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

Children under the age of 6 are admitted free of charge to events at Budapest Park. Children aged 6 and over must hold a valid ticket for entry. This rule does not apply to our PöttömPark event or to concerts organised by Live Nation Central and Eastern Europe Kft..

Entry to PöttömPark (MiniPark - Kid's program) is free for children under the age of 2.
Children under the age of 2 are admitted free of charge to events organised by Live Nation Central and Eastern Europe Kft..

Guests under the age of 16 may only attend concerts if accompanied by a parent or legal guardian, or by an adult authorised by a parent or legal guardian. Only the Parental Authorisation Form available on our website, downloaded and fully completed, will be accepted at entry.

Guests aged 16–18 may attend concerts unaccompanied only if they present a Parental Consent Form completed in advance by their parent or legal guardian. Only the Parental Consent Form available on our website, downloaded and fully completed, will be accepted at entry.

After 11:00 PM, only guests aged 18 and over may remain on the premises. It is the responsibility of the accompanying adult and/or the parent or legal guardian granting authorisation to ensure that minors leave Budapest Park by 11:00 PM. In the case of unaccompanied guests aged 16–18, this responsibility lies with the parent or legal guardian who completed the consent form.

Afterparty events are strictly for guests aged 18 and over.

Minor guests attending with their own parent or legal guardian may remain at events without time restrictions, provided they stay under their supervision.

Please note that these rules may vary for specific events. Any such changes will be communicated in the information provided for the relevant event.

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.

No one is allowed to carry an umbrella in the Park area. Arriving umbrellas can be left in the cloakroom for a fee, 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. If you need to leave a larger item or a bag containing prohibited objects at the external cloakroom window, please note that it cannot be collected from the internal cloakroom. Guests can only retrieve such items at the external cloakroom window by presenting their cloakroom ticket. When using the luggage storage, Budapest Park issues a ticket, which can later be used to get the deposited luggage. If the ticket is lost, a HUF 2,000 ticket replacement fee must be paid. In such a case, it is possible to retrieve the items with an accurate 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 Park is not responsible for valuables, jewelry, large amounts of cash, or financial instruments brought into the luggage storage.

When using the luggage storage, visitors are obliged to mark the valuables 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; **tools suitable for graffiti, paint spray and felt-tip pens.** Glass bottles, metal flasks, or plastic bottles with metal caps are not allowed inside, even if they are empty.

2.10. Legal mood enhancers and calming medications are not allowed inside the guest area of Budapest Park. If you must bring such items with you, please notify us in advance by emailing park@budapestpark.hu, or inform a member of the Vibe Team at the entrance on the day of the event. These items can be stored free of charge at the cloakroom. Other medications may be brought in only in their original packaging and in a reasonable quantity.

2.11. **For some productions, especially international productions, the list of items prohibited to bring to the event may be expanded at 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.

2.12. 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.

2.13. 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) Possession, consumption, sale or transfer of narcotic or mind-altering substances — including drugs and psychoactive materials — is strictly prohibited throughout the entire area of Budapest Park. This includes the entrance, guest areas, restrooms, backstage, and stage zones.

If such behavior is observed by security personnel or Park staff, the individual involved will be immediately escorted out of the premises.

In accordance with applicable laws, the possession, use, or distribution of substances classified as drugs is strictly forbidden on the premises of Budapest Park. Such actions constitute a criminal offense and are punishable by law. i) Bicycles, motorised bicycles, scooters, roller skates, segways, j) Dogs, other pets (except for assistance dogs), k) Bags larger than 30x30x30 centimetres (including laptop bags, backpacks, and nylon bags) are not allowed in the Park area. 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) Selfie stick, professional cameras and cameras exceeding a weight limit of 500 grams, p) Carabiners exceeding 8 cm in size, oversized keychains, or chains, accessories, or jewellery of oversized dimensions or unusual design.

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 at least 5 days before the concert or program, and the Park will send you an email confirming its approval 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 General Terms and Conditions (GTC), and this policy.

Anyone can be removed from the Park who:

- endangers the life, safety, or property of others;
- 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 their 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;
- their behaviour justifies the security intervention, and they do not comply with repeated instructions from the security service;
- and cannot be allowed back into the event after receiving care in the medical tent. 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, they can be named without their 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 makes it otherwise publicly available, 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. Such events include, but are not limited to, mandatory evacuations ordered by authoritiesf, 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, particularly, but not exclusively,

on hills and stairs, resulting from guests' inattention, 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 stations with power banks, operated by an external partner, are available at several points throughout the Park. For any questions or issues related to their use, please contact the service provider's customer support directly.

4.5 For the safety of our guests, body surfing — when audience members are passed overhead toward the stage — is strictly prohibited. If this were to happen, the organizers would escort the person to the perimeter 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, the wooden platform must be temporarily removed, 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, they are 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 RevoCup system operates in Budapest Park:

The Budapest Park's RevoCup service partner in 2026 is RevoUnion Kft.

When purchasing a RevoCup, 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 RevoUnion partners. If the customer already has a RevoCup reusable cup or token, they can use the cup or token, for which they 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, there is no charge for using the cup. If the borrowed cup is not returned within 72 hours, the price of the cup will be charged to 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 RevoCup or token for money.

At certain events, the production's own reusable cup may also be available. This will be communicated on-site no later than on the day of the event. The price of the presenter's

reusable cup is unique and may vary by presenter. The presenter's cup can only be purchased; we cannot provide a band-branded cup in exchange for another reusable cup or a token.

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). You can pay with a bank card or 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 the final concert day 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.

Some services available in the Park are operated by external partners (e.g. food vendors, band merchandise sellers). In such cases, the availability of Festipay as a payment option depends on the specific partner. Please note that some partners may only accept card payments.

4.13 Some events may contain explicit content, which all guests acknowledge by participating in the event. Please consider this carefully if you bring a minor child with you or let them attend the event accompanied by 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 may trigger adverse reactions in sensitive individuals.

5. Complaint handling

5.1 If a guest has any complaints regarding ticket purchases, the event itself, their contract with the Park, or its fulfillment, they may submit a verbal or written complaint to the Park. If the guest qualifies as a consumer, they may also submit their complaint online via the ODR platform, initiate alternative dispute resolution through a conciliation board, or contact the relevant district office with their complaint.

5.2 The guest can communicate their complaint to the Park via the e-mail address 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, Fábián 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 and provide justification if the complaint is rejected.

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 their request before the Conciliation Board competent according to their 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; 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

More information on submitting applications are available at:

https://bekeltetes.hu/index.php?id=panasz_bejelentese

5.8 The guest can also contact the regionally competent district office regarding their 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, Fábián 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

We will investigate any complaints if they are reported to us at the email address park@budapestpark.hu.

WITH THANKS:

Organizers of Budapest Park

WE WISH YOU MUCH FUN! – LEAVE REALITY BEHIND!