

Valid from: December 10, 2025

I. General provisions

Service Provider data:

Company name, legal form:	INTERTICKET Ltd.
Registered office, mailing address:	1139 Budapest, Váci út 99. 6th floor
Registration authority:	Metropolitan Court as Court of Registration
Company registration number:	Cg. 01-09-736766
Tax number:	10384709-2-41
E-mail address:	interticket@interticket.hu
Website address:	www.jegy.hu
Customer service and complaint handling:	On weekdays from 9 AM to 8 PM, on weekends, non-working days from 10 AM to 6 PM through the Chat application available from any page Additional customer service contact information in point II.1.n
Hosting service provider name:	T-Systems Data Park
Hosting service provider address:	1087 Budapest, Asztalos Sándor u. 13.
Phone number:	(36)12660000

1. These General Terms and Conditions (hereinafter: **GTC**) determine the conditions for using the service for purchasing admission tickets, season tickets and vouchers, as well as viewing/downloading authorizations (hereinafter: **Admission Tickets**), and possibly other products, between the **Service Provider** and the natural or legal person using its internet system (hereinafter: **Buyer**; when referring to the Service Provider and Buyer together hereinafter: **Parties**), as well as the rights and obligations arising between the Service Provider, the event organizer (hereinafter: **Event Organizer**) and the Buyer. These GTC are valid for purchases made in the Webshop (hereinafter: **Webshop**) on which the GTC has been published.

Accordingly, the GTC contains the following:

- our company's data and contact information,

- the rights and obligations of you as the Buyer, and us as the Service Provider, as well as the Event organizer,
- information related to using our Webshop and the ordering process (for example registration, order procedure, whether the contract is in writing, contract language, whether it is filed, correction of data entry errors, offer binding and confirmation, etc.)
- certain rules of performance deadlines,
- liability rules,
- shipping and payment conditions,
- information about withdrawal rights and conditions for exercising them,
- information about warranty, defect liability and product liability,
- detailed presentation of legal enforcement options available to you.

2. The Service Provider operates an online internet system (hereinafter: **System**) primarily to facilitate the purchase of Admission Tickets for live, live broadcast or recorded theatrical, musical, sports and other events (hereinafter: **Event**), and for online product and service sales (voucher, book, audio media, parking ticket, etc. purchases). If the rules for selling the latter products differ from the general rules, these GTC will indicate this separately. The Service Provider thus provides Buyers with the possibility to purchase Admission Tickets and other products listed in its System online (hereinafter: **Service**).

3. The Service Provider does not participate in organizing and conducting the Event, its activity and responsibility is limited exclusively to participation as a commission agent or intermediary (agent) in the sale of Admission Tickets. The Event Organizer is obligated to conduct the Event as announced. The Service Provider assumes no responsibility regarding the performance of artists, athletes, other performers appearing at the Event visited with the purchased Admission Ticket, or the quality, conduct, realization or cancellation of the Event.

The Service Provider sells Admission Tickets valid for Events organized by the Event Organizer and related services as a commission agent, participating as an intermediary in ticket sales, or - in case of such contract with the Event Organizer - participating as an intermediary (agent). When the Service Provider sells Admission Tickets as a commission agent, the ticket buyer receives an invoice for the value of the Admission Tickets from the Service Provider, while when the Service Provider acts as an intermediary in selling admission tickets, the Event Organizer issues the invoice for the value of the Admission Tickets. In case of commission sales, the Service Provider qualifies as a trader, while in case of intermediary sales, the seller of the admission ticket (the trader) is the Event Organizer, and the Service Provider only helps sell the Admission Tickets as an intermediary (agent).

4. The Service Provider does not sell any product that requires a permit and is thus subject to licensing.

Basic information: who makes an offer and who accepts it?

5. Information published in the Webshop does not constitute an offer from the Service Provider for concluding a contract. For orders falling under these GTC, according to law you qualify as the offeror, the Service Provider accepts your offer and thus a contract is created between us. Orders can only be placed electronically. There is no possibility to place orders by fax, phone, email, or letter, and the Webshop cannot fulfill orders received in such ways.

The services and products listed in these GTC can be purchased by companies, organizations, and natural persons who have reached the age of 18. Providing any personal data constitutes the Buyer's declaration that they have reached the age of 18. The Webshop does not publish recommendations or advertisements for minors. By pressing the "Payment" or "Order with payment obligation" button, the Buyer accepts the terms of the Service contract, the provisions of these GTC and the individual conditions for purchasing specific products. With the creation of the contract

(hereinafter: **Contract**), the Buyer declares that they have become familiar with the conditions contained in these GTC - including the information contained in point II of the GTC - and have accepted them as binding, and have consented to the processing of their data necessary for using the Service within the scope defined in the GTC and the Data Protection Notice.

Basic information: is the contract between us written?

6. The created Contract qualifies as a written contract, the creation of the Contract is proven by the electronically stored purchase data provided by the Buyer, which the Service Provider keeps for the period specified in the accounting and tax legislation. The data entered by the Buyer, the data stored in the Service Provider's system regarding the product, the bank confirmation of the transaction, and the text of the GTC together constitute the written Contract. The Service Provider does not separately file the created Contract, but ensures the preservation of the always applicable GTC text, as well as the data and confirmations specified in the previous sentence - as permitted by GDPR rules.

Contract language

7. The contract between the Parties is concluded in Hungarian.

Amendment of GTC

8. In case of GTC amendment, the Service Provider notifies the Buyer of changes by publishing them on www.jegy.hu . The amended provisions become effective for the Buyer upon first use of the Webshop after taking effect, and they must only be applied to orders placed after the amendment. The GTC amendment is not retroactive, thus it does not affect previous purchases, except if mandatory law or final administrative/court decision orders their retroactive application.

Definitions

9. Definitions of terms used in the GTC are collected in Annex 5 for you. For better text comprehension, we also define concepts in some parts of the main text.

Applicable legislation

10. The law applicable to the Contract is the directly applicable legislation of Hungary and the EU. We have listed the most important legislation so you can verify your rights from first-hand and completely authentic sources:

- Act CLV of 1997 on consumer protection
- Act LXXVI of 1999 on copyright
- Act CVIII of 2001 on certain issues of electronic commerce services and information society services
- Government Decree 151/2003 (IX.22.) on mandatory warranty for durable consumer goods
- Act CXX of 2011 on the right to informational self-determination and freedom of information
- Act V of 2013 on the Civil Code (especially Book Six)
- Government Decree 45/2014 (II.26.) on detailed rules of contracts between consumers and businesses
- Government Decree 373/2021 (VI. 30.) on detailed rules of contracts between consumers and businesses for the sale of goods and the provision of digital content and digital services
- NGM Decree 19/2014 (IV.29.) on procedural rules for handling warranty and guarantee claims for goods sold under contracts between consumers and businesses
- REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC

- REGULATION (EU) 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 28 February 2018 on addressing unjustified geo-blocking and other forms of discrimination based on customers' nationality, place of residence or place of establishment within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
- Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act; hereinafter: **DSA Regulation**) (Text with EEA relevance).

II. Pre-contractual information for distance contracts according to Section 11 of Government Decree 45/2014 (II. 26)

1. The Service Provider informs the Buyer about the following data. We ask our dear Buyers to study this data before purchasing tickets (or possibly other products) and to purchase (in legal terminology: "conclude a contract") only with knowledge of this!

a) The essential characteristics of the Event can be found on the Event's information page. The information page contains comprehensive information about the currently available tickets and their prices, in gross form (including VAT payable in each case), with reference to the legal Hungarian means of payment, in "HUF" format. The Service Provider does not sell products that would require unit price indication by law (products available in multiple packages or multi-piece products). In the Service Provider's webshop, the Buyer can view event data without registration.

b) The Service Provider's name can be found in point I.

c) The Service Provider's registered office, postal address, phone number, email address can be found in point I. The Service Provider sells Admission Tickets and other products sold through the System to Buyers as an intermediary (agent) of the Event Organizer or - according to the rules of the contract between the parties - as a commission agent. In case of commission sales, the service includes mediated services. In case of ticket sales, the Service Provider acts as a commission agent or intermediary of the Event organizer. The Event Organizer's name and postal address can be found in the event or event description. The Event Organizer's name and other identification data also appear on the Admission Ticket.

d) The Service Provider's place of business activity is the Registered Office indicated in point I. The consumer can submit complaints at the "Customer service and complaint handling contact" indicated in point I.

e) The total amount including general sales tax for the product or service according to the contract is contained on the so-called "cart" page of the purchase interface, indicating gross ticket prices, service fees and any shipping costs. The consumer cannot incur additional costs beyond the gross prices indicated here.

f) The Service Provider does not apply indefinite term or flat rate contracts. The amount of consideration includes all costs related to the given purchase.

g) The Buyer's individual subscriber or other contract with their telecommunications service provider may charge fees for the internet, mobile or other electronic connection of the device used to complete the purchase (mobile phone, phone, computer with internet connection, tablet, etc.), and possibly for special payment methods (e.g., mobile payment). However, the Service Provider itself does not use premium rate services.

h) The indicated prices contain the full amount of consideration increased by tax, expressed in Hungarian forints, gross prices, including the VAT amount. Due to the nature of the service, it is not possible to indicate unit prices. If the Buyer must pay a service fee for using the System, the

System clearly indicates this during the purchase process. The service fee is the fee for the Service Provider's Service, not an amount charged for using bank cards or other payment methods. Additional information about the service fee can be found in point V of the GTC (Purchase price, payment and shipping conditions). Selected shipping methods (e.g., courier service) may involve additional costs, which the System clearly indicates. The total amount of consideration includes all costs. Besides usual bank card payment, the Service Provider accepts several payment methods, detailed descriptions of which are contained in the Service Provider's Buyer Information and Frequently Asked Questions. Payment and electronic ticket delivery to the email inbox provided by the Buyer occurs practically in real time, immediately. E-tickets cannot be shipped, the Service Provider delivers them electronically. Service performance is automatic, the performance deadline is immediate. Rules for complaint handling are contained in point XII of this document.

i) Information about the deadline and other conditions for exercising the consumer's withdrawal and termination rights is contained in point VII of this document and its annexes 2 and 3.

j) Information about the costs of returning the product is contained in point VII of this document and its annexes 2 and 3.

k) The Service Provider does not conduct transactions where the consumer would be obligated to reimburse the Service Provider's reasonable costs due to exercising their withdrawal and termination rights.

l) Based on Section 29 § (1) l) of Government Decree 45/2014 (II.26.), the Buyer cannot exercise their withdrawal or termination rights if the Admission Ticket for the Event is for a specific date (specific day, deadline). Information about additional conditions for exercising the consumer's withdrawal and termination rights is contained in point VII of this document and its annexes 2 and 3.

m) The legal obligations regarding defect liability and product liability are detailed in point VIII of this document and its Annex 4.

n) Customer service, complaint handling.

The Service Provider operates customer service every weekday from 9 AM to 8 PM, on non-working days and holidays from 10 AM to 7 PM. Based on experience, complaints are resolved fastest through the **chat application accessible from any page of Jegy.hu**. If you cannot or do not wish to use the chat function, you can send your complaint to customer service at the interticket@interticket.hu email address. (Please use the online@interticket.hu address only for streaming or video events.)

According to applicable law, warranty obligations do not apply to the product range sold by the Service Provider.

o) The Service Provider is not a signatory to and has not subjected itself to any code of conduct under the law on the prohibition of unfair commercial practices towards consumers.

p) The contract between the Service Provider and the Buyer is concluded for a definite period, lasting until the Event date in case of Admission Ticket purchase, or until visiting the Event (e.g., exhibition Admission Tickets not for specific dates), and until product receipt in case of other products.

q) The contract does not convert to an indefinite term contract.

r) During the purchase process, the Buyer has no obligations beyond paying the consideration.

s) The Buyer does not provide deposits or other financial guarantees to the Service Provider.

t) Digital data content operation, technical protection measures: Data server availability is above 99.9% annually. Data content is stored on multiple hard drives on servers using RAID technology. If one hard drive is damaged, the system remains operational with the remaining hard drives. Regular backups are made of the complete data content, so the original data content can be restored in case of problems.

u) Digital data content compatibility with hardware and software: The Service Provider stores displayed data in MSSQL and MySQL databases. Sensitive data is stored with appropriate encryption strength, using processor-built hardware support for encoding.

v) Consumer protection authority contacts are available at the following link: <https://fogyasztovedelmireferens.hu/hatosagok-es-bekelteto-testuletek-elerhetosegi/>. Additional information about various legal enforcement options can be found in point XII of these GTC.

w) The conciliation body has jurisdiction over the out-of-court settlement of consumer disputes between consumers and businesses regarding product quality, safety, application of product liability rules, service quality, and contract conclusion and performance between the parties (consumer legal dispute). For this purpose, the conciliation body attempts to create an agreement between the parties. Conciliation bodies can issue binding decisions against businesses without a submission statement if the consumer request is well-founded and the damage claim to be enforced does not exceed 200,000 forints. The conciliation body advises consumers or businesses upon request about consumer rights and consumer obligations. The conciliation body is an independent body operating alongside county (metropolitan) chambers of commerce and industry. The competent conciliation body according to the Service Provider's registered office: Budapest Conciliation Body, registered office: 1016 Budapest, Krisztina krt. 99. III. floor 310., mailing address: 1253 Budapest, P.O. Box: 10. Additional information about conciliation body contacts can be found in point XII.5 of these GTC.

We draw the attention of our buyers residing in the European Union that if they have a cross-border consumer legal dispute - meaning their usual place of residence is not in Hungary - they can also use the online dispute resolution platform regarding products or services purchased over the internet. Additional information about various legal enforcement options can be found in point XII.5 of these GTC.

III. Buyer data

1. The Service Provider reserves the right to reject the Buyer's order in justified cases and subsequently invalidate the purchased ticket, especially in case of providing false or incomplete data, or any misuse of the System or Admission Tickets.

2. Registration

Registration with password entry makes it possible for the Buyer to provide their data only once rather than with each purchase. Registration is not a condition for purchasing in the Webshop, but registration can make repeat purchases simpler. Registration rules:

You can register by clicking the "Login/Registration" button and providing an email address and other data (additional details in the Data Protection Notice).

- After successful registration, you can log into your user account by entering your login data on the login interface.
- You are entitled to delete your registration at any time through the interface created for this purpose in the Webshop (after login, personal account, My Profile, Delete Account). Your

user data will be immediately removed from the system after deletion. However, this does not affect preserving data and documents related to already placed orders, and does not result in deletion of this data. After removal, there is no longer any way to restore the data.

- You undertake to update the personal data provided during registration as necessary so that it remains current, complete and accurate.

To prevent misuse of Buyers' data and email addresses, the Service Provider sends an email to the email address provided during registration, requesting the Buyer to confirm their registration. If registration confirmation does not occur within 48 hours, the Service Provider deletes the registration - or the created temporary buyer account. Simultaneously with registration confirmation, the Buyer is entitled to provide a password for secure access to their buyer account. The buyer account remains in temporary status until registration confirmation, and is permanently created with confirmation.

The Buyer bears full responsibility for the username and password pair belonging to their user account, and for all purchases and other activities conducted through it. The Buyer undertakes to immediately notify the Service Provider's customer service of any unauthorized use of their data or other breach of security. The Service Provider is not liable for damages arising from password storage or providing the username and password to third parties.

3. The Buyer declares that their data was provided correctly in the System. The Service Provider excludes its liability for damages resulting from incorrect, faulty or false data or email addresses provided during purchase. The Service Provider and the Event Organizer are responsible for performance and invoice issuance according to the data provided by the Buyer. The Service Provider is entitled to delete obviously incorrect or false data, and in case of doubt is entitled to verify the Buyer's authenticity. For Events where the Event Organizer issues Admission Tickets in specific names and they are non-transferable, the Service Provider is entitled to verify the Buyer's data in the manner required by the Event Organizer.

4. The Service Provider processes the Buyer's personal data according to the rules detailed in INTERTICKET Ltd.'s Data Protection Notice. The Data Protection Notice is available in the purchase interface footer. The Service Provider also draws attention to the fact that the Event Organizer or the venue itself may also publish General Terms and Conditions and Data Protection Notice regarding the Event. The Service Provider bears no responsibility for their content, even if it publishes them in the Webshop at the request of the Event Organizer or the Event venue.

IV. Certain rules for online ticket purchasing

1. Rules regarding the ticket purchase process are contained in these GTC and the Service Provider's Buyer Information.

The Buyer has the opportunity to search in the Webshop according to various criteria, including by keywords and expressions. Additional information about recommendations - taking into account DSA regulation rules - can be found in Annex 7 of these GTC.

On the Webshop's opening page and on program pages in the "Our other offers" section, the Service Provider basically publishes paid advertisements, and fills unsold positions with editorial recommendations based on content marketing considerations.

"Cart" functions

If any Event appeals to you, you can place your Admission Ticket(s) in your virtual cart by clicking the "Add to cart" or similar button/word, which is a kind of "anteroom" to ordering. You can view the cart contents by clicking on the cart icon (drawing).

Before finally submitting your order, you can decrease, increase or delete the number of Admission Ticket(s) placed in the cart as desired.

What steps do you need to take to initiate an order?

To send your order, you need to provide your name, billing and other data by filling out the web form in the Webshop and select the desired payment method from the available options. If there is a registration option in the Webshop and you have already registered in our Webshop and logged into your account, our system pre-fills some data for your convenience.

What is recommended to do before sending your order? (data verification/correction)

Before you finalize your order, you can verify all your previously provided data and the product(s) you want to order, their quantities using a summary page. If you notice data entry errors, definitely correct them! If you want to change any content element of the cart or your data before final submission, you can still do so through the technical means provided by the Webshop (e.g., "Back" text/button or left-pointing arrow).

Sending the order and creation of your payment obligation

If you have verified that your provided data appears correctly and the cart contents correspond to the products you want to order, then after accepting these GTC and other indicated documents (checking checkbox), you can definitively send your order to the Service Provider by clicking the "Payment" button, which creates a payment obligation for you. Subsequently, payment - depending on the chosen payment method - occurs on the payment service provider's interface (this is the bank's data input interface; the Service Provider does not learn or store the data provided here).

2. According to legal provisions, web shops are obligated to confirm the Buyer's order within 48 hours. In case the Buyer purchases Admission Tickets through the Service Provider's system, ticket purchase occurs practically immediately, in real time after successful payment and appropriate bank feedback, and you receive the ordered Admission Tickets in electronic form immediately. Thus instead of order confirmation within 48 hours, you receive the confirmation email (or other electronic format message) that also contains the Admission Ticket itself.

3. If you do not receive the purchased admission tickets within a few minutes after purchase, the cause is presumably a connection error. In this case, you must not repeat the ticket purchase transaction, but must immediately contact the Service Provider's Customer Service, which will remedy the problem. However, if you do not receive confirmation of your order within 48 hours, you are released from offer binding, meaning you are no longer bound by your order and are not obligated to accept or pay for it.

4. Virtual waiting room

It may occur that very many ticket buyers want to buy tickets for a certain event simultaneously. If exceptional traffic is foreseeable, the Service Provider may provide a so-called virtual waiting room ("queuing") service in coordination with the Event Organizer.

The virtual waiting room enables ticket buyers to purchase their tickets with fair customer handling, observing the "first come, first served" principle. During virtual queuing it is advisable to monitor sales progress, because when a given ticket buyer's turn comes, typically limited time is available to enter the sales site.

The Event Organizer can determine when ticket sales begin. According to commonly used virtual waiting room settings, it is not worthwhile to join the queue much before the announced start time, because the program does not take this into account and randomly orders those already in queue

at the announced ticket sales start time.

Virtual waiting room services may differ for individual events. If the virtual waiting room operation would differ from the above for a given event, the program indicates this.

V. Purchase price, payment and shipping conditions

1. Detailed rules regarding purchase price payment, payment methods, and ticket pickup are contained in these GTC and the Service Provider's Buyer Information.

2. The Service Provider assumes no responsibility for any errors that may occur during bank payment.

3. The Service Provider sends the automatic purchase confirmation email to the email address provided by the Buyer. You bear responsibility for all damages resulting from providing incorrect email addresses. If the confirmation does not arrive on time because you provided an incorrect email address during registration and/or purchase, or because you cannot receive messages due to your account's storage capacity being full, the Service Provider excludes its liability for the failure to send your order.

4. Determining Admission Ticket prices is within the Event Organizer's authority. The Service Provider reserves the right to change the purchase price of Admission Tickets at any time based on the Event Organizer's instructions, and the extent of related costs. The right to change prices cannot be applied to purchases already begun.

4./A. Some of our Event Organizer partners have decided to apply so-called dynamic pricing for certain Events. Dynamic or demand-based pricing is a sophisticated pricing technology where prices are continuously reviewed and fine-tuned based on the relationship between supply and demand. Demand is influenced by numerous factors: the venue, the performers, the piece, the performance timing, the performance's success, how many people want to see it and when, but even weather and alternative program opportunities. During dynamic pricing, the system determines the current price taking into account these factors and the available seats for the performance. Therefore prices can change both upward and downward. During dynamic pricing, supply and demand conditions can induce different prices for different performances of the same program. Currently dynamically priced performances are marked by an icon or informative text. The marking draws attention to the fact that the performance's ticket prices can change at intervals determined by the Event Organizer (e.g., 15 minutes or 60 minutes). It may occur that prices for a performance marked with dynamic pricing do not change in all price categories, and it may also occur that a performance's tickets are priced with fixed pricing during certain periods and dynamic pricing during other periods, according to the Event Organizer's decisions. The icon or informative text indicating dynamic pricing provides information about the current state. It is possible that the Admission Ticket price changes while you search among programs, however the Admission Ticket price does not change after cart placement even if Admission Ticket prices have generally changed in the meantime. Please verify before purchase that the price indicated in the cart corresponds to your purchase intentions.

5. After 30 minutes, cart time expires and cart contents automatically delete (in some cases cart time may be longer or shorter, which the given page shows precisely and continuously).

6. If tickets for the given Event are not free, there is no possibility for reservation without payment within the Service. Payment and electronic Admission Ticket delivery to the Buyer's provided email inbox occurs practically in real time, immediately. E-tickets cannot be shipped, the Service Provider delivers them electronically. Service performance is automatic.

7. The Service Provider stores electronic receipts of purchases - except if this document provides

otherwise - at its own registered office, and in the server park serving server storage (T-Systems Data Park, 1087 Budapest, Asztalos Sándor u. 13.), and invoices - depending on sales form - in electronic form, in the Event Organizer's or Service Provider's Számlázz.hu account.

8. The Buyer receives a so-called e-receipt (electronic receipt) or e-invoice (electronic invoice) for the purchase. The electronic receipt or invoice contains data in the form of electronic signals. Electronic receipts or invoices can only be issued, transmitted and stored electronically, their paper-based version cannot be used as an original authentic document. The Service Provider or Event Organizer issues the e-receipt or e-invoice based on data provided by the Buyer, automatically, through an external service provider (számlázz.hu, operator: KBOSS.hu Ltd., tax number: 13421739-2-13, company registration number: 13-09-101824, registered office: 2000 Szentendre, Táltos u. 22/b). Electronic receipts and invoices are stored by számlázz.hu at its own registered office. By initiating the purchase process, the Buyer expressly declares that they accept the e-receipt or e-invoice, and the transfer of their data to the indicated service provider. If the buyer incorrectly provided the buyer data they wanted on the invoice by mistake, and the invoice was issued with this incorrect content, the buyer has one opportunity to request invoice modification regarding the indicated data. However, it is not possible for the Service Provider to issue multiple invoices instead of one invoice, or to combine multiple previous invoices into one invoice. Considering accounting and tax obligations and deadlines, the modification request must be indicated within the calendar month of the invoice's performance date and by the 5th calendar day of the following calendar month. The buyer can request invoice modification in an email forwarded to customer service (interticket@interticket.hu).

Gift vouchers are classified among money substitutes in Section 259 § point 15 of the VAT law, and as such are not subject to VAT payment obligation. The sale of money substitute instruments does not qualify as product sales, thus is exempt from invoice issuance obligation, provided that an accounting document is issued about the transaction. It is not possible to subsequently modify the issuer document data issued when purchasing gift vouchers.

Payment methods

9. You can settle the purchase price of your selected products with several payment solutions. The set of payment solutions available to you changes from time to time. We inform you about currently available payment solutions in the Webshop when ordering specific products. Here we provide general information about payment solutions.

The Webshop - regarding accepted payment methods - does not apply different conditions for payment operations due to reasons related to the Buyer's citizenship, residence or place of establishment, the payment account's account management location, the payment service provider's place of establishment, or the place of issuance of the cash substitute payment instrument within the Union.

Sales abroad

10. We do not apply disadvantageous territorial discrimination against individual Buyers. The provisions of these GTC also apply to foreign orders, provided that in the interpretation of this point, Buyer means

- a Consumer who is a citizen of an EU member state, or has residence in an EU member state, or
- a business that has a place of establishment in a member state and purchases goods or uses services within the European Union exclusively for end-use purposes.

11. We do not apply disadvantageous territorial discrimination against individual Buyers outside EU member states either, except if the discrimination is prescribed by applicable law or sanctions list,

or if the Service Provider cannot learn about or comply with taxation or other applicable laws valid according to the Buyer's place of residence.

12. The content in the Webshop and our correspondence and other communications with you occur mainly in Hungarian, and we are not obligated to correspond/telephone with the Buyer in the language of the Buyer's choice.

13. Information about service fees

The ticket price is the event's consideration, which belongs to the organizer. The indicated ticket prices do not include the service fee. The service fee is the consideration for the website's ticket sales service, including:

- Costs of ticket system development, operation, and administration;
- Online payment costs;
- Costs of operating customer service required by law;
- Administrative and bank costs of possible refunds in case of Event cancellation;
- NTAK data service costs.

Example of service fee calculation:

If the ticket selection page indicates a service fee of 3% + 400 forints on the ticket price, and you purchase a ticket with a gross price of 10,000 forints, the service fee will be 700 forints (3% of the ticket price is 300 forints + 400 forints), which includes VAT. Accordingly, the actually payable amount is gross 10,700 forints (10,000 HUF ticket price + 700 HUF service fee), which includes VAT.

In case of selecting certain payment methods, the service fee does not need to be paid, such as payment with SZÉP card, and it may also occur that the Service Provider agreed thus with the event organizer. The service fee amount is indicated on the ticket selection page, and the so-called cart page also contains the calculated, precise amount, and it is also visible on the page if no service fee is charged.

The Service Provider issues the invoice for the service fee.

V/A. Different provisions for SZÉP card payment

1. The Event Organizer may enable for certain events that the ticket buyer settle the admission ticket purchase price with the Széchenyi Recreation Card (known as SZÉP card) regulated according to Government Decree 76/2018 (IV. 20.) (hereinafter SZÉP regulation). Not all event admission tickets can be purchased using SZÉP cards, as the SZÉP regulation itself limits the scope of events. If the given event falls within the circle permitted by the SZÉP regulation, the Organizer is entitled to decide whether to accept SZÉP cards for that event or not.

2. SZÉP card sub-accounts ("pockets") ceased to exist from January 1, 2024, so the amount available on the card can be used for ticket purchase purposes.

3. Transactions created during SZÉP card acceptance are considered legal transactions between the SZÉP card holder and the Event Organizer. The Service Provider only provides the ticket sales system as software during the transaction and does not participate in sales either as an agent or commission agent.

4. The Event Organizer directly contracts with the financial institution accepting SZÉP cards. Accordingly, the Service Provider does not get involved in legal disputes related to SZÉP card operations between the cardholder and the Event Organizer or the financial institution, and all liability related to such disputes is excluded.

5. For events purchasable with SZÉP cards - on the payment subpage - SZÉP card appears as a payment option. The purchase will be successful if the usable amount available on the SZÉP card fully covers the value of the selected products added to the cart, as there is no possibility for partially SZÉP card, partially bank card payment.

VI. Admission Ticket types; special rules for self-printed tickets (e-ticket)

1. Admission Ticket types:

Electronic voucher. After purchase, the Service Provider sends a confirmation email to the email address provided by the Buyer, which contains the voucher in the form of a clickable link, or as an attachment, or through a so-called landing page. The email contains the detailed data of purchased Admission Tickets and a voucher identifier. The Buyer must print the voucher and receive the purchased Admission Tickets at the venue's box office on the performance day by presenting the printed email.

E-ticket. After purchase, the Service Provider sends an email to the email address provided by the Buyer, which contains the e-ticket in the form of a clickable link, or as an attachment, or through a so-called landing page. The e-ticket is a full-value electronic Ticket. The number sequence and barcode on the e-ticket contains all necessary information for electronic entry. The barcode can also be electronically verified at the Event venue upon entry.

After payment, electronic voucher or e-ticket delivery to the Buyer's provided email inbox occurs practically in real time, immediately. Electronic vouchers and e-tickets cannot be shipped, the Service Provider delivers them electronically. Service performance is automatic.

2. The Buyer can download and print electronic vouchers and e-tickets themselves after successful purchase, they cannot be picked up either personally at ticket offices or by post. Printed e-tickets can be used if the barcode and the code next to the barcode are clearly readable.

3. The buyer bears exclusive responsibility for consequences and damages resulting from loss, theft, incorrect printing, copying, or multiple printing of self-printed tickets. The Buyer is obligated to bring the printed e-ticket Admission Ticket to the Event. The Buyer acknowledges that the Event Organizer can electronically verify the barcode on the e-ticket at the Event venue, which immediately invalidates it. Entry occurs based on the first validation. Thus the first ticket is valid that the Event Organizer's entry system accepted for entry with the given barcode. All further entry attempts will be invalid and therefore unsuccessful, entry can be refused to the presenter regardless of whether the person presenting the invalid ticket is the same as the person who originally purchased the e-ticket Admission Ticket. The Service Provider cannot be obligated to pay compensation due to exclusion for such reasons.

4. According to the Event Organizer's decision, for certain Events, entry may become possible for customers with appropriate "smartphones" by presenting their admission ticket displayed on their phone.

5. If the page for the given event expressly permits this, the Service Provider undertakes for certain events at the Buyer's request to print the ticket on secure, so-called "traditional" ticket paper and have it delivered by courier service at the Buyer's expense. In this case, the Cart page always precisely indicates this delivery option, the courier service fee, and the delivery deadline (in gross amount for the fee). For products sold by the Service Provider, the delivery fee does not depend on amount limits or weight.

VII. Withdrawal and termination rights

1. The purchase can be interrupted at any time before pressing the "Payment" or "Order with

payment obligation" button, without consequences. Based on point l) of Section 29 § (1) of Government Decree 45/2014 (II.26.), the Buyer cannot exercise their withdrawal or termination rights if the Admission Ticket for the Event is for a specific date (specific day, deadline) or can be used during a specific period. This also applies if the Buyer purchases an Admission Ticket (viewing authorization) for an online event that is available at a specific time, simultaneously with the broadcast event (live streaming, live broadcast). In this case, the Service Provider cannot either refund the Admission Ticket or return the purchase value (except in case of performance cancellation).

If the Buyer purchases an Admission Ticket for an online event that is available within a specified time interval and can be viewed once or multiple times within this time period (viewable video content, video on demand), then according to point m) of Section 29 § (1) of Government Decree 45/2014 (II.26.), by clicking the "Watch Video" button or starting to watch the video in any way, the Buyer gives their express, prior consent for the Service Provider to begin performance, and declares their acknowledgment that they can no longer exercise their 14-day withdrawal right, having already begun watching the video content.

2. In case the Buyer purchased a ticket that is not for a specific date (e.g., museum admissions usable anytime, etc.), or if besides the ticket they purchased other products (e.g., books, publications, merchandising products, etc.) to which the consumer withdrawal and termination rights regulated in Government Decree 45/2014 (II.26.) apply, then these rights can be exercised as follows:

a) In the withdrawal and termination rights cases detailed above, the Consumer is entitled - in case of a product sales contract - to withdraw within 14 days from receiving:

a) the product, b) in case of multiple product delivery, the last delivered product, c) in case of products consisting of multiple items or pieces, the last delivered item or piece, d) if the product must be delivered regularly within a specific period, the first delivery,

using the withdrawal and termination declaration template attached as Annex 2 of these GTC, or through other clear declaration to this effect. The Consumer can also exercise their withdrawal right during the period between the contract conclusion date and the product receipt date.

b) Beyond filling out the template attached as Annex 2 of the GTC, for e-tickets or vouchers not for specific dates (e.g., museum admissions usable anytime, etc.) the Buyer must indicate the code number on the e-ticket/voucher. They must also declare that they have not used the ticket. The ticket does not need to be sent because the Service Provider invalidates it electronically.

c) If the Buyer purchased not an Admission Ticket but some merchandising item, or received their non-specific date ticket in printed form via courier service, they must return it to the Service Provider's registered office (1139 Budapest, Váci út 99. 6th floor) no later than fourteen days from communicating withdrawal. The Buyer bears the cost of returning the goods. The Buyer is responsible for value decrease resulting from use beyond what is necessary to determine the product's nature, characteristics and operation.

d) If the Buyer lawfully withdraws from the contract, the Service Provider immediately, but no later than fourteen days from learning of the withdrawal, refunds the full amount paid by the consumer as consideration. The Service Provider refunds the due amount using the same payment method used by the Buyer. In case of product sales contracts, the Service Provider may withhold the amount due to the Buyer until the consumer has returned the product or clearly proven they sent it back.

e) Additional detailed information about withdrawal and termination rights is attached as Annex 3 of these GTC.

3. Procedure rules for exercising withdrawal rights

When is exercising withdrawal rights considered valid?

In case of written withdrawal, it must be considered validly exercised if the Consumer sends their declaration within 14 calendar days (even on the 14th calendar day) to the Service Provider. If the Consumer sends their withdrawal declaration by mail, the Service Provider considers the posting date for deadline calculation, if by email, then the email sending time. We recommend that the Consumer send their letter as registered mail so the posting date can be credibly proven, especially considering the following (burden of proof).

Which party bears the burden of proof?

The Consumer bears the burden of proving that they exercised their withdrawal right according to the provisions set forth in the applicable legislation.

What must the Service Provider do after the Consumer exercises their withdrawal right?

The Service Provider is obligated to confirm receipt of the Consumer's withdrawal declaration by email within a reasonable deadline.

What must the Consumer do after sending their withdrawal declaration?

Tickets (electronic codes) purchased in the Webshop operated by the Service Provider do not need to be returned, even if they were possibly printed. If the Consumer already purchased products, they are obligated to return the ordered product to 1139. Budapest, Váci út 99. 6th floor address without undue delay, but no later than 14 days from communicating their withdrawal declaration. The deadline is considered met if the Consumer sends (posts or gives to the courier they ordered) the product before the 14-day deadline expires.

Who bears the return shipping cost?

The cost of returning the product to the Service Provider's address is borne by the Consumer. The Service Provider does not take over arranging or covering return shipping costs from the Consumer. The Service Provider does not accept packages sent cash on delivery or postage due. Besides the product return costs, the Consumer bears no other costs related to withdrawal.

Consumer may be liable for product value decrease in case of withdrawal

The Consumer can only be held liable for value decrease in the Product if it resulted from use beyond what is necessary to determine the Product's nature, characteristics and operation. The Service Provider can therefore demand compensation for value decrease resulting from use beyond what is necessary to determine the Product's nature, characteristics and operation, and reasonable costs.

How long must the Webshop refund the purchase price and which elements in case of Consumer withdrawal?

If the Consumer withdraws from the contract, immediately, but no later than 14 days from receiving the Consumer's withdrawal declaration, the Service Provider refunds all consideration paid by the Consumer (product price), including shipping (delivery fee) costs, except additional costs that arose because the Consumer chose a shipping method different from the cheapest usual shipping method offered by the webshop.

When do we withhold the due amount?

The Service Provider is entitled to withhold the refund until it has received the product back, or the Consumer has credibly proven they sent it back: the Webshop considers whichever is earlier.

How do we pay the due amount to the Consumer?

During refund, the Service Provider uses the same payment method as used in the original transaction.

How do we examine returned packages in case of withdrawal or exchange?

After the package arrives at our company, unpacking and examining the returned product occurs in the presence of a three-person committee, which records minutes on site if the product is damaged or has other deficiencies (for example if the returned product was damaged, used, dirty, or incomplete).

VIII. Defect liability, product liability

1. The information about defect liability and product liability is Annex 4 of these GTC.

IX. Service Provider Service limitations

1. The Buyer acknowledges that due to internet characteristics, the System's continuous operation may be interrupted despite the Service Provider's prior knowledge and intention. Accordingly, the Service Provider does not guarantee error-free and uninterrupted operation of the Service and related webpage, or that access to the Service will be continuous or error-free.
2. The Service Provider is entitled to suspend the Service partially or entirely for System or related Webshop maintenance, or for other security considerations, without any prior information or notification.
3. The Service Provider does everything to deliver information received from Event Organizers to interested parties. However, the Service Provider assumes no responsibility for information and content related to individual Events that the Event Organizer recorded in the System themselves, or that the Service Provider's employee recorded based on information received from the Event Organizer.
4. The Service Provider is only liable for damages caused by intentional or grossly negligent errors attributable to it. The extent of liability cannot exceed the value of the purchase transaction.
5. The Buyer acknowledges that the Service Provider is not responsible for any damage or misuse that occurs during or as a result of bank card payment.
6. The Service Provider excludes liability for all damages caused by contractual or illegal activity or omission of the Buyer, Event Organizer, or third parties.

X. Event rules

1. Conducting the Event as announced is the Event Organizer's obligation. The Event Organizer's name and other identification data appear on the front of the Admission Ticket. The Buyer acknowledges that the Service Provider assumes no responsibility regarding holding the Event visited with the purchased Admission Ticket, or the quality of performance or participation by artists, athletes, etc. appearing at it, or the event's conduct or holding. Regarding participation in the Event, the service relationship and service obligation is created between the person presenting the Admission Ticket and the Event Organizer. This relationship is determined by regulations found on the Event's or Event Organizer's official website. The Service Provider therefore cannot be party

to possible legal disputes between the Event Organizer and the Buyer (or current ticket holder) arising due to inadequate Event quality or event cancellation. Participation conditions, the Event's or the institution serving as Event venue's house rules or field regulations can differ significantly by performance and event. The Event Organizer is entitled to establish these rules, so the Buyer can inquire about these rules from the Event Organizer. When purchasing Admission Tickets and upon entry, accepting the house rules or field regulations is mandatory.

2. Admission Tickets are freely transferable, except if the Admission Ticket is in a specific name and/or if the given Event organizer orders otherwise, but in the latter case the Event information page contains rules about this. The Buyer declares that they only transfer the Admission Ticket to another person if the new ticket holder has accepted the Service Provider's and Event Organizer's GTC, Data Protection Notice, and the Event's house rules or field regulations.

3. Unless otherwise indicated on the Admission Ticket, the Admission Ticket entitles its presenter, one person, to single entry to the Event indicated on the Admission Ticket. There is no possibility to replace lost, damaged, or destroyed Admission Tickets.

4. The start time indicated on the Admission Ticket is informative, the actual start time may differ.

5. Depending on the Admission Ticket type, it may contain digital and analog security solutions that protect the Admission Ticket against counterfeiting. If the Service Provider, Event Organizer, or security service cooperating at the Event venue detects that security features on the Admission Ticket are damaged or deficient, they believe they detect signs of intentional damage, or judge them to be reproduced or copied, they may refuse entry to the Event to the Admission Ticket presenter, or request them to leave the Event area. The Buyer cannot make any compensation claims against the Service Provider due to exclusion for such reasons.

6. Certain Admission Tickets only entitle certain user groups to entry (child ticket, senior ticket, professional ticket, disabled seating, etc.). The Service Provider does not verify eligibility when purchasing. The Event Organizer is entitled through security service to verify whether the Admission Ticket presenter is entitled to use the special admission ticket. Entry can be refused until the ticket presenter proves their usage entitlement. In case of exclusion for such reasons, the ticket Buyer or Admission Ticket presenter is not entitled to compensation.

7. In certain cases, Admission Tickets only entitle visiting certain areas within the Event area.

8. Everyone visits the Event at their own responsibility. Although the Event Organizer does everything expected to ensure safe Event conduct, the Service Provider assumes no responsibility for possibly irresponsibly behaving visitors. The Event cannot be visited under the influence of intoxication, drugs or other mind-altering substances even with valid Admission Ticket presentation.

9. Photo and audio recordings may be made of the Event, which may record Event visitors; Event visitors cannot make any claims toward either the Event Organizer or Service Provider because of this.

10. The Event Organizer may remove visitors who violate participation conditions, the Event's or the institution serving as Event venue's house rules or field regulations, security service and other law enforcement instructions, to ensure safe Event conduct and undisturbed entertainment for visitors at the Event. In case of exclusion for such reasons, the Service Provider cannot be obligated to pay compensation.

11. For outdoor Events, the Event Organizer has the opportunity to announce a backup event date (rain date). If the rain date has been announced, the Event Organizer can decide at any time to hold the Event on the rain date. The Service Provider immediately informs Buyers about this decision through the Jegy.hu page as soon as it receives relevant information from the Event Organizer. The

Buyer acknowledges that they are not entitled to withdrawal rights due to holding the Event on the rain date. According to generally established industry practices, Events must be considered properly held despite weather-related interruption, early ending, or delayed start, if more than half the Event was properly held, or the Event's start slips less than 50% compared to the Event's planned length, or requires suspension for less than 25%. The Event Organizer is entitled to establish different rules regarding rain dates and partially held Events.

For outdoor Events that have rain venues, the Buyer automatically acknowledges by purchasing tickets that the Event Organizer can freely decide to hold the given event at the rain venue.

12. The Service Provider does everything expected to inform the Buyer and facilitate ticket refunds in case of possible Event failure. However, the Buyer acknowledges that in case of Event cancellation, the Event Organizer decides the process, location, and deadline for ticket refunds and is responsible for its realization. As soon as the Service Provider receives official notification from the Event Organizer about Event cancellation and receives a mandate/request from the Event Organizer, it notifies by email all Buyers who purchased their Admission Tickets through the Service Provider's online ticket purchase interface by providing their email address. Unless the Event Organizer decides otherwise, Admission Tickets sold electronically by the Service Provider do not need to be returned or presented to the Service Provider, the Service Provider refunds them based on data in the ticket system. Without a mandate from the Event Organizer regarding Admission Ticket refunds, the Service Provider cannot be obligated to refund Admission Tickets or return the purchase price of Admission Tickets. Beyond the Admission Ticket price - which the refund provider is obligated to refund at full value - neither the Event Organizer nor the refund provider is obligated to compensate any alleged or actual damages or costs. Besides Event cancellation, there is no way to refund Admission Tickets. In case of Event cancellation, the legitimacy of refunding the price of other services used during Admission Ticket purchase must be judged according to whether individual services were fulfilled by the service provider. The charged service fee is the fee for using the ticket purchase system, it is not part of the ticket price. In case of performance cancellation, the service fee is refunded, except if cancellation occurs for reasons detailed in point X.13.

13. If war, rebellion, terrorist act, strike, accident, fire, blockade, flood, epidemic authority decision, measure or recommendation, natural disaster, serious energy supply disruption or other unforeseen and unavoidable obstacle, or the Event Organizer's decision made for epidemic-related reasons, which falls outside the Buyer's or Service Provider's scope, prevents either from fulfilling some contractual obligation, such person is not liable for any loss or damage resulting from these events. If an Event is cancelled as a consequence of the circumstances listed above, the Service Provider will notify Buyers as soon as possible. After the obstacle ceases, the Event Organizer may replace the cancelled Event at their own decision, if this is enabled by the number of Events affected by the cancellation, the nature of the obstacle and the number of affected Buyers, as well as the Event Organizer's available capacities. In case of Event cancellation, the Event Organizer decides about Buyer compensation and provides coverage for compensation. In its absence, the Service Provider is not obligated to refund the admission ticket purchase price.

X/A. Different rules for online events

1. Online events can be live or recorded theatrical or other performances, events, for viewing which - at the time or period indicated during ticket purchase - the Buyer acquires authorization by purchasing tickets. For certain events, the Event Organizer also gives ticket buyers authorization to view the performance recording within a specified period after the live performance time. For certain online events, it is possible to repeatedly view the complete program or individual parts. Applicable rules may differ by event, detailed presentation of which is contained in the event description.

2. The image, sound and professional materials of online events are the exclusive property of the Event Organizer. By accepting these General Terms and Conditions, the Buyer acknowledges that

the Event Organizer does not permit recording or unauthorized use of online events' image, sound and professional materials in whole or in part. Recording online events in any way, further use of recordings that come into the Buyer's possession, including especially but not exclusively their reproduction, making them available to others, is not permitted.

3. Recording online events with any device, as well as copying via online or any digital or analog media, and utilization, especially lending, providing viewing for others, commercialization, or distribution or sale in any form is strictly prohibited. It is also prohibited to change or adapt any part, build it into any other work, publication, webpage, whether in electronic or other form. The Event Organizer, author and performers prohibit use of published recordings and professional materials without prior written permission based on Section 36 § (2) of Act LXXVI of 1999 on copyright. Unauthorized use entails criminal and civil law consequences.

4. For viewing online events, creating a personal, permanent buyer account is necessary. Creating the personal buyer account requires an accessible, valid email address, and providing name and password. After providing data, the Service Provider's system sends a message to the indicated email address requesting its confirmation. Authorizations for viewing individual content are tied to the personal buyer account. Accordingly, viewing authorization for online events cannot be transferred to others. A link can only be started with one registration, on one device; it won't start in two separate places with the same registration. For repeat purchases, the Service Provider identifies the Buyer's personal buyer account based on email address and password. Creating the personal buyer account is not the same as the - optionally offered, non-mandatory - registration for non-online events. For technical reasons, accordingly, Buyers already registered on Jegy.hu also need to create a personal buyer account if they want to view online events. The personal buyer account can be deleted at any time with an email sent to the Service Provider's customer service.

5. To view online events, the Buyer must have software meeting current technical requirements, appropriate internet connection and devices necessary for viewing. Service provider recommendations regarding minimum requirements can be learned and verified on the online.jegy.hu page. If special equipment or downloading third-party software is required beyond general requirements for viewing the online event, the relevant information is contained in the event description. The Buyer bears all costs related to their own internet connection and data traffic charges. It is the Buyer's obligation to ensure before purchasing tickets that the device on which they want to view content is suitable for playing the performance. The Service Provider assumes no responsibility if the Buyer cannot use the service for reasons outside the Service Provider's sphere of interest, such as due to the quality of internet access available to the Buyer.

6. The Service Provider bears no responsibility for damages arising from unforeseeable events or events outside its activity scope, for omissions and service disruptions of companies providing internet services, other service disruptions, virus infections, technical errors arising from the nature of online activity, or the quality of streaming services or recordings provided by the Event Organizer. If the Buyer notices an error when viewing the online event, it is advisable to report it to the Service Provider immediately but no later than the working day following the performance, so the error's existence and cause can be investigated. The Buyer may not engage in behavior that overloads, hinders or damages the Service Provider's IT system.

7. If a given online event can be viewed at a specific time or period, and the Buyer does not view it at the specified time or period, the Buyer acknowledges they cannot claim a substitute occasion or ticket price refund. The Buyer acknowledges that if they do not watch/listen to the online performance completely, they are not entitled to any substitute occasion or refund.

8. Online events may include content that could be harmful to minors' personality development. Accordingly, purchasing viewing authorization is not permitted for minors, and minors are not entitled to view online events without parental or guardian permission.

9. The Service Provider provides its service related to online events as a mediated service. Accordingly, the Service Provider provides online access to content created by the Event Organizer who creates the given content and publishes it within the framework of online broadcasting.

10. The Service Provider provides its service related to online events - if different information is not found in the given performance description - free from territorial restrictions. However, territorial restrictions may be possible for some performances due to copyright, performance rights limitations, or other reasons. In these cases, the Service Provider draws Buyers' attention to these restrictions in the event description before purchase. In case of territorial restrictions, the Service Provider is entitled to verify the Buyer's IP address to check compliance with territorial restrictions, and to refuse access if the viewing location would conflict with territorial restrictions.

XI. Liability issues, and trademarks and copyrights appearing in the Webshop

1. The Buyer can use the Webshop and webshop interface exclusively at their own risk, and accepts that the Service Provider assumes no responsibility for damages arising during use beyond liability for intentionally or criminally caused breach of contract damaging life, physical integrity, or health.

2. The Buyer is obligated to ensure that using the Webshop does not violate third parties' rights or laws either directly or indirectly.

3. Content possibly made available by the Buyer when using the Webshop (for example comments) may be checked by the Webshop, but is not obligated to do so, and the Webshop is entitled but not obligated to look for signs indicating illegal activity regarding published content and assumes no responsibility for them. Detailed relevant rules - taking into account DSA regulation rules - are contained in Annex 7 of this document.

4. Webshop pages may contain connection points (links) that lead to other Webshop pages. The Service Provider assumes no responsibility for these providers' data protection practices and other activities.

5. If you notice objectionable content on the Webshop, please immediately report it to the Service Provider. Detailed relevant rules - taking into account DSA regulation rules - are contained in Annex 7 of this document.

6. The Service Provider acquires unlimited and free usage rights to comments (e.g., chat, blog), observations, suggestions and ideas communicated by the Buyer in connection with using the Webshop, but this does not mean that any post, comment, etc. would reflect the Service Provider's opinion. The Service Provider is entitled without restriction to utilize, use, transfer, publish, delete, make public the Webshop users' observations without having to provide any compensation for this in any way.

7. Copyrights and consequences of their violation

The Webshop as a whole, its graphic elements, text, articles written in blog posts and technical solutions and service elements are under copyright protection or other intellectual property rights. The Service Provider and/or the Service Provider's contracted partner is the copyright holder or authorized user of all content, any copyrighted work, or other intellectual creation displayed during providing the Webshop and services available through the Webshop (including among others all graphics, photos and other materials, the Webshop interface's layout, editing, used software and other solutions, ideas, implementations).

Saving or printing the Webshop's content and individual parts to physical or other media - except if this is expressly permitted by applicable law - is only permitted with the Service Provider's prior written consent.

In case of using content without usage permission determined above, the Service Provider is entitled to demand damages, penalty and/or satisfaction.

Beyond the rights expressly defined in these GTC, using the Webshop or any provision of the GTC does not provide the Buyer any right to use or utilize any trade name or trademark in the Webshop.

The Service Provider reserves all rights to all elements of its service, especially to its domain name, related subdomains, all other domain names occupied by the Webshop, their subpages, and internet advertising surfaces. All activity aimed at listing, systematizing, archiving, breaking (hacking), reverse engineering source codes of the Webshop database is prohibited.

Without special agreement or using a service designed for this purpose, it is prohibited to modify, copy, place new data in, or overwrite existing data in the Webshop database by bypassing the interface provided by the Webshop or search engines.

8. Data, information, consumer reviews communicated by the Buyer

The Webshop user is fully responsible for information delivered to the Service Provider by using the site, thus in content, regarding their authenticity and regarding any related copyrights. Additional detailed relevant rules - taking into account DSA regulation rules - are contained in Annex 7 of this document. The Webshop user consents to storing and using data and information they provide for statistical analyses and other business purposes that do not violate personal data protection in any form and with any current or future device, including all content, audio and video content they send even through third parties.

The Service Provider does not provide access to consumer reviews of products or collect such reviews.

9. Conditions for waiving rights

Waiving any rights by the Service Provider is only valid in case of express written declaration to this effect. If the Service Provider does not exercise any right it is entitled to under these GTC, this cannot be considered waiving that right.

XII. Complaint handling method

1. Complaint handling tasks are performed by the Service Provider based on agreement between the Service Provider and Event Organizer. Performing complaint handling tasks does not mean that responsibility would fall on the Service Provider if buyer claims are justified. The Service Provider's registered office, complaint handling location, customer service mailing address, electronic mailing address, internet address can be found in point I of the GTC.

2. Complaint handling

When can you make a complaint?

You can make a complaint with the Service Provider about the webshop's and every person acting in the webshop's interest or favor's behavior, activity or omission that is directly connected to marketing or selling product(s) to you.

How can you make your complaint?

You can make your complaint through the customer service contacts indicated in point I of these GTC.

Your complaint must contain the following information for the Service Provider to be able to act:

- a. Information that enables the Service Provider to contact you (i.e., name and address, phone number and/or email address);
- b. Sufficient information regarding the purchase transaction: the name and contact information of the person who purchased the ticket, especially the email address used during purchase, transaction identifier, performance name and time, in case of seated performances the seats for which the purchased tickets were valid, bank identifier (if available);
- c. Sufficient information to identify the Service Provider's or Event Organizer's illegal behavior (that made the complaint necessary);
- d. If you are not the ticket purchaser, authorization received from the ticket buyer;
- e. If you do not send the complaint from the email used during ticket purchase, proof that you are the ticket buyer.

We understand how frustrating any inconvenience related to Event conduct or ticket purchase can be, but our customer service has great experience handling justified complaints. However, for quick action it is essential that you formulate your complaint in a cultured tone, containing the above data.

Where can you make a complaint?

You can present your consumer complaints about the Product or the Webshop's sales activities primarily directly through the customer service contacts indicated in point I of these GTC.

Rules for investigating verbal complaints

The Service Provider basically does not conduct personal and telephone complaint handling. Please use the customer service contacts indicated in point I of these GTC when making your complaint.

The Service Provider examines verbal complaints immediately to the extent possible and remedies them as necessary if it has the opportunity. If you do not agree with complaint handling or immediate complaint investigation is not possible, then the Service Provider makes minutes about the complaint.

Rules regarding minutes

In case of verbal complaints communicated using electronic communication service, the Service Provider sends you a copy of the minutes no later than simultaneously with the substantive response - no later than within 30 days. The Webshop is obligated to preserve the complaint minutes copy for three years from recording the complaint and present it to control authorities. The Service Provider provides telephone or other telecommunication device recorded complaints with unique identifiers, which later simplifies complaint retrieval.

In other matters when processing verbal complaints, the Webshop proceeds according to rules for written complaints.

Written complaint

The Service Provider substantively responds to written complaints within 30 days and arranges for their communication.

In case of complaint rejection, the Service Provider informs you about rejection reasons. In case of complaint rejection, the Service Provider is obligated to inform you in writing about which authority or conciliation body procedure you can initiate with your complaint according to its nature. The information must also contain the competent authority's or the conciliation body according to your residence or domicile's registered office, telephone and internet contact information, and mailing address. The information must also extend to whether the Service Provider uses conciliation body procedure to settle consumer legal disputes.

4. The Service Provider does not conduct public service activities, so special legal rules applying to service providers conducting such activities do not apply (operating special customer service, extended customer reception hours, prior appointment booking, continuous availability, five-minute login time, consumer protection representative, etc.).

5. Other legal enforcement opportunities

If a possibly existing consumer legal dispute between the Service Provider and Buyer is not settled during negotiations with the Service Provider, the Buyer qualifying as a consumer can turn to the competent conciliation body according to their residence or domicile and initiate the body's procedure, or can turn to the competent conciliation body according to the Service Provider's registered office. Overall, the following legal enforcement opportunities are open to Buyers qualifying as consumers: (i) Conciliation body procedure; (ii) Complaint filing with consumer protection authority; (iii) Dispute resolution procedure through the EU online dispute resolution platform; (iv) Initiating court procedure.

Initiating conciliation body procedure

The conciliation body has jurisdiction for out-of-court settlement of consumer legal disputes.

The Consumer definition is contained in Annex 5. A precondition for turning to the conciliation body is that the consumer attempts to settle the legal dispute with the Service Provider. Conciliation body procedure begins upon the Consumer's request. The request must be submitted in writing to the conciliation body president. The consumer can turn to the conciliation body according to their residence or domicile (conciliation body jurisdictions and contacts can be found in dropdown). The request must contain:

- the consumer's name, residence or domicile,
- the name, registered office or relevant establishment of the business affected by the consumer legal dispute,
- if the consumer requested a body other than the competent conciliation body for jurisdiction, indication of that body,
- brief description of the consumer's position, facts supporting it and their evidence,
- the consumer's declaration that the consumer attempted to settle the disputed matter directly with the affected business
- the consumer's declaration that they have not initiated another conciliation body's procedure in the matter, mediation procedure has not started, lawsuit filing or payment order issuance request has not occurred,
- motion for the body's decision,
- the consumer's signature.

The request must include the document or its copy (excerpt) whose content the Consumer refers to as evidence, especially the Service Provider's written declaration of complaint rejection, in its absence other written evidence available to the Consumer about attempting the prescribed consultation. If the Consumer acts through an authorized representative, the authorization must be attached to the request. In case of submitting identical content, repeated complaints containing no new information, the conciliation body may omit investigation.

The Service Provider bears cooperation obligation during conciliation body procedure. Consumer protection authority has jurisdiction in case of violation. The Service Provider is obligated to send its response to the conciliation body within the procedure. Conciliation bodies proceed online and only hold personal hearings at consumer request. At online hearings, the business's representative authorized to create agreement is obligated to participate online. If the consumer requests personal hearing, the business's representative authorized to create agreement is obligated to participate at least online at the hearing.

Conciliation bodies can issue binding decisions against businesses without submission statements if the consumer request is well-founded and the damage claim to be enforced does not exceed 200,000 forints. For claims exceeding this amount, without submission statements, conciliation body decisions contain recommendations. The Service Provider has not made a general submission statement. If the business does not fulfill the decision, the consumer can request the court to provide the obligation with an enforcement clause. After this the consumer can initiate enforcement procedure against the business for fulfillment. The binding decision is thus an immediately enforceable decision. If the consumer's claim exceeds the 200,000 forint amount limit and the business does not make a submission statement, the conciliation body can only issue advisory decisions.

8 conciliation bodies operate, whose jurisdictional areas are as follows:

Budapest Conciliation Body-Budapest

Baranya County Conciliation Body - Baranya County, Somogy County, Tolna County

Borsod-Abaúj-Zemplén County Conciliation Body - Borsod-Abaúj-Zemplén County, Heves County, Nógrád County

Csongrád-Csanád County Conciliation Body - Békés County, Bács-Kiskun County, Csongrád-Csanád County

Fejér County Conciliation Body - Fejér County, Komárom-Esztergom County, Veszprém County

Győr-Moson-Sopron County Conciliation Body - Győr-Moson-Sopron County, Vas County, Zala County

Hajdú-Bihar County Conciliation Body - Jász-Nagykun-Szolnok County, Hajdú-Bihar County, Szabolcs-Szatmár-Bereg County

Pest County Conciliation Body - Pest County

Besides these centers, personal hearings can still occur in county seats at the consumer's choice.

1. Baranya County Conciliation Body

Address: 7625 Pécs, Majorossy Imre u. 36.

Phone number: (72) 507-154; (20) 283-3422

Chairman: Dr. Réka Gőbölös

Website: www.baranyabekeltetes.hu

Email: info@baranyabekeltetes.hu ;
kerelem@baranyabekeltetes.hu

2. Borsod-Abaúj-Zemplén County Conciliation Body

Address: 3525 Miskolc, Szentpáli u. 1.

Mailing address: 3501 Miskolc P.O. Box 376.

Phone number: (46) 501-090

Chairman: Dr. Péter Tulipán

Website: www.bekeltetes.borsodmegye.hu

Email: bekeltetes@bokik.hu

3. Budapest Conciliation Body

Address: 1016 Budapest, Krisztina krt. 99.

Mailing address: 1253 Budapest P.O. Box 10.

Phone number: (1) 488-2131

Chairman: Dr. Éva Veronika Inzelt

Website: www.bekeltet.bkik.hu

Email: bekelteto.testulet@bkik.hu

4. Csongrád-Csanád County Conciliation Body

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone number: (62) 554-250/118 ext.

Chairman: Dr. Péter Károly Horváth

Website: www.bekeltetes-csongrad.hu

Email: bekelteto.testulet@csmkik.hu

5. Fejér County Conciliation Body

Address: 8000 Székesfehérvár, Hosszúséta tér 4-6.

Phone number: (22) 510-310

Chairman: Dr. Csilla Csapó

Website: www.bekeltetesfejer.hu

Email: bekeltetes@fmkik.hu

6. Győr-Moson-Sopron County Conciliation Body

Address: 9021 Győr, Szent István út 10/A.

Phone number: (96) 520-217

Chairman: Dr. Beáta Bagoly

Website: www.bekeltetesgyor.hu/hu ;
www.gymsmkik.hu/bekelteto

Email: bekeltetotestulet@gysmkik.hu

7. Hajdú-Bihar County Conciliation Body

Address: 4025 Debrecen, Vörösmarty u. 13-15.

Phone number: (52) 500-710; (52) 500-745

Chairman: Dr. Zsolt Hajnal

Website: www.hmbekeltetes.hu

Email: bekelteto@hbkik.hu

8. Pest County Conciliation Body

Address: 1055 Budapest, Balassi Bálint utca 25. 4th floor 2.

Mailing address: 1364 Budapest, P.O. Box: 81

Phone number: (1) 792-7881

Chairman: Dr. Géza Nadrai

Website: www.panaszrendezes.hu ;
www.pestmegyeibekelteto.hu

Email: pmbekelteto@pmkik.hu

If you detect violation of your consumer rights, you can turn with a complaint to the competent consumer protection authority according to your residence. After evaluating the complaint, the authority decides about conducting consumer protection procedure. Consumer protection authority acts upon request or officially, examining the Service Provider's market behavior from a consumer protection perspective. Your individual matter is resolved by the conciliation body, meaning consumer protection authority transfers the applicant's matter to the conciliation body in this case. The legislation designated government offices as general consumer protection authorities. Government office contacts: <https://fogyasztovedelmireferens.hu/hatosagok-es-bekelteto>

testuletek-elerhetosegei/

In case of consumer legal disputes related to online sales contracts, there is opportunity for consumers to settle their cross-border legal disputes related to online purchases electronically through electronic complaint submitted through the online platform available at the following link: <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=HU> . For this, nothing more needs to be done than the consumer registers on the online platform available at the above link, fills out a complete request, then sends it electronically to the conciliation body through the platform. Thus consumers can simply enforce their rights despite distances.

If the Buyer does not turn to a conciliation body or the procedure did not lead to results, they have the opportunity to turn to court for legal dispute settlement within civil procedure according to Act V of 2013 on the Civil Code and Act CXXX of 2016 on Civil Procedure. The lawsuit must be initiated with a statement of claim. All documents whose content the Buyer refers to as evidence must be attached to the statement of claim.

The statement of claim must indicate the following information:

- the proceeding court;
- the parties' names, residences and procedural positions, as well as parties' representatives;
- the right to be enforced, with presentation of facts serving as its basis and their evidence;
- data from which the court's competence and jurisdiction can be established;
- definite request for the court's decision.

XIII. Final provisions

1. So that customers who do not have the opportunity to study the Service Provider's GTC online in detail can also learn the rules related to their purchases and Admission Tickets, the Service Provider requested ticket offices in contractual relationship with it to make these GTC, or at least the summary in Annex 1 of the GTC, continuously available in a clearly visible place in the office to all ticket buyers who purchase from the Service Provider's System. During ticket office ticket purchase, the summary in Annex 1 of the GTC must be accepted by the ticket buyer, which rules create a written contract between the Buyer and Service Provider. Previous versions of the GTC can be viewed by clicking on the dates appearing when opening the GTC.

2. The Service Provider is entitled to use subcontractors and data processors. It is responsible for subcontractors as if it had provided the service itself.

3. Information regarding online terrorist content

Regulation (EU) 2021/784 of the European Parliament and Council on addressing the dissemination of terrorist content online, and Act CVIII of 2011 on certain issues of information society services establish rules for addressing misuse aimed at public dissemination of online terrorist content. The Service Provider is obligated to designate a contact point according to the above legislation. The Service Provider's contact point data: a) name: INTERTICKET Ltd., b) member state of registered office: Hungary, c) contact point (email address): OTT@interticket.hu d) contact point language: Hungarian, English.

The contact point can only be used for addressing online terrorist content dissemination. For other types of inquiries, please contact customer service. Additional rules related to addressing online terrorist content dissemination are contained in Annex 6 of these GTC.

4. DSA regulation related information

The Service Provider's sole contact point is available in Hungarian and English at the following email

address: DSA@interticket.hu. Contact point communication is not based exclusively on automated tools, but primarily on human resource application. Detailed DSA regulation information is available in Annex 7 of these GTC.

5. These GTC were prepared in Hungarian, Hungarian law rules apply to their interpretation. For questions not regulated in these GTC, relevant provisions of the Civil Code apply accordingly.

Annex 1

INTERTICKET Ltd.'s contract with ticket office ticket buyers

The rules contained in point X of these GTC also apply to those buying Tickets in ticket offices, about which the ticket office - according to its existing contract - is obligated to inform the ticket buyer.

Annex 2

Withdrawal/Termination Declaration Template

(Please fill out and return only if you intend to withdraw from/terminate the contract, if you purchased a ticket not for a specific date, or if you purchased not a ticket but other goods.)

"Addressee: InterTicket Ltd.

1139 Budapest, Váci út 99. 6th floor

interticket@interticket.hu

I/We the undersigned declare that I/we exercise my/our withdrawal/termination right regarding the contract for the sale of the following product(s) or provision of the following service:

Contract conclusion (ticket purchase) date /receipt date:

Electronic ticket code number / in case of online event, or other goods purchase, the invoice number belonging to the purchase:

Under criminal liability I declare that I have not used the ticket / have not viewed the online event. (Only if ticket purchase occurred.)

Consumer(s) name:

Consumer(s) address:

Email address used during purchase:

Consumer(s) signature: (only for declarations made on paper)

Date:..."

Annex 3

Information about withdrawal rights

Withdrawal is the consumer's right

The rights listed here belong to Buyers qualifying as consumers (hereinafter: "Consumer" -- see also Definitions in Annex 5). Accordingly, companies, institutions, associations, etc. (legal entities) cannot exercise withdrawal rights according to the below.

If you purchased a ticket not for a specific date (e.g., museum admissions usable anytime, etc.) or if besides the ticket you purchased other products (e.g., books, publications, merchandising products, etc.), you are entitled to withdraw from this contract within 14 days without justification. The withdrawal/termination deadline according to Section 20 § of Government Decree 45/2014 (II. 26.), in case of product sales contracts, is fourteen (14) days from the day of receipt of:

- a) the product,
 - b) in case of multiple product delivery, the last delivered product,
 - c) in case of products consisting of multiple items or pieces, the last delivered item or piece,
 - d) if the product must be delivered regularly within a specific period, the first delivery,
- by the Consumer or a third party designated by them, other than the carrier.

Consumers are not entitled to withdrawal rights when purchasing Admission Tickets/season tickets for specific dates or periods, since Government Decree 45/2014 (II. 26.) does not provide this right for service contracts related to leisure activities when a specific performance deadline or period is stipulated in the contract.

If the Buyer purchases an Admission Ticket for an online event available within a specified time interval and viewable once or multiple times within this time period (viewable video content, video on demand), then according to point m) of Section 29 § (1) of Government Decree 45/2014 (II.26.), by clicking the "Watch Video" button or starting to watch the video in any way, the Buyer gives their express, prior consent for the Service Provider to begin performance, and declares their acknowledgment that they can no longer exercise their 14-day withdrawal right, having already begun watching the video content.

If you wish to exercise your withdrawal/termination right, communicate your clear declaration containing your withdrawal/termination intention (for example by letter sent by post, fax or email) to the following address: InterTicket Ltd., registered office: 1139 Budapest, Váci út 99. 6th floor, email: interticket@interticket.hu . For this purpose, you can also use the withdrawal/termination declaration template found in Annex 2. You exercise your withdrawal/termination right in time if you send your withdrawal/termination declaration before the above-indicated deadline expires.

Procedure rules for exercising withdrawal rights

When is exercising withdrawal rights considered valid?

In case of written withdrawal, it must be considered validly exercised if the Consumer sends their declaration within 14 calendar days (even on the 14th calendar day) to the Service Provider. If the Consumer sends their withdrawal declaration by mail, the Service Provider considers the posting date for deadline calculation, if by email, then the email sending time. We recommend that the Consumer send their letter as registered mail so the posting date can be credibly proven, especially considering the following (burden of proof).

Which party bears the burden of proof?

The Consumer bears the burden of proving that they exercised their withdrawal right according to the provisions set forth in the applicable legislation.

What must the Service Provider do after the Consumer exercises their withdrawal right?

The Service Provider is obligated to confirm receipt of the Consumer's withdrawal declaration by email within a reasonable deadline.

What must the Consumer do after sending their withdrawal declaration?

In case of withdrawal, the Consumer is obligated to return the ordered Product to the Service Provider's address indicated in point I of these GTC without undue delay, but no later than 14 days from communicating their withdrawal declaration. The deadline is considered met if the Consumer sends (posts or gives to the courier they ordered) the Product before the 14-day deadline expires.

Who bears the return shipping cost?

The cost of returning the Product to the Service Provider's address is borne by the Consumer. The Service Provider does not take over arranging or covering return shipping from the Consumer. The Service Provider does not accept packages sent cash on delivery or postage due. Besides Product return costs, the Consumer bears no other costs related to withdrawal.

Consumer may be liable for Product value decrease in case of withdrawal

The Consumer can only be held liable for value decrease in the Product if it resulted from use beyond what is necessary to determine the Product's nature, characteristics and operation. The Service Provider can therefore demand compensation for value decrease resulting from use beyond what is necessary to determine the Product's nature, characteristics and operation, and reasonable costs.

How long must the Webshop refund the purchase price and which elements in case of Consumer withdrawal?

If the Consumer withdraws from the contract, immediately, but no later than 14 days from receiving the Consumer's withdrawal declaration, the Service Provider refunds all consideration paid by the Consumer (product price), including shipping (delivery fee) costs, except additional costs that arose because the Consumer chose a shipping method different from the cheapest usual shipping method offered by the Service Provider.

When do we withhold the due amount?

The Service Provider is entitled to withhold the refund until it has received the product back, or the Consumer has credibly proven they sent it back: the Webshop considers whichever is earlier.

How do we pay the due amount to the Consumer?

During refund, the Service Provider uses the same payment method as used in the original transaction. Using such refund method does not burden the Consumer with any additional costs.

How do we examine returned packages in case of withdrawal or exchange?

After the package arrives at our company, unpacking and examining the returned product occurs in the presence of a three-person committee. This is necessary to avoid possible later misunderstandings (for example, that the returned product was damaged, used, dirty, or incomplete).

Annex 4

INFORMATION ABOUT WARRANTY AND GUARANTEE RIGHTS

We draw our dear Buyers' attention to the fact that we publish the information contained in this annex based on legal obligation, some of what it contains does not apply to products sold by the Service Provider. If you have any questions about warranty and guarantee rights you are entitled to, please contact our customer service at the contacts indicated in point I of these GTC.

You can exercise the rights provided in this information if the Webshop performed defectively for you. We speak of defective performance when the Webshop's service (the Product) does not meet quality requirements established in the Contract or by law. It is important that the Webshop did not perform defectively if you knew or should have known about the defect at the time of contract conclusion (e.g., in case of quality-reduced discounted Products).

The Webshop's service (the Product or other related services) is considered contractual if the following are fulfilled:

- a) it must correspond to the description, quantity, quality, type contained in the contract, and must have the functionality, compatibility, interoperability and other characteristics according to the contract;
- b) it must be suitable for any purpose determined by the consumer, which the consumer brought to the Webshop's knowledge at latest when concluding the contract, and which the business accepted;
- c) it must have all accessories and instructions determined in the contract - including instructions for installation, setup instructions, and customer service support -; and
- d) it must provide updates determined in the contract.

Additional condition for contractual performance is that the Product or the Webshop's other service:

- (i) be suitable for purposes that law, technical standard or applicable code of conduct prescribes for the same type of service in the absence of technical standards;
- (ii) have the quantity, quality, performance and other characteristics - especially regarding functionality, compatibility, accessibility, continuity and security - that consumers can reasonably expect for the same type of service, taking into account public statements - especially in advertisements or on labels - by the Webshop, its representative or others participating in the sales chain about the service's specific characteristics;
- (iii) must have accessories and instructions reasonably expected by consumers - including packaging and installation instructions -; and
- (iv) must correspond to the characteristics and description of the service that the Webshop presented as a sample or model before contract conclusion or made available as a trial version.

Important: The Webshop's service does not need to comply with the public statement mentioned in point (ii) if the Webshop proves that

- a) it did not know and did not need to know the public statement;
- b) the public statement was already appropriately corrected by the time of contract conclusion; or
- c) the public statement could not have influenced the consumer's contract conclusion decision.

Defective performance in case of goods sales contract

The Webshop performs defectively if the Product's defect results from unprofessional installation, provided that

- a) installation was part of the sales contract and was performed by the Webshop or under the Webshop's liability assumption; or
- b) the consumer had to perform installation, and unprofessional installation was a consequence of deficiencies in installation instructions provided by the Webshop - or in case of goods containing digital elements, by the digital content or digital service provider.

If according to the sales contract the Webshop installs the goods (Product) or installation occurs under the Webshop's liability assumption, performance is considered completed by the Webshop when installation is finished.

For goods containing digital elements, if the sales contract provides for continuous provision of digital content or digital service for a specific duration, the Webshop is liable for defects in the goods' digital content or digital service, if the defect

- a) for continuous provision not exceeding two years, occurs or becomes recognizable within two years from goods delivery; or
- b) for continuous provision exceeding two years, occurs or becomes recognizable during the entire continuous provision period.

Defective performance for goods containing digital elements

For goods containing digital elements, the Webshop must ensure that the consumer receives notification about updates to the goods' digital content or related digital service - including security updates - necessary to maintain the goods' contractual compliance, and must ensure the consumer actually receives them.

The Webshop must ensure update availability for the following durations:

If the sales contract

- a) provides for one-time provision of digital content or digital service, then for as long as reasonably expected by the consumer based on the goods and digital elements' type and purpose, and individual circumstances and contract nature; or
- b) provides for continuous provision of digital content or digital service for a specific period, then for continuous provision not exceeding two years, for two years from goods delivery, or for continuous provision exceeding two years, during the entire continuous provision period.

If the consumer does not install provided updates within a reasonable deadline, the Webshop is not liable for goods defects if they result exclusively from not applying the relevant update, provided that

- a) the Webshop informed the consumer about update availability and consequences of the consumer's failure to install; and
- b) the consumer's failure to install the update or incorrect installation by the consumer is not attributable to deficiencies in installation instructions provided by the Webshop.

Defective performance cannot be established if at contract conclusion the consumer received separate information that a specific characteristic of the goods differs from the requirements described in this Information, and when concluding the sales contract the consumer specifically, expressly accepted this difference.

Relationship between warranty and guarantee

Warranty and guarantee rights apply alongside each other. The basic difference is that in case of warranty, burden of proof rules are established more favorably for the Consumer.

Defective performance

A Product qualifies as defective if it does not meet quality requirements in effect when placed on the market, or if it does not have characteristics described by the manufacturer.

It does not qualify as defective performance if the entitled party knew or should have known about the defect at contract conclusion time.

In consumer contracts, until proven otherwise, defects discovered by the Consumer within one year of performance are presumed to have existed at performance time, except if this presumption is incompatible with the thing's nature or the defect's character.

Defect liability

In case of the Webshop's defective performance, you can assert defect liability claims against the Webshop according to Civil Code and Government Decree 373/2021 (VI.30) rules. For new products purchased under consumer contracts, you can assert your warranty claims within a 2-year limitation period from receipt time, for product defects that already existed when the product was delivered. You cannot assert defect liability rights beyond the two-year limitation period.

For used products, a limitation period shorter than 2 years can be stipulated. The Webshop provides 1-year warranty for all used products it sells, meaning you can assert defect liability claims within a 1-year limitation period. If it is not a consumer contract, the entitled party can assert warranty claims within a 1-year limitation period from receipt. You can assert defect liability claims directly against the Webshop.

a) Claims assertable under defect liability

You can - at your choice - request repair or replacement, except if fulfilling your chosen claim is impossible or would involve disproportionate additional costs for the Webshop compared to fulfilling other claims. If you did not or could not request repair or replacement, you can demand proportional consideration reduction or you can repair the defect at the Webshop's expense yourself or have it repaired by others, or - as a last resort - withdraw from the contract. Withdrawal is not possible due to insignificant defects.

The deadline available for repair begins when the consumer good is received.

You are obligated to communicate the defect immediately after discovering it, but no later than two months from defect discovery to the Webshop.

You can switch from your chosen defect liability right to another, but must bear the switching costs, except if it was justified or the Webshop gave cause for it.

If you assert your warranty claim regarding a part of the Product that can be separated from the Product - regarding the indicated defect - the warranty claim does not qualify as asserted for other

parts of the Product.

b) Service Provider exemption from defect liability obligation

Within 6 months of contract performance (12 months for goods and goods containing digital elements sales), asserting your defect liability claim has no other condition beyond communicating the defect, if you prove you purchased the Product from the Webshop (by presenting invoice or invoice copy). In such cases the Webshop is only exempt from warranty if it defeats this presumption, meaning proves the Product's defect arose after delivery to you.

If the Webshop can prove the defect cause arose due to reasons attributable to you, it is not obligated to grant your asserted warranty claim. However, after six months (12 months for goods and goods containing digital elements sales) from performance, you must prove that the defect you discovered already existed at performance time.

Defect liability rules for goods sales consumer contracts

The Webshop can refuse to make goods contractual if repair or replacement is impossible, or would result in disproportionate additional costs for the Webshop, considering all circumstances, including the service's value in faultless condition and the breach's severity.

The consumer is also entitled to demand - proportional to the breach's severity - proportional consideration reduction or terminate the sales contract if

a) the Webshop did not perform repair or replacement, or performed it but did not fully or partially fulfill the conditions defined below, or refused to make goods contractual;

b) repeated performance defect occurred despite the Webshop attempting to make goods contractual;

c) the performance defect is so severe that it justifies immediate price reduction or immediate sales contract termination; or

d) the Webshop did not undertake to make goods contractual, or circumstances clearly show the Webshop will not make goods contractual within reasonable deadline or without significant harm to the consumer.

If the consumer wishes to terminate the sales contract citing defective performance, the Webshop bears the burden of proving the defect is insignificant.

The consumer is entitled to withhold the remaining purchase price - proportional to the breach's severity - partially or entirely until the Webshop fulfills obligations related to contractual performance and defective performance.

The reasonable deadline available for performing goods repair or replacement must be calculated from when the consumer communicated the defect to the business.

The consumer must make goods available to the Webshop for repair or replacement performance.

Conditions:

The Webshop must ensure at its own expense taking back replaced goods. If repair or replacement makes removing goods necessary that were installed according to the goods' nature and purpose - before the defect became recognizable - then the repair or replacement obligation includes removing non-compliant goods and installing replacement or repaired goods, or bearing removal

and installation costs.

Consideration reduction is proportional if its amount equals the difference between the value due to the consumer in case of contractual performance and the value of goods actually received by the consumer.

The consumer's defect liability right to terminate the sales contract can be exercised through a legal declaration expressing the termination decision addressed to the Webshop.

If defective performance affects only a specific part of goods provided under the sales contract, and conditions for exercising termination rights exist for those, the consumer can terminate the sales contract only regarding defective goods, but can also terminate regarding any other goods acquired together with them, if the consumer cannot reasonably be expected to keep only contractual goods.

If the consumer terminates the sales contract entirely or - according to the above paragraph - regarding some goods provided under the sales contract, then

- a) the consumer must return affected goods to the Webshop at the Webshop's expense; and
- b) the Webshop must immediately refund the purchase price paid by the consumer for affected goods as soon as it receives the goods or proof of goods return.

Product liability

In case of Product (movable thing) defects, the Buyer qualifying as a consumer can - at their choice - withdraw (see point 6) or assert product liability claims.

However, you are not entitled to assert defect liability and product liability claims simultaneously, in parallel for the same defect. However, if product liability claims are successfully asserted, you can assert defect liability claims against the manufacturer regarding the replaced product or repaired part.

a) Claims assertable under product liability

As product liability claims you can only request defective product repair or replacement. In case of asserting product liability claims, you must prove the product defect.

You can assert your product liability claim within two years from the product's market placement by the manufacturer. After this deadline expires, you lose this entitlement. You must communicate defects to the manufacturer without delay after defect discovery. Defects communicated within two months of defect discovery are considered communicated without delay. The consumer is liable for damages resulting from delayed communication.

b) Manufacturer exemption from product liability obligation

The manufacturer, distributor is only exempt from product liability obligation if they can prove that:

- they did not manufacture or place the product on the market within their business activity, or
- the defect was not recognizable according to science and technology state at market placement time, or
- the product defect results from applying legislation or mandatory official requirements.

For exemption, the manufacturer, distributor needs to prove only one reason.

Warranty

In case of defective performance, the Webshop is obligated to provide warranty for new durable consumer goods (e.g., technical articles, tools, machines) listed in Government Decree 151/2003 (IX. 22.) on mandatory warranty for certain durable consumer goods, as well as their accessories and components within the scope defined there.

The decree's (material) scope extends only to new Products and only to products sold under consumer contracts concluded in Hungary's territory and listed in the decree's annex.

Only Buyers qualifying as consumers can assert warranty rights.

The Webshop communicates warranty duration for individual Products at latest through data on the warranty card (guarantee card) given when the Product is received by the Buyer.

The Webshop is only exempt from warranty obligation if it proves the defect cause arose after performance.

Warranty duration

- for sales prices reaching 10,000 forints but not exceeding 100,000 forints: one year,
- for sales prices exceeding 100,000 forints but not exceeding 250,000 forints: two years,
- above 250,000 forints sales price: three years.

Missing these deadlines results in loss of rights. The repair time during which you cannot use the Product for its intended purpose does not count toward warranty time.

The warranty period begins on the day of Product delivery to you, or if the Webshop or its agent performs installation, on the installation day. If you have the consumer good installed more than six months after delivery, then the warranty period start time is the consumer good delivery day.

In case of Product or Product part replacement (repair), warranty time begins again for the replaced (repaired) Product (product part), and regarding defects appearing as repair consequences.

Claims assertable under warranty

In case of defects falling under warranty, you can:

- primarily demand - at your choice - repair or replacement, except if fulfilling the chosen warranty claim is impossible, or would result in disproportionate additional costs for the Webshop compared to fulfilling the other warranty claim, considering the Product's value in faultless condition, breach severity, and harm caused to you by fulfilling the warranty claim.
- if the Webshop did not undertake repair or replacement, cannot fulfill this obligation within appropriate deadline considering your interests, or your interest in repair or replacement ceased, you can - at your choice - demand proportional purchase price reduction, repair the defect yourself at the Webshop's expense or have it repaired by others, or withdraw from the contract. Withdrawal is not possible due to insignificant defects.

Defects excluding warranty claim assertion

Defects are not covered by warranty if their cause arose after Product delivery to you, for example, if the defect was caused by:

- unprofessional installation (except if installation was performed by the Webshop or its agent, or if unprofessional installation is attributable to user/operation manual errors)

- non-intended use, ignoring user/operation manual contents,
- incorrect storage, incorrect handling, damage,
- natural disaster, acts of nature.

Procedure for warranty/defect liability claims (for Buyers qualifying as consumers)

You can assert your repair claims at your choice directly at the Webshop's registered office, any establishment, branch, and repair services indicated by the Webshop on the warranty card. You can report your warranty claims to the Webshop through the contacts defined in point 4.

Proving contract conclusion is your burden (with invoice, receipt).

The Webshop bears costs related to fulfilling defect liability obligations.

The Webshop is obligated to make minutes about defect liability or warranty claims you report, and immediately provide you with a copy in a demonstrable manner.

Repair or replacement must be performed within appropriate deadline considering the Product's characteristics and your expectable intended use, considering your interests.

If the Webshop cannot declare about fulfilling your reported defect liability or warranty claim when reporting, it is obligated to notify you about its position within five working days in a demonstrable manner.

The Webshop is obligated to preserve minutes for three years from recording and present them to control authorities.

The Webshop strives to perform repair or replacement within fifteen days at most. If repair or replacement duration exceeds fifteen days, then the Webshop is obligated to inform you about expected repair or replacement duration. Information occurs electronically or in another manner suitable for receipt confirmation with your prior consent.

If Product replacement is not possible, the Webshop is obligated to refund the purchase price shown on the invoice or receipt you present within eight days. The eight-day deadline begins when the thirty-day deadline prescribed for repair expires unsuccessfully.

Other rules for repair in case of mandatory warranty

In contracts between consumers and businesses, parties cannot make agreements different from Government Decree 45/2014 (II. 26.) provisions to the Consumer's detriment.

If during warranty period:

a) when repairing the Product for the first time, the Webshop determines the Product cannot be repaired, absent your different arrangement, the Webshop is obligated to replace the Product within eight days,

b) after repairing the Product three times it breaks down again - absent your different arrangement, or if you don't demand proportional purchase price reduction and as a consumer don't wish to repair or have the consumer good repaired at the Webshop's expense, the Webshop is obligated to replace the Product within eight days,

c) if Product repair does not occur by the thirtieth day from communicating the repair claim to the Webshop - absent your different arrangement - the Webshop is obligated to replace the Product within eight days after the thirty-day deadline expires unsuccessfully.

If the consumer good breaks down for the fourth time, you are entitled to turn to the Webshop with repair claims, or demand proportional purchase price reduction from the Webshop, or repair the consumer good at the Webshop's expense. If you don't exercise these rights or didn't declare about them, the Webshop must replace the consumer good within 8 days, if this is not possible, refund the sales price shown on invoice or receipt within 8 days.

During repair, only new parts can be installed in the Product.

If the Webshop fulfills defect liability or warranty obligations differently from the right you wish to assert, the reason must be provided in the minutes.

In case of Product or Product part replacement (repair), warranty time begins again for the replaced (repaired) Product (product part), and regarding defects appearing as repair consequences.

Replacement claim within three working days

If you assert replacement claims within three working days from purchase (installation) due to Product breakdown, the Webshop cannot refer to disproportionate additional costs, but is obligated to replace the Product, provided the breakdown prevents intended use.

Prohibition of parallel right assertion

However, you are not entitled to assert defect liability and warranty claims, or product liability and warranty claims simultaneously, in parallel for the same defect.

Warranty therefore does not affect asserting your rights arising from law - especially defect and product liability, and compensation rights.

Legal dispute settlement

If legal disputes arise between parties that cannot be settled peacefully, you can initiate conciliation body procedure according to the provisions in point XII of the GTC.

The Webshop assumes no warranty and liability for damages arising from defective or negligent handling after risk transfer, excessive use, effects different from specified, or other non-intended Product use.

Annex 5

Definitions

Parties: Service Provider and Buyer together.

Service Provider or Webshop: one contracting party of these GTC, the organization defined in point I.

Consumer: a natural person acting outside their profession, independent occupation or business activity, who buys, orders, receives, uses, utilizes goods or is the addressee of commercial communication or offers related to goods.

Besides the above "Consumer" definition, persons falling outside this scope can also initiate procedures before conciliation bodies, since in this narrow scope the consumer concept extends to civil organizations according to separate law, church legal entities, condominiums, housing cooperatives acting for purposes outside their independent occupation and economic activity scope, who buy, order, receive, use, utilize goods or are addressees of commercial communications

or offers related to goods.

Consumer contract: Contract where one party qualifies as Consumer.

Website: Electronic interface operated by the Service Provider where the Contract is concluded.

Warranty: According to the Civil Code for contracts between Consumers and Webshop,

1. warranty undertaken for contract performance, which the business undertakes for proper contract performance beyond or in absence of legal obligation voluntarily, and
2. mandatory warranty based on law.

We do not sell products on this Website that would oblige the Service Provider to provide warranty according to applicable laws.

Contract: sales contract concluded between Service Provider and Buyer using the Website.

Distance contract: consumer contract concluded within a distance sales system organized for providing products or services according to the contract, without simultaneous physical presence of parties, where contracting parties use exclusively means enabling distance communication for contract conclusion.

Buyer: person concluding a Contract by making a purchase offer through the Website, who can be either a consumer or an organization not qualifying as consumer (legal entity or other organization not qualifying as such).

goods: movable things, including water, gas and electricity packaged in containers, bottles or otherwise in limited quantities or with specified volume, and goods containing digital elements, (equivalent to products in the Contract's conceptual system);

goods containing digital elements (products): movable things that contain or are connected to digital content or digital services, such that without the relevant digital content or digital service the goods could not fulfill their functions;

digital environment: hardware, software and network connection used by the consumer to access or utilize digital content or digital services;

digital service:

- a) service enabling consumers to create, process, store digital data or access it; or
- b) service enabling sharing or other interaction with digital data uploaded or created by the consumer and other service users;

digital content: data produced or provided in digital form;

functionality: ability of goods containing digital elements, digital content or digital service to fulfill functions appropriate to their purpose;

manufacturer: the product's producer, for imported products the importer bringing the product to European Union territory, and any person who presents themselves as manufacturer by placing their name, trademark or other distinguishing mark on the product;

integration: connecting and incorporating digital content or digital service with various components

of the consumer's digital environment so digital content or digital service can be used according to contractual performance requirements;

interoperability: ability of goods containing digital elements, digital content or digital service to work together with hardware and software different from what goods, digital content or digital services of the same type are usually used with;

warranty: according to the Civil Code, warranty undertaken for contract performance, which the business undertakes for proper contract performance beyond or in absence of legal obligation;

compatibility: ability of goods containing digital elements, digital content or digital service to work together - without need for conversion - with hardware or software that goods, digital content or digital services of the same type are usually used with;

personal data: personal data defined in Article 4 point 1 of the general data protection regulation;

durability: a product's ability to maintain required functions and performance under normal use;

durable medium: any device enabling the consumer or business to store data personally addressed to them in a way accessible for the future and for a period appropriate to the data's purpose, and to display stored data in unchanged form, such durable media include e.g. CD Rom or email;

free of charge: without paying necessary costs - especially postal costs, shipping costs, labor costs or material costs - arising for making goods, digital content or digital service contractual;

business: business defined in the Civil Code, including persons acting on behalf or for the benefit of the business;

purchase price: consideration payable for goods, digital content provision or digital service provision.

Annex 6

INTERTICKET Ltd.'s rules for addressing terrorist content dissemination

Introduction

Regulation (EU) 2021/784 of the European Parliament and Council on addressing the dissemination of terrorist content online (hereinafter: TCO regulation), and Act CVIII of 2011 on certain issues of information society services (hereinafter: E-commerce Act) establish rules for addressing misuse aimed at public dissemination of online terrorist content.

According to the TCO regulation and E-commerce Act Section 12/B § (1), the competent authority and contact point in Hungary is the National Media and Infocommunications Authority Office (hereinafter: Authority), which, if it learns of terrorist content, obliges the hosting service provider in a removal order to remove or make it inaccessible.

Terrorist content according to the TCO regulation is material that incites or calls upon a person or group of persons to commit terrorist acts, or provides guidance for weapon preparation or other methods or techniques usable during terrorist attacks. Materials disseminated for educational, journalistic, artistic or research purposes, or for preventing or combating terrorism do not qualify as terrorist content.

The Service Provider fulfills its obligations contained in the above legislation as follows:

1. The Service Provider removes or makes terrorist content inaccessible as soon as possible, but within one hour of receiving the removal order.
2. If it receives a removal order, the Service Provider immediately informs the Authority about terrorist content removal or making it inaccessible in all member states without undue delay using the form specified in Annex II of the TCO regulation, indicating the time of removal or making inaccessible. If due to vis major or de facto impossibility not attributable to the Service Provider (e.g., objectively demonstrable technical or operational reasons) it cannot comply with the removal order, the Service Provider immediately informs the Authority without undue delay explaining said reasons using the form specified in Annex III of the TCO regulation. If the Service Provider cannot comply with the removal order because it does not contain sufficient information for execution, it immediately informs the Authority without undue delay and requests necessary clarifications using the form specified in Annex III of the TCO regulation.
3. The Service Provider has taken measures to be able to restore content or access to it, and data necessary for review procedures or complaint handling, crime prevention, detection and prosecution, and preserve them for six months.
4. The Service Provider has established a mechanism enabling content providers to submit complaints regarding given removal or making inaccessible, requesting content restoration. Content providers can report complaints to the contact point in the GTC final provisions. The Service Provider immediately examines complaints, and if content removal or making inaccessible was unjustified, immediately restores content or access to it. It informs the complainant about investigation results within two weeks of receiving the complaint. If the Service Provider rejects the complaint, it justifies its decision to the complainant.
5. If the Service Provider removed or made terrorist content inaccessible, it informs the content provider, except if the Authority decided that for public security reasons (e.g., due to terrorist crimes) no information can be provided for the necessary period, but maximum six weeks from said decision.
6. If the Authority establishes that the Service Provider is exposed to terrorist content, the Service Provider takes measures to prevent dissemination.
7. The Service Provider has designated a contact point for receiving and immediately processing removal orders electronically, whose data can be found among the GTC final provisions. The contact point enables electronic submission of removal orders and provides technical and human resources for immediate order processing.

Annex 7

Compliance with Regulation 2022/2065 EU (DSA, Digital Services Act Regulation, DSA Regulation)

1. The Service Provider created this regulation to comply with DSA Regulation rules.
2. Users are responsible for content they upload, share or otherwise make available in the Service Provider's system. All activity or content violating the DSA Regulation, other applicable EU or Hungarian law qualifies as illegal activity or illegal content and the Service Provider immediately removes it or terminates access to it.
3. The Service Provider can suspend or terminate accounts of users uploading illegal content. When making this decision, the Service Provider does not apply algorithmic decision-making. The service provider justifies its decision in detail according to DSA Regulation rules. Before the decision, the Service Provider sends prior warning to the user uploading illegal content.

4. Restrictions related to the Service Provider's services are contained in point XI of the GTC. The Service Provider - due to the service's nature - does not conduct content moderation procedures.

5. The Service Provider cooperates with competent authorities according to the DSA Regulation, including information provision, executing orders, and reporting obligations in case of suspected crimes.

The Service Provider's publication obligations prescribed by the DSA regulation are available at the following links:

a) transparency reports
(<https://www.jegy.hu/articles/1267/atlathatosagi-jelentes-2024-februar-17-2025-februar-16>)

b) publishing user numbers
(<https://www.jegy.hu/articles/1268/atlagos-havi-aktiv-felhasznalok-kozvetetele>)

6. The Service Provider's sole contact point is available in Hungarian and English at the following email address: DSA@interticket.hu . Contact point communication is not based exclusively on automated tools, but primarily on human resource application.

7. If any user - whether natural or legal person - learns that the Service Provider's system, Webshop or mobile application contains information and/or content that - in their opinion - can be considered illegal content, the user can contact the Service Provider's contact point at the contact indicated in point 6 above and report illegal content, or use the following form for reporting: DSA reporting form. According to DSA Regulation rules, reports must meet the following requirements:

(a) sufficiently substantiated explanation of why the user claims the information in question is illegal content; and

(b) clear indication of the information's precise electronic location, such as exact URL or URLs, and if necessary additional information enabling illegal content identification adapted to the given content type; and

(c) name and email address of the individual or organization submitting the notification, except for information involving crimes mentioned in Articles 3-7 of Directive 2011/93/EU; and

(d) statement confirming the good faith conviction of the individual or legal entity submitting the notification that information and claims in the report are accurate and complete.

8. After receiving the report, the Service Provider immediately sends acknowledgment of report receipt to the individual or organization if they provided their electronic contact in the report. Beyond this, the report must be considered as the Service Provider learning of the relevant specific information, and from then the Service Provider conducts detailed legal examination of the relevant activity or information's illegality according to the complaint handling process prescribed in the DSA Regulation, then makes a decision about the report contents (hereinafter: Report).

9. The Service Provider handles reports made by trusted flaggers with priority.

10. For reports meeting requirements in point 7, the Service Provider immediately notifies the user about the decision related to the Report without undue delay, considering the matter itself and its complexity in the shortest possible time, which includes remedy possibilities in case of possible report rejection. If the reporting user disagrees with the Service Provider's decision, they can turn to the certified out-of-court dispute resolution body competent according to their place of establishment.

11. If service ordered from the Service Provider qualifies as commercial communication or advertising based on DSA Regulation provisions, and the Service Provider appears as Intermediary service provider in service performance, then based on DSA, for each advertisement - clearly, concisely, unambiguously and in real time - the following is indicated:

- a) that the information qualifies as advertising;
- b) on whose behalf the advertisement was displayed;
- c) who financed the advertisement, if this person differs from the person mentioned in point b);
- d) what are the substantial information related to parameters for determining the service's targeted audience through advertising - which must be directly and easily accessible from the advertisement -, and if applicable, how to modify these parameters.

12. Main Parameters of the Recommendation System

This section provides information pursuant to Article 27 of the DSA regarding the main parameters of the recommendation system available on the website, and how users of the website can modify or influence these parameters. The "main parameters" indicate why specific content or programs appear on the given page.

The website contains advertisements, editorial recommendations, and results generated based on search settings.

Advertisements are always indicated by an "Advertisement" label. By clicking on the "Advertisement" label, the advertiser can be displayed, and if different, the sponsor of the advertisement as well. Information also appears indicating that the advertisement is not "targeted," meaning all visitors can view the same advertisements, which do not change based on previous purchases, consumer behavior, or other similar parameters. Therefore, the company does not apply profiling in displaying advertisements. The position of advertisements is purchased by the advertiser, so the position of advertisements within the website is determined by where the advertiser wished to place it. Advertising positions can be purchased on the website's homepage, on the main pages of individual categories, and in sidebars placed next to events, but advertisements may only promote events for which ticket sales are already ongoing on the website, meaning information about the event is also available in non-advertising form. No other type of advertisement can be placed on the website.

Positions not sold for advertising are filled manually by the company with editorial recommendations and editorial selections (typically with weekly updated offerings). The advertising spaces, and primarily the homepage, aim to provide a taste of the nearly 50,000 events, showcasing the variety offered by the website, which is the focus of the editors' work. Every customer sees the same offer, meaning the company does not use visitor-specific information (e.g., user behavior, similar purchases, profiling, etc.).

However, in the TOP 10 category, the popularity of a given program appears based on actual sales data. The list shows factual data regarding the previous calendar day's sales. In the category selector appearing above the TOP 10 list, visitors can select the program category of interest to them or display the combined results of all categories.

Approximately 50,000 event tickets can be purchased annually on the website. In this extremely wide selection - considering the limited display areas - the website primarily assists users in finding events of interest through the "Event Search" located at the top of the homepage (with user-configurable filter combinations). In the search function, appropriate performances can be found by specifying parameters such as category, city, venue, date, period, etc., and their various

combinations. Offers appearing based on the parameters specified this way are basically displayed in chronological order, first showing the event closest to the specified date, and in case of identical dates, in alphabetical order. The ticket buyer can modify and narrow the selection presented this way by selecting the options placed at the top of the page: for foreigners / show those without dates too / events by date / programs by popularity. The popularity parameter works based on the logic presented for the TOP 10 display, but is not limited to the 10 most popular performances. During the ticket purchasing process, data regarding the saturation of the given event also appears, indicating if tickets are no longer available for the event ("sold out"), if ticket purchase is possible ("ticket purchase"), and also the information that if there are no more tickets for the given performance, but the same performance can still be viewed at another time ("tickets still available for other dates").

13. The Service Provider informs users about significant changes to contractual terms (for example when modifying rules for information permitted within its service framework, or other changes that could directly influence service users' ability to use the service). Information form and method match the rules for informing about GTC amendments.