

CONVENIENCE REFUND POLICY OF VOLT PRODUKCIÓ KFT.

The Hungarian government has prohibited holding mass events until 15 August 2020 based on the COVID-19 pandemic situation, and because of this, **VOLT Produkció Korlátolt Felelősségű Társaság** (Hajógyári sziget, lot number: 23796/58., 1033 Budapest, Hungary, registration number: 01-09-695549, hereinafter “**VOLT**”), has postponed the Bagossy Brothers Company Kompkonzert (hereinafter “**Event**”) to 17 September 2020. In view of these, VOLT as organiser has voluntarily offered, without any respective obligation, based on business decision, to provide the limited right of cancellation to the Ticket Purchaser regarding the ticket purchase contract, which may be exercised according to the present Policy. The present document determines the detailed provisions related to the right of cancellation, thus the Convenience Refund of the purchase price. The terms defined in the General Terms and Conditions (hereinafter: “**GTC**”) of VOLT by applying block letters as first letter, and unless the context otherwise requires, shall have the same meaning as in the GTC.

I. Definitions:

“**Purchase Price**” shall mean the original price, not inclusive of the handling fee, that has been paid for the Ticket by the Ticket Purchaser.

“**Convenience Refund**” shall mean the Purchase Price to be pecuniary refunded upon the Ticket Purchaser’s cancellation.

“**Use of Ticket**” shall mean the automatic validity of the Ticket for the Event.

II. General provisions

Upon his or her sole discretion, the Ticket Purchaser shall be entitled to:

- (i) Use of Ticket; or
- (ii) cancellation and Convenience Refund

under the present Convenience Refund Policy.

This Convenience Refund Policy shall not be applied to any Ticket issued differently than the ticket purchase transaction determined by Section 2 of Part II of the GTC (therefore, the present Convenience Refund Policy is not applicable in particular to artist, staff, guest, vendor and press Ticket/ and Ticket given by VOLT or any affiliated party as a prize or gift).

Any Ticket may be disposed of separately.

III. Use of Ticket

Opting for Use of Ticket is automatic. There is no need to request the Use of Ticket in any form. Therefore, in case of Use of Ticket, the lawful ticket holder of the Ticket shall be, without any further action, entitled to enter and participate the Event. However, if the Convenience Refund has been claimed by the Ticket Purchaser, the Use of Ticket is not

possible anymore and the Ticket shall become invalid. VOLT's liability is excluded in this regard

For other aspects of the use of the Ticket at the Event the provisions of the GTC in effect shall apply.

IV. Convenience Refund

For the cancellation and opting for Convenience Refund in relation to the given Ticket, an e-mail shall be sent to info@molnagyonbalaton.hu e-mail address between June 22 2020 and July 5 2020 with the following data: the character string of the QR code(s) of the Ticket(s) for which the Convenience Refund is requested; in case the Ticket was not purchased online the bank account number/IBAN and name linked to the bank account/IBAN. Providing the name used when purchasing the Ticket (if provided) and the email address provided when purchasing the Ticket (in case of online ticket purchase) is not obligatory; although, it facilitates the more precise identification of the transaction, thus helps to perform the Convenience Refund faster. The request for Convenience Refund and cancellation cannot be withdrawn.

Only the Ticket Purchaser shall be entitled to the cancellation and request the Convenience Refund. By requesting the Convenience Refund and so the cancellation, the person sending the respective e-mail to VOLT declares to be the Ticket Purchaser and accepts this Policy legally binding. VOLT's liability is excluded in this regard.

The Convenience Refund shall be initiated to the bank account linked to the bank card used when purchasing the ticket online or to the designated bank account, free of any charges or handling fee within 30 (thirty) days from the respective request. VOLT explicitly excludes all liability regarding providing incorrect data to VOLT.

Cancellation and requesting for the Convenience Refund regarding the Ticket may only be exercised between 22 June 2020 and 5 July 2020. The failure of exercising cancellation and requesting the Convenience Refund within this period shall result in loss of the right to cancellation and Convenience Refund. In this case the Use of Ticket as the default opting remains in effect.

The Convenience Refund and cancellation regarding a Ticket may only happen once in accordance with this Convenience Refund Policy.

The Purchase Price shall be credited to the bank account belonging to the bank card used for the purchase of the respective Ticket at VOLT's webshop if the Ticket was purchased online. If the bank card has been expired or any banking detail which is required to perform the transaction is not available, or the Ticket has been purchased in person pursuant to Section 2.2 of Part II of the GTC, or Erzsébet Card, Erzsébet Voucher, Edenred voucher has been used for the purchase, providing a bank account number/IBAN and the name linked to is necessary in order to receive the Purchase Price If an OTP SZÉP Card, MKB SZÉP Card, K&H SZÉP Card, OTP Cafeteria Card or Edenred Card has been used for the purchase of the Ticket, the Purchase Price shall be credited to the respective SZÉP Card, OTP Cafeteria Card or Edenred Card account.

If more than one person exercises the right of cancellation and requests the Convenience Refund regarding the same Ticket between June 22 2020 and July 5 2020, VOLT shall not perform the Convenience Refund, and the right of cancellation and the right to request Convenience Refund concerning the Ticket shall automatically be lost (forfeiture of right). The Ticket shall be valid for the Event. VOLT's liability is excluded in this regard.

The present Policy has been drafted in Hungarian, although its English version is also accessible. In the event of contradiction between Hungarian and English version, the Hungarian language version shall prevail.