REFUND POLICY

Due to possible changes to Event dates after the purchase of tickets, Kultúrpark Zártkörűen Működő Részvénytársaság (1095 Budapest, Fábián Juli tér 1., company registration number 01-10-140483; hereinafter: the "Park"), as the operator of Budapest Park, hereby sets out the detailed provisions on the refund of ticket prices, in accordance with the General Terms and Conditions of the Park (hereinafter: the "GTC", available at: https://www.budapestpark.hu/en/pages/conditions). Capitalised terms used in this Refund Policy that are also used in the GTC have the same meaning as in the GTC.

1. Definitions

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

1.2 Event(s): concerts and other events held in Budapest Park and organised by the Park or another event organiser, as well as events held at external venues and organised by the Park.

1.3 Admission Ticket: an admission ticket for Events held in Budapest Park, or for Events organised by Budapest Park at an external venue.

1.4 Ticket Buyer: the natural or legal person who purchases an Admission Ticket for Budapest Park and/or for an Event organised by Budapest Park at the on-site ticket office operated by the Park, 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 an Admission Ticket for an Event held in Budapest Park and/or organised 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 the cancellation of an event — made, in the case of online purchases, to the bank account belonging to the bank card used for the purchase and, in the case of on-site purchases, on the spot upon proof of purchase.

1.8 Ticket Transfer: means that the previously purchased Admission Ticket is automatically valid for the Event announced for the new date.

1.9 Ticketing platforms and partners (Ticket Distributors)

1.9.1 Ticket sales platforms of Kultúrpark Zrt.:

- Budapest Park website: www.budapestpark.hu
- Hoppá portal website: http://hoppa.budapestpark.hu
- On-site ticket offices (1095 Budapest, Fábián Juli tér 1.)

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

- the ticketportal.hu website and its points of sale
- tixa.hu
- permanent ticket sales partner providing secure resale of e-tickets: ticketswap.hu
- possible ticket sales partners for individual events:
- – the eventim.hu website and its points of sale
- – oneticket.hu
- – tdf.hu (totaljegy.hu)
- – funcode.hu
- – other

1.10 Cancelled Event: an Event that is cancelled and will not be rescheduled.

1.11 Disposition options: Ticket Transfer, Refund.

2. General provisions

The Park and/or the organiser of the Event notifies the persons concerned and the public of the postponement or cancellation of an Event in a separate information letter or notice. This Refund Policy governs any matters on which the information on the postponement or cancellation of the Event does not provide at all, or provides differently.

2.1 In the event of the postponement of an Event, the Ticket Buyer or the lawful holder of the Admission Ticket is entitled, at their own discretion, to:

2.1.1 Ticket Transfer

2.1.2 Cash or SZÉP card refund

For Events rescheduled (postponed) to a new date, the default option is Ticket Transfer. If the Ticket Buyer or the lawful holder wishes to use the cash or SZÉP card refund option, they may dispose of the relevant Admission Ticket via the designated interfaces or by email. If the cash/SZÉP card refund option is selected, a Refund may be requested within 30 days of the

announcement of the new date of the concert — unless the organiser specifies a different deadline in the information email about the date change — but no later than the day before the new date of the Event. Once the deadline has expired, Ticket Transfer applies. The default option is Ticket Transfer: if the Ticket Buyer does not make a separate declaration, this option applies.

2.2 In the event of the cancellation of an Event, the Ticket Buyer or the lawful holder of the Admission Ticket is entitled, at their own discretion, to:

2.2.1 Cash or SZÉP card refund

In the case of Cancelled Events, the Ticket Buyer or the lawful holder does not need to dispose of the Admission Ticket; the Refund is initiated automatically on the basis of the information provided by the organiser. The default option is Refund. If the Ticket Buyer paid for the Admission Ticket with a Voucher, the refund is not made in cash or to a SZÉP card; instead, the Voucher is revalidated.

This Refund Policy does not apply to an Admission Ticket that was not issued as a result of a ticket purchase transaction under Clause 6 of the GTC; accordingly, this Refund Policy applies only to Admission Tickets available in public sale (see point 1.9).

An Admission Ticket for a concert may be refunded under this Refund Policy only once. Accordingly, following a previous Refund of an Admission Ticket, we are not able to revalidate the ticket for the original concert; however, the option to purchase — with a Voucher or any other accepted means of payment — remains open for the new date of the original concert for as long as tickets are available on the ticketing platforms and from the partners.

If the Admission Ticket was purchased from a ticket sales partner (Ticket Distributor) and the Ticket Distributor has fulfilled the refund request, no Refund may be requested from the Park.

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

With respect to the Admission Tickets belonging to the same transaction, the Ticket Buyer may choose a different disposition option for each Admission Ticket. In this case, the Ticket Buyer may indicate by email which Admission Ticket(s) of the transaction they request a Refund or Ticket Transfer for; the value of a single Admission Ticket cannot, however, be split.

3. Details of the individual disposition options

3.1 Ticket Transfer

The Ticket Buyer has nothing to do: the Admission Tickets automatically remain valid for the later, new date of the concert (if any). Accordingly, in the case of a Ticket Transfer, the lawful holder of the Admission Ticket is entitled, without any further action, to enter and attend the Event held on the rescheduled new date using the old Admission Ticket. However, the Park or the organiser of the Event may also require the Ticket Buyer to exchange the Admission Ticket, free of charge, for a new ticket at the on-site ticket office before entry. In such cases, the Park or the organiser of the Event will in any case inform the Ticket Buyer in writing, at the email address provided at the time of purchase. The public is informed of the postponement or cancellation of Events on public platforms and in circulars.

3.2 Cash or SZÉP card refund

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

The Park informs Ticket Buyers in writing whether the refund for a given event is automatic or whether the Ticket Buyer needs to submit a refund request. Refund requests may be submitted to the Park by completing a Google Form or by writing to jegy@budapestpark.hu.

In the case of a legitimate refund claim, the Park's procedure takes effect: the form required for checking and validating the data is sent to the claimant for completion.

The purchase amount is credited by the customer's bank to the bank account or SZÉP card belonging to the bank card used at the time of purchase; in the case of payment by Voucher, the Voucher is revalidated.

The Ticket Buyer may notify the Park of any change in their bank account by the deadline indicated in the information — this may vary by event and organiser — and where the Park refunds the price of the Admission Tickets automatically, the refund process begins 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 also initiated on the Park's side, the Park sends a cancellation receipt to the email address used for the purchase, and the Admission Tickets are invalidated at the same time.

The Refund is initiated from our system at the same time as the cancellation receipt is sent; thereafter, depending on the bank, the amount should appear on the claimant's account within approximately 2–10 working days. In the case of a refund to a SZÉP card, the credit may take up to 30 days. The time required for the credit varies from bank to bank; the Park has no influence over this, and any delay in 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 Admission Tickets purchased from a ticket sales partner for an Event organised by Kultúrpark Zrt. (Park)

In the case of an Admission Ticket purchased from a ticket sales partner, and where the Park is the event organiser of the Event concerned, the process described above takes place, with the difference that after the collection of the requests and the successful processing of the data, the data are handed over to the ticket sales partner. The ticket sales partner then carries out the tasks necessary for the Refund according to its own working order and schedule. The time required may vary depending on the working order of the ticket sales partner and the specific nature of the requests; the Park has no influence over this and bears no responsibility for it.

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

Where the Park is not the organiser of the Event and Budapest Park only provides the venue, the refund process for Admission Tickets purchased on the Park's ticket sales platforms is the same as described in the paragraph 'Admission Tickets purchased from a ticket sales partner' above, with the difference that the Park hands over the data required for the Refund to the organiser of the Event, or refunds the amount itself. The Park does not provide a Refund to a Ticket Buyer who purchased their Admission Ticket for an Event not organised by the Park other than on the Park's ticket sales platforms; in such cases, please contact the organiser or the ticket seller about the refund options. The Admission Ticket always includes the name of the organiser of the given Event. Some organisers draw up and publish their own policy on refunds applicable in the event of the cancellation of the Event, which is also available on the Park's website. Where such a policy exists, that policy applies to the refund.

3.2.4 Common rules

The Refund is completed no later than one year after the submission of the request.

If an OTP SZÉP card, MKB SZÉP card or K&H SZÉP card was used to purchase the Admission Ticket, the amount actually payable is credited to the SZÉP card, which may take up to 30 days depending on the bank's administration.

In the case of Cancelled Events, the request process does not change. In this case, too, the Refund is made automatically where the Event is cancelled or, where the Event is postponed, it may be made upon a refund request indicated in writing and successfully identified.

If the Ticket Buyer and the holder of the bank account to be credited are different persons, it is their exclusive obligation to settle accounts with each other; the Park's responsibility in this respect is excluded. If the Admission Ticket was sold through a ticket sales partner, the rules of the Refund are governed by the terms and conditions of the ticket sales partner. The Park forwards any such requests received at its email address to the ticket sales partner. If the amount payable has been credited to the ticket sales partner's bank account, it is the exclusive obligation of the ticket sales partner to settle accounts with the entitled person; the Park's responsibility in this respect is excluded.

4. Additional provisions

4.1 Club concerts

Budapest Park held its Events in 2020 in accordance with the legislation in force at the time. If the Ticket Buyer was entitled to compensation on account of a price difference and chose a compensation voucher, the deadline for using it was 31 December 2022, in line with the previous information.

Valid from: 1 August 2023