VOUCHER REGULATIONS

Voucher: a single-use, multi-purpose payment instrument issued by Budapest Park, which can be used for the purchase of tickets on the www.budapestpark.hu website or on the spot at the ticket office, for events designated by Budapest Park.

1. Mandatory content elements of the voucher

- issuer details:
  - Kultúrpark Zrt.

1095 Budapest, Fábián Juli tér 1.

tax number: 27059571-2-43

- reference to the voucher (voucher)
- issue value
- the period of use
- sales and redemption information
- serial number

2. Issuance of the voucher

2.1 The voucher is an electronically generated document.

2.2 The voucher does not qualify as money or securities.

2.3 Forgery of a voucher is a criminal offense.

2.4 The purchase price of the voucher may not differ from the issue value of the voucher. When purchasing a voucher, we charge a handling fee in addition to the voucher purchase price. We provide more information on the amount of the handling fee on the website.

2.5 By purchasing the voucher or obtaining it in any way, the buyer accepts as binding the voucher regulations in force from time to time.

2.6 The loss or destruction of the voucher does not entitle you to request a replacement voucher or to reclaim the purchase price. This provision does not affect the consumer's right of withdrawal and other consumer rights guaranteed by law.

3. Vouchers can be purchased as follows:

- **Online:** On the website of Budapest Park, on the pages www.budapestpark.hu/utalvany and www.budapestpark.hu/voucher.
- **In person:** At the Budapest Park Ticket Offices, according to the opening hours announced in the FAQ (Frequently Asked Questions). It is available at www.budapestpark.hu/pages/gyik and www.budapestpark.hu/en/pages/faq.

4. Use of the voucher

4.1 The use of the voucher is subject to the deadline indicated on the voucher (period of use). The voucher can be redeemed until the deadline indicated on the voucher during the ticket purchase of the concerts announced by Budapest Park. We will not be able to redeem the value of the voucher after the period of use.

4.2 The voucher can be redeemed from the date of purchase until the end of the following calendar year. An exception is vouchers purchased in 2020, which can be redeemed until December 31, 2022.

4.3 The owner of the voucher is entitled to purchase tickets for the concerts announced by Budapest Park during the period of use at the issue value by redeeming the voucher. The voucher can only be used on the websites www.budapestpark.hu/utalvany and www.budapestpark.hu/voucher as well as at our ticket offices. In case of redemption on the website, it is necessary to enter the serial number on the voucher in the appropriate place (If you have a voucher, you can redeem it here), in case of redemption at the ticket office, the voucher can be used by handing it over / presenting it. The voucher shall only be considered redeemed after confirmation of successful payment. If you have any problems with this, please let us know at the e-mail address: jegy@budapestpark.hu!

4.4 The owner of the voucher shall be deemed to be the person who is in possession of the voucher. The issuer is not entitled to investigate the ownership of the voucher. The voucher is freely transferable but may not be placed into commercial circulation.

4.5 The validation of the voucher is realized by adding the information proving the validity (date of issue, date of validity, etc.) to the voucher at the time of sale.

4.6 The use of the voucher is realized by the customer redeeming the voucher to pay for the service and handing it over to the place of use.

4.7 Use of the service is otherwise subject to the same rules as when paying with money or using a service.

4.8 In case of using a service with a value lower than the issue value of the voucher, the difference between the value and the issue value cannot be refunded to the buyer, this amount will be lost. Unused vouchers cannot be redeemed under the ordinary procedure; this does not affect the consumer's statutory right of withdrawal in respect of online voucher purchases.

4.9 If the value of the purchase exceeds the value of the voucher, it can be settled with other available means of payment or even another voucher.

4.10 As Budapest Park issues multi-purpose vouchers, upon purchase a receipt – and not an invoice – is generated for the amount of the vouchers. During the purchase of the voucher, an invoice can only be requested for the handling fee. If you would like an accounting document for the amount, please write to penzugy@budapestpark.hu. Upon use, the voucher (as a means of payment) becomes invalid, and the system then automatically issues a receipt for the full amount of the service. An invoice for the purchase amount may optionally be requested at that point.

4.11 The purchased voucher cannot be redeemed under the ordinary procedure. This restriction does not affect the consumer's statutory right of withdrawal in the case of online voucher purchases, and does not apply where the refund is made on the basis of the law or of an express undertaking by Kultúrpark Zrt.

4.12 When using the voucher, we do not charge a handling fee again.

5. Withdrawal from the online voucher purchase

5.1 The consumer may withdraw from the contract for a voucher purchased remotely on the Budapest Park website, without giving reasons, within fourteen days of the day on which the contract is concluded. This right of withdrawal without giving reasons does not extend to vouchers purchased in person at the ticket office.

5.2 The consumer may exercise their right of withdrawal in any of the following ways:

a) by using the "Withdrawal from the contract" function available on the voucher purchase page of the Budapest Park website, completing the online form that opens and

activating the “Confirm withdrawal” function; the form is directly available at: [URL OF THE ONLINE FORM];

b) by sending the model withdrawal declaration set out in Annex 2 to Government Decree 45/2014 (II. 26.);

c) by sending any other statement clearly expressing the intention to withdraw, by electronic mail to jegy@budapestpark.hu or by post to Kultúrpark Zrt., 1095 Budapest, Fábián Juli tér 1.

5.3 The right of withdrawal is deemed to have been exercised in time if the consumer sends their withdrawal statement before the expiry of the fourteen-day deadline. The use of the online withdrawal function is not exclusive; the consumer may also choose any of the other methods specified in point 5.2.

5.4 On the online withdrawal form, the consumer provides their name, the code of the voucher concerned by the withdrawal, and the email address at which they request confirmation of the withdrawal, and clearly declares that they withdraw from the contract for the voucher purchase.

5.5 Budapest Park sends an acknowledgement of receipt of the statement submitted via the online withdrawal function without undue delay, on a durable medium, to the email address provided by the consumer. The acknowledgement of receipt contains the content of the withdrawal statement, as well as the day and time of its sending.

5.6 The consumer is obliged to provide the data in the withdrawal statement accurately and completely. If the voucher or the purchase transaction cannot be identified on the basis of the data provided, Budapest Park may call on the consumer – at the contact details provided, if those details were given correctly – to submit a statement containing the correct data. Budapest Park is not liable for any delay resulting from incorrect or incomplete data. The legal effect of a statement sent within the deadline and clearly containing the intention to withdraw is not affected in itself by subsequent data reconciliation.

5.7 In the case of a proper and complete withdrawal, Budapest Park refunds, without undue delay but no later than within fourteen days of becoming aware of the withdrawal, the full amount paid by the consumer for the voucher and as the handling fee related to its purchase.

5.8 For the refund, Budapest Park uses the same means of payment as the one used by the consumer in the original transaction. Budapest Park may deviate from this only with the consumer's express consent, and the consumer may not be charged any additional cost as a result of applying a different refund method.

5.9 If, prior to the submission of the withdrawal statement, the voucher was used in part or in full, or a ticket was purchased using the voucher, Budapest Park assesses the legal consequences of the withdrawal individually, on the basis of the actual status of the voucher and the related ticket purchase, and of the applicable legislation. This point does not limit the consumer's mandatory statutory rights.

5.10 The consumer may also use the following template for making the withdrawal statement: "To: Kultúrpark Zrt., 1095 Budapest, Fábián Juli tér 1.; email: jegy@budapestpark.hu. I, the undersigned, declare that I exercise my right of withdrawal in respect of the contract for the purchase of the following Budapest Park voucher. Voucher code: […]. Date of conclusion of the contract: […]. Name of consumer: […]. Address of consumer: […]. Date: […]." In the case of a statement made electronically, a signature is not required.

If you have any questions, please, write to us at: jegy@budapestpark.hu

Kultúrpark Zrt. reserves the right to amend the voucher regulations and publishes the current conditions on its website.

By purchasing the Budapest Park voucher, the visitor accepts the general terms and conditions (GTC) and the house rules in addition to the voucher regulations. The GTC can be found at https://www.budapestpark.hu/en/pages/conditions the house rules at: https://www.budapestpark.hu/en/pages/policy.

Valid from: 21/07/2026