



REFUND POLICY

Due to possible changes of the Event dates after the purchase of tickets, Kultúrpark Zrt. - a private limited company (1095, Budapest, Fábrián Juli tér 1., Cg. 01-10-140483, hereinafter referred to as "Park") as the operator of Budapest Park, hereby sets out the detailed provisions for the refund of the ticket price in accordance with the General Terms and Conditions of the Park (hereinafter referred to as "GTC", the GTC can be found here: <https://www.budapestpark.hu/pages/aszf>) Capitalised terms used in these Refund Policy and in the GTC shall have the same meaning as in the GTC.

1 Definition of terms

- 1.1 Budapest 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 Buyer 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:** Refund of the ticket price in justified cases - due to cancellation of the event - to the bank account number of the credit card used for the purchase, in case of online purchase, in the case of on-the-spot purchases, after proof of purchase on the spot.
- 1.8 Ticket Transfer:** means the automatic validity of the previously purchased Entry Ticket for the Event announced on the new date.
- 1.9 Ticketing platforms and partners (Ticket distributors):**
 - 1.9.1 Ticket sales interfaces of Kultúrpark Zrt.:**
 - Budapest Park website: www.budapestpark.hu
 - Hoppá (Oops) portal website: <http://hoppa.budapestpark.hu>
 - On-site ticket offices (Budapest, Fábrián Juli tér 1.)



1.9.2 Permanent ticket sales partners in a valid contract with Kultúrpark Zrt., such as:

- ticketportal.hu website and points of sale
- tixa.hu
- 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)
 - funcode.hu
 - other

1.10 Cancelled Event: an Event that is cancelled and cannot be replaced

1.11 Disposition options: Ticket transfer, Refund

2. General provisions

The Park and/or the organizer of the Event will notify the affected parties and the public of the postponement or cancellation of the Event in a separate information letter or notice. These regulations govern the issues that are not provided for in the information on the postponement or cancellation of the Event at all or differently.

2.1 In the event of a postponement of an Event, the Ticket Buyer or the legitimate holder of the Ticket shall be entitled, at its own discretion, to:

2.1.1 Ticket transfer.

2.1.2 For cash or SZÉP card refunds.

For Events rescheduled (postponed) to a new date, the default choice is Ticket Transfer. The relevant Ticket may be disposed of by the Ticket Buyer or the rightful holder via the designated interfaces or by email if the Cash or SZÉP card refund would be used. If the Cash/SZÉP card refund option is selected, a refund can be requested within 30 days of the announcement of the new date of the concert, unless a different deadline is specified in the information e-mail about the date change, but no later than the day before the new date of the Event. If the deadline has expired, the Ticket Transfer is valid. The default option is Ticket Transfer, if the Ticket Buyer does not have a different option, this option applies.

2.2 In the event of a cancellation of an Event, the Ticket Buyer or the legitimate holder of the Ticket shall be entitled, at its own discretion:

2.2.1 For cash or SZÉP card refunds

In the case of cancelled Events (absence of event), the Ticket Buyer or the legal holder does not have to dispose of the Ticket, the refund will be automatically initiated based on the information provided by the Organizer. The default choice is Refund. If the Ticket Buyer has



paid for the Ticket with a Voucher, the refund will not be made in cash or on SZÉP card, but the Voucher will be revalidated.

This Refund Policy does not apply to a Ticket that was not issued as a result of a ticket purchase transaction in accordance with Clause 6 of the GTC, so this Refund Policy applies only to Tickets available for public sale (see 1.9.).

Refunds of Tickets for concerts may only be made once in accordance with this Refund Policy. So we will not be able to revalidate the Ticket for the original concert following a previous Ticket Refund, but the option to purchase with a Voucher, an additional accepted form of payment, will remain open for the new date of the original concert as long as tickets are available on Ticketing Platforms and from partners.

If the Ticket has been purchased from a Ticket Sales Partner (Ticket Distributor) and the Ticket Distributor has fulfilled the refund request, no refund can be requested from the Park.

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

In relation to the Tickets related to the transaction, the Ticket Buyer has the possibility to choose a different Disposition Option per Ticket. In this case, from among the tickets included in the transaction, the Ticket Buyer can indicate in an email which Ticket or Tickets he is requesting a Refund or Ticket Transfer for, however, the value of a Ticket cannot be broken down.

3. Details of certain disposal options

3.1 Ticket transfer

The Ticket Buyer has nothing to do, the Tickets will automatically be valid for the later, new date of the concert (if any). Accordingly, in the event of a Ticket transfer, the legitimate holder of the Ticket shall be entitled to enter and participate in the Event on the rescheduled new date without any further action, using the old Ticket. However, the organizer of the Park or the Event may stipulate that the Ticket Buyer must exchange the Ticket for a new ticket free of charge at the on-site ticket office before entering. In this case, the organizer of the Park or the Event will definitely inform the Ticket Buyer in writing, at the email address provided at the time of purchase. The public will be informed about the postponement or cancellation of the Events on public platforms and in circulars.

3.2 Cash or SZÉP card refund

3.2.1 Tickets purchased for Events organized by Kultúrpark Zrt. (Park) on ticket sales platforms of Kultúrpark Zrt. (Park)

The Park will inform Ticket Buyers in writing whether a refund is automatic for a given event or whether it is necessary for the Ticket Buyer to submit a refund request. You can request a



refund at the Park by filling out a Google Form or by sending an email to jegy@budapestpark.hu.

In the event of a legitimate claim for a refund, the Park's procedure will come into effect, according to which the form required to check and validate the data will be sent to the claimant to fill out.

The amount of the purchase will be credited by the customer's bank to the bank account/SZÉP Card of the bank card used at the time of purchase, in case of payment by voucher, the voucher will be revalidated.

The Ticket Buyer can indicate the change in the bank account by the deadline indicated in the information sheet - this may vary from event to event and due to the organizers - and if the Park refunds the price of the Entry Tickets with an automatic refund, the refund process will begin after the deadline has passed.

The initiation of the refund by the Park is preceded by a data check. As soon as the Refund is initiated from the Park's website, 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 is initiated from our system at the same time as the cancellation receipt is sent, after which the amount should appear on the claimant's account within approximately 2-10 working days, depending on the bank. 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. The voucher is revalidated at the same time as the cancellation receipt is sent.

3.2.2 Tickets purchased from a ticket sales partner for an Event organized by Kultúrpark Zrt. (Park)

In the case of a Ticket purchased from a Ticket Sales Partner, and if the Park is an event organizer related to the relevant Event, 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 will carry out 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, which the Park has no influence on and is not responsible for.

3.2.3 Tickets purchased for an Event not organized by Kultúrpark Zrt. (Park)

If the Park is not the organizer of the Event, Budapest Park only provides the venue, then the Refund process for Tickets purchased on the Park's ticket sales platforms is the same as in the paragraph "Tickets purchased from a Ticket Sales Partner" above, with that the Park handing over the data required for the refund to the organizer of the Event, or the Park refunding it itself. For a Ticket Buyer who did not purchase his/her Ticket for an Event not organized by the Park on the Park's ticket sales platform, the Park will not issue a Refund, in this case, you should



inquire with the organizer or the ticket seller about refund options. The Ticket always includes the name of the organiser of the Event. Some organisers will draw up and publish a separate policy on refunds in the event of cancellation of the Event, which will also be available on the Park's website. If such a policy exists, that policy must be applied to the refund.

3.2.4 Common rules

Refunds will be made no later than one year after the request was submitted.

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 will be made automatically if the event is cancelled, or if the event is postponed, it can be made if the refund request is indicated in writing and successfully identified.

If the Ticket Buyer and the owner of the bank account to which the credit is issued are different persons, they shall be solely responsible for settling accounts with each other. The responsibility of the Park in this regard is excluded. If the 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. If the amount to be paid has been credited to the Ticket Sales Partner's bank account, the Ticket Sales Partner's sole obligation is to settle accounts with the entitled person. The responsibility of the Park in this regard is excluded.

4. Additional provisions

4.1 Club concerts

Budapest Park held its Events in 2020 in accordance with the current legislation. If the Ticket Buyer was entitled to compensation due to the price difference and chose a compensation voucher, the deadline for using it was December 31, 2022, according to previous information.

Valid: from August 01, 2023