

City Park Ice Rink and Boating Lake

Business Rules – General Terms and Conditions for ticket purchase

Effective from: 8 of November 2023

1. General Provisions

1.1 Tickets, passes and skate rental tickets for the 2023/2024 season to the City Park Ice Rink, physically located at 1146 Budapest, Olof Palme promenade 5, may only be purchased from the operator of the City Park Ice Rink, that is Budapesti Sportszolgáltató Központ Nonprofit Kft (Sport Service Center of Budapest Nonprofit Ltd, (hereinafter: Seller).

1.2 The Seller is also exclusively entitled to issue vouchers entitling to the services above.

1.3 Tickets and season tickets issued by the Seller during the winter season are not valid for private events where the Organiser of the event determines the conditions of admission.

1.4 Tickets, passes and skate rental tickets can be purchased:

- a) on-site at the ticket booths located in the lounge of the City Park Ice Rink Historic Skating Hall during opening hours;
- b) online at mujegpalya.hu.

1.5. During the summer season:

1) tickets for the rental of watercraft, including tickets for rental during performances at the City Lake Water Cinema, may be purchased on site at the white and blue striped pavilion on the boating pier during opening hours;

2) tickets for the summer dance nights can be purchased both on site and online via the website www.mujegpalya.hu.

1.6 Seller's data:

- Company name: Sport Service Centre of Budapest Nonprofit Ltd. (Budapesti Sportszolgáltató Központ Nonprofit Kft.)
- Location: 1146 Budapest, Olof Palme sétány 5.
- Company Registration Number: 01-09-270163
- Account Number: 11784009-20606309
- Tax Number: 25352050-2-42
- Authorised representative: Dr. Bence Garamvölgyi, Managing Director

1.7 Online platforms of the Seller:

- Websites: mujegpalya.hu, bsk.sport.hu
- Facebook: facebook.com/mujegpalya.varosligeti/

- Instagram: [instagram.com/varosligeti_mujegpalya/](https://www.instagram.com/varosligeti_mujegpalya/)
- TikTok: [@varosligetimujegpalya](https://www.tiktok.com/@varosligetimujegpalya)

1.8 Seller's customer service contact details during winter season:

- Phone +36 1 363 2673
- Information by phone is available from Monday to Friday between: 8.30 a.m. and 8.30p.m., on Staruday and Sunday between 10a.m. and 7.30.p.m. -
- Email: info@mujegpalya.hu

Seller's customer service contacts during summer season:

- Phone +36 1 363 2673
- Information by phone is available from Monday to Friday between: 8.30 a.m. and 3.30p.m.
- Email: info@mujegpalya.hu

We are unable to provide costumer service on bank holidays.

2. Concluding a Purchase Agreement

2.1 The Buyer agrees to General Terms and Conditions of ticket purchase, furthermore submits to a legally binding order regarding services, tickets and passes by purchasing the tickets on-site in our facility or by clicking on the buy/purchase button on our official website; www.mujegpalya.hu .

2.2 The concluded agreement in no way constitutes to a written contract. The contract is verified by the electronical purchase which is documented, alongside with the verification email, while in case of tickets purchased on-site the receipt handed over after payment serves as the verification of the contract

3. Subject of the Agreement

Entry tickets, skate rental tickets and tickets for seal rental offered for selection and thereby for purchase by Seller in the winter season can be used at the City Park Ice Rink during the period indicated on the ticket type, usually until the closing date of the skating season running at the time of purchase. For specific events other than general opening hours, the Seller may sell individual tickets. The validity of tickets for individual events will be indicated in the event description and on the ticket.

3.2 **In the case of private events**, tickets and passes issued by the Seller and entitling to entry cannot be used, the organiser of the event shall determine the scope and conditions of the persons entitled to entry. No compensation or redemption may be requested from the Seller in this context.

3.3. The Seller reserves the right to predetermine the number of participants in certain opening periods, bands or special opening hours or events, to sell a limited number of tickets or to introduce a special ticket type for certain events, in connection with which no compensation or refund may be requested from the Seller.

3.4. The validity period of the tickets or passes issued by the Seller shall be indicated on the tickets or passes.* No compensation or refund shall be claimed from the Seller in connection with the fact that the Customer was unable or unwilling to use the ticket or pass within the validity period for any reason whatsoever or did not anticipate the large crowds expected during the peak period and was unable or late to gain access to the facility. The Seller will not refund tickets or season tickets received as gifts, for Christmas, birthdays, etc., if the Guest does not want to or cannot use them.

**Under unexpected changes of energy prices regarding the public utility sector, change of legislation during unforeseen circumstances of epidemic, armed conflict or vis maior The Operator of the City Park Ice Rink, the Municipality of Budapest reserves the right to suspend service for parts of the season in question, or for the whole season. The Seller is unable to provide refund of any kind. The seller ensures proportional period of validity of unused tickets, passes for the next season. The BUYER agrees to policy above by clicking the BUY button. The extension of the validity period will only take effect if the Seller publishes an official notice to that effect on its website.*

3.5 During the summer season, tickets offered for purchase by the Seller for a specific fixed day or event of the summer boating season, or tickets for the rental of watercraft, which may be used on the lake and promenade area of the City Park Ice Rink.

3.6. Given that children under the age of 14 are only allowed on the ice and at the City Park Ice Rink if accompanied by an adult, it is possible for a child aged 12 or over but under the age of 14 to enter the Ice Rink independently, provided that the child presents the original written parental consent to this on the premises, including the mobile phone number of the parent(s) or the parent sends the consent to the Seller by email to info@mujegpalya.hu. In such cases, therefore, a valid ticket or pass is not sufficient, parental permission as set out in the City Park Ice Rink Rules is also required for entry, and children under the age of 12 may not be admitted to the facility without an adult chaperone even if they have a valid ticket or pass. No compensation or refund may be claimed against the Seller in connection with this provision.

4. Identification of Contracting Parties

4.1. Seller is responsible for the tickets according to the service and price list displayed when purchased on site, while when purchased online, the seller is responsible only for the tickets and skate rental tickets selected on www.mujegpalya.hu, according to the terms and conditions of purchase and by selecting the online payment provider offered.

4.2 In the case of on-site purchases, the Customer provides their purchase details when requesting an invoice by providing the Customer's details, while in the case of online purchases, the Customer provides their purchase details by filling in the Customer's details, and the Seller is responsible for the performance and issuing of the invoice accordingly. All liability for damages resulting from the provision of incorrect or false data lies with the Buyer. The tickets available are sold to natural persons and legal entities.

Commercial resale of tickets and season tickets is not allowed.

5. Purchase Price and Charges

5.1 All prices on the website www.mujegpalya.hu are given in Hungarian forints (HUF)

Skating tickets and skate rental tickets to the City Park Ice Rink are exempt from VAT.

5.2 Tickets, season passes, skate rental tickets, sports equipment rental tickets and skate sharpening service offered by the Seller performing the public service activity at the City Park Ice Rink are exempt from VAT.

5.3 5.3 Tickets for dance nights are not exempt from VAT.

5.4 All costs incurred by the Buyer in connection with the payment of the product, in particular transaction fees, the cost of transferring money from a bank account not held in Hungary or the cost of cash payments by bank, shall be charged to the Buyer.

6. Payment and Shipping Conditions

6.1 In the case of online purchases, the total amount payable will be settled at the end of the purchase through the secure online Simplepay payment platform offered by the Seller and contracted with the Seller or through the payment service provider OTP Bank Plc. The Seller shall not be liable for any errors on the payment service provider's payment page. After the successful payment has been confirmed by the payment service provider's system, our system will send an automatic confirmation e-mail with the purchased e-tickets to the e-mail address provided by the Buyer. The Buyer shall be liable for any damage resulting from the provision of an incorrect e-mail address or from the inclusion of junk mail in the folder.

Buyer receives an e-ticket upon the completion of the purchase.

6.2 In the case of on-site purchases, the total amount can be paid in cash on the spot, exclusively in Hungarian Forint (HUF), or by credit card and Szép card. OTP Bank terminals are available at the ticket offices, in case of a temporary system failure, only cash payment is possible. Customers will receive a ticket and a receipt after payment, if they wish to receive an invoice in advance they will receive a simplified invoice.

6.3. Cash withdrawals are possible from ATMs located in the Lobby of the Historic Skating Hall and from the ATM located on the promenade towards the North Gate (exit).

7. E-tickets (Digital Tickets)

7.1 The e-tickets can be printed by the Customers themselves after a successful purchase, they cannot be picked up in person at the cash desk or by post. The printed ticket can be used if the QR code is readable.

7.2 The consequences and damages resulting from the loss, theft, misprinting, copying or multiple printing of an e-ticket are the sole responsibility of the Customer.

7.3 The Customer is not obliged to print out the e-ticket, it is more sufficient for the Customer to show the e-ticket on their electronic device (e.g. mobile phone, tablet) at the entrance gate of the City Park Ice Rink.

7.4 Please remember that only separate tickets or a family ticket will admit more than one family member or group of friends during the opening hours.

If you have an individual season pass, a total of one person can enter the City Park Ice Rink during one opening time. Please think about how you would like to use your season ticket before you buy it, as it is not refundable.

8. Invoices (e-invoice)

8.1 In the case of a purchase on the spot, the Customer must indicate the invoice request before the purchase. An invoice can be requested by an individual by providing the billing details, while an individual, institution or business company, other legal entity with a tax number can request an invoice by providing the tax number. The Seller shall not be liable if the Buyer provides incorrect information. The invoice is issued by the Seller to the Buyer on the basis of the tax number as recorded in the NAV system.

8.2 In case of online purchases, the Seller will issue a paper invoice for all purchases and related services, which must be printed. After the purchase is completed, the Seller will send the purchase order by e-mail. After the purchase is completed, the Seller will send the invoice by email to the email address provided by the Buyer.

The Buyer acknowledges that he will receive an invoice for his purchase only electronically and that the invoice data cannot be modified afterwards.

8.3 The invoice is in PDF format, which can be viewed and printed with PDF document reader software (e.g. Adobe Reader).

8.4 In the case of online purchases, the invoice issued by the Seller is an accounting document that does not contain VAT and is a tax administration identification document, which is regulated by accounting and VAT laws. An exception is made for Latin dance tickets, the VAT content of which is indicated on the receipt/invoice. The invoice does not entitle the holder to entry.

9. Exclusion of Ticket exchange and refund

9.1 Buyer does not have the option to replace or redeem tickets, passes, or tickets or skate rental tickets after purchase.

9.2. For the sake of clarity, the Seller also draws attention to the fact that the Seller will not refund the price of the purchased tickets or season tickets if the Buyer is not allowed to enter the premises of the City Park Ice Rink or is asked to leave the sports facility because he does

not comply with the applicable health and safety regulations or the entry and stay in the sports facility may be refused for reasons specified in the applicable rules of the sports facility.

9.3 For the sake of clarity, the Seller shall not refund the price of the tickets or passes purchased because the Buyer was unable or unwilling to go skating or boating, or because the weather was unsuitable or for any other reason.

9.4 The Seller will not refund the purchased ticket or season ticket because there may have been a crowd at the City Park Ice Rink, or a long wait at the entrance for admission, or the Guest arrived late and had only a short time to skate before closing time. The sports facility is an open-air facility, the Customer has the possibility to judge from outside both the waiting lines and the skaters on the ice rink, and the opening and closing times are public, posted on the website and in the facility.

9.4 The Customer is entitled to transfer the tickets and passes to a third party.

9.5 In the case of tickets for the rental of a watercraft for the duration of a performance at the Water Cinema, in the unforeseen event that an advertised performance at the Water Cinema is cancelled or interrupted due to extreme weather, the Seller shall have the right, but not the obligation, to advertise a rain date. If the advertised rain date is unsuitable for the Buyer, or if no rain date is advertised within 8 days of the cancelled performance, the Seller shall refund the ticket price to the Buyer.

10. Right of Withdrawal

10.1 Seller does not redeem or refund tickets, passes, and skate rental tickets, with the exception of point 9.

10.2 Pursuant to Article 29 (1) (l) of Government Decree 45/2014 (II.26.), the Customer may not exercise the right of withdrawal after the purchase, given that the service related to leisure activities is for a limited period of time.

11. Data Protection

The Seller shall treat the data (name, address, e-mail address, telephone number, billing address) obtained during invoicing and online registration confidentially in accordance with the provisions of Act CXII of 2011 on the Right of Informational Self-Determination and Freedom of Information, and shall use them exclusively for the purpose of fulfilling the purchases, and shall not disclose them to third parties in any form.

12. Data transfer declaration

If paying by credit card, please choose the SimplePay payment method:

"I acknowledge that the following personal data stored by the data controller of the Budapest Sports Service Center Nonprofit Ltd. (1146 Budapest, Olof Palme sétány 5.) in the user database of www.mujeppalya.hu will be transferred to OTP Mobil Kft. as the data processor. The scope of the data transferred by the data controller is as follows:

- Name
- E-mail address
- Billing address
- Order ID and amount

The nature and purpose of the data processing activities carried out by the data processor can be found in the SimplePay Privacy Policy at the following link: <http://simplepay.hu/vasarlo-aff>

13. Handling of Complaints

Buyer may submit their complaints by email at info@mujeppalya.hu in English or Hungarian. Seller shall reply the received email and start reviewing the complaint and investigate the potential problem within 10 business days.

14. Miscellaneous

14.1 The seller's online ticketing system offers only the possibility of purchase to its visitors, cannot accept reservations by phone or e-mail, and cannot refund or exchange tickets purchased online or on the spot.

14.2 The Seller is the owner of the tickets and season tickets available for purchase on the website and at the City Park Ice Rink.

14.3 The Customer acknowledges that skating, skates, seals and watercraft can only be rented at the City Park Ice Rink during opening hours upon presentation of a valid ticket, pass or rental ticket. If the Customer does not have a valid QR code ticket or pass (printed or presented by digital means) or if the Customer is denied access to the Ice Rink in accordance with the Rules of the House, the Customer may not enter the Ice Rink.

14.4 The provisions of the Civil Code in force shall prevail in matters not regulated in the present purchase contract.

14.5 The Seller reserves the right to amend these GTC.

In the event of any conflict or difference of interpretation between the provisions of the Hungarian and English language versions of the GTC, the interpretation in the Hungarian language version shall prevail.