

# GENERAL TERMS AND CONDITIONS

*Effective from 10 June 2021*

These General Terms and Conditions (hereinafter **GTC**) govern the general conditions pertaining to (i) the purchase of tickets, products, and services, as well as the rights and obligations arising from the legal relationship between VOLT Produkció and the ticket purchasers; and to (ii) the attendance of visitors at any festival (hereinafter each referred to as **Event**, collectively referred to as **Events**) organised and hosted by **VOLT Produkció Korlátolt Felelősségű Társaság** (hereinafter **VOLT Produkció**), as well as the rights and obligations arising from the legal relationship between VOLT Produkció and visitors, with the condition that for certain Events different rules, as set forth in the respective Visitor Policies, may also apply. In some cases no Visitor Policies shall apply for certain Events in which cases the policies of the respective event venues shall be applicable.

The provisions of Parts I and IV of these GTC are applicable in all cases to the purchase of tickets, products, and services to, moreover to attendance at, the Events, and the legal relationship between VOLT Produkció and the ticket purchasers and visitors. Terms and conditions of the purchase of tickets, products, and services to the Events are governed by Part II of these GTC. Part III of these GTC governs the general rules of attendance of visitors at Events, moreover the rights and obligations arising from the legal relationship between VOLT Produkció and visitors. If the ticket purchaser does not purchase an entry ticket to the Event, but other product or services, then Part III of the GTC shall not be applicable to this product or service, however, the special terms and conditions of the given product or service, incorporated in a separate document, shall be applicable.

VOLT Produkció informs the consumers that the GTC as amended from time to time and the Visitor Policies of each Event not forming part of these GTC, the separate terms and conditions of other products and services, the General Data Protection Regulation and its annexes, not forming part of these GTC, as well as the separate Privacy Notices for each data processing are available and may be printed from the molnagyonbalaton.hu, bmylake.hu and strandfesztival.com websites and their sub-pages, and are also available at the registered office of VOLT Produkció (Hungary, H-1033 Budapest, Hajógyári sziget, hrsz. 23796/58), at cash desks and information points. VOLT Produkció may, from time to time, revise and amend its General Data Protection Regulation and the published Privacy Notices.

## I. INTRODUCTORY PROVISIONS

### A. DETAILS OF VOLT PRODUKCIÓ

Full company name of VOLT Produkció:

VOLT Produkció Korlátolt Felelősségű  
Társaság

Registered office of VOLT Produkció:	H-1033 Budapest, Hajógyári-sziget, hrsz. 23796/58, Hungary
Registration authority for VOLT Produkció:	Budapest Metropolitan Court as Court of Registration
Company registration No. of VOLT Produkció:	01-09-695549
Tax ID of VOLT Produkció:	12625150-2-41

## B. DEFINITIONS

**1. VOLT Produkció:** the company defined in Section A.

**2. Event/Events:** any festival/festivals organised and hosted by VOLT Produkció, that is the totality of performing art – music, entertainment, culinary and cultural – programmes and other free or for-payment Services provided by VOLT Produkció in a given period in a certain area.

**3. Term of the Event:** the term of any given Event shall correspond to the time period between the commencement and the closing of the Event. Commencement of an Event shall correspond to the beginning of validity of the Ticket that authorises, out of all Tickets that can be purchased from VOLT Produkció for this Event at the start of ticket sales, for the earliest entry for the given Event. Closing of an Event shall correspond to the end of validity of the Ticket that authorises, out of all Tickets that can be purchased from VOLT Produkció for this Event at the start of ticket sales, for the longest stay at the given Event. VOLT Produkció reserves the right to organise programmes or provide Services on an additional day, that is before or after the Term of the Event, as specified hereinbefore. Such additional days shall not be considered as an integral part of the Event, and may be visited only with a supplementary ticket.

**4. Product:** items and rights of pecuniary value which may be purchased from VOLT Produkció, its Contributors or other Contracted Partners at or in connection with the Events, as well as any vouchers or other similar means which may be exchanged for them.

**5. Service:** any service which is made available by VOLT Produkció, its Contributors or Contracted Partners at, or in relation to, the Events either free of charge or for a consideration.

**6. Ticket:** a bearer certificate issued in any (printed or electronic) form, verifying a claim for a wristband at the Event organised by VOLT Produkció. Tickets are anonym and have a unique identifier.

**7. Wristband:** a certificate applied by VOLT Produkció when validating a Ticket which provides entitlements identical to those included in the Ticket (day ticket, pass or – if VOLT Produkció decides to sell such – minute-based ticket) and – provided that it is secured according to Section 2 of Part III – exclusively certifies that its bearer is entitled to visit the respective Event. Entitlements included in certain Tickets may be provided by more than one

wristbands. Wristbands remain in the property of VOLT Produkció until twenty-four hours after the closing of the Event.

**8. Check-in:** the prior procedure or the procedure immediately preceding the entry whereby a given Ticket is assigned to a specific natural person.

**9. Consumer:** the Ticket Purchaser, the Visitor and, if different from them, another person holding a ticket, as defined in Section 8:1 paragraph (1) 3 of the Hungarian Civil Code, and in Section 2 a) of Act CLV of 1997 on Consumer Protection. An Unauthorised Participant shall not be considered as a Consumer.

**10. Ticket Purchaser:** the person purchasing Ticket, Product, or Service from VOLT Produkció.

**11. Visitor:** a natural person entitled to enter and participate in a specific Event.

**12. Unauthorised Participant:** a natural person attending a respective Event without having a valid title for entry, including that person who exchanges for a wristband a Ticket that he/she acquired unlawfully or that third party who attends a respective Event with such a wristband.

**13. Contributor:** a subcontractor or agent of VOLT Produkció who facilitates the organisation of the Event.

**14. Contracted Partner:** an enterprise or other legal person performing independent activity at or in connection with a respective Event based on a contractual relationship with VOLT Produkció, and not qualifying as a Contributor.

**15. Third Parties:** natural and legal persons other than VOLT Produkció and the Consumer.

**16. Visitor Policy:** documents applicable to the respective Events, partly providing a short summary of the provisions contained in these GTC, partly containing special mandatory provisions for each Event set forth with respect to the circumstances of the respective Event, including entry and conduct rules; they do not form an annex of the GTC and are available on the website of VOLT Produkció and on the website (if any) of each Event, as well as on the sites of the Events.

**17. Payment Policy:** a document not constituting part of the GTC, governing the rights and obligations in respect of the use of cash-free payment methods issued based on a case by case decision by VOLT Produkció for certain Events.

## C. SCOPE OF THE GTC

1. The personal scope of these GTC covers VOLT Produkció, as well as the Consumers and Unauthorised Participants. The conditions of the legal relationship between VOLT Produkció and the Contributors and Contracted Partners are contained in separate contracts. For Visitors entering with a Ticket issued in a manner other than as a result of a ticket purchase transaction as per Section 2 of Part II of these GTC (including but not limited to artist, staff, guest, vendor and press tickets), other provisions may apply, over and above, or even deviating from, those written in these GTC, which are contained in separate documents issued by VOLT Produkció.

2. These GTC are for an unlimited period. By these GTC becoming effective, VOLT Produkció's GTC of 1 June 2021 shall be revoked with the condition that the provisions of these GTC shall also apply to the Tickets, Products and Services purchased after 1 June 2021.

3. The Consumer agrees that VOLT Produkció is entitled to amend these GTC unilaterally on reasonable grounds. A reasonable ground is a change in a mandatory provision of any legal regulations relating to the legal relationship between the parties, or if the change is necessitated by a requirement to conduct the Event in a safe and profitable manner at all times, by public safety or public health considerations, a development or change of ticket sales processes used by VOLT Produkció, conclusions drawn from the experience of the organisers, or domestic or international economic conditions, market processes or a change in festival visiting patterns. If the GTC are modified, the modifications are marked in italics and underlined type face and deletions are marked with strikethrough for comparison with the contents of the consolidated version of the most recent GTC. The modifications take effect immediately upon publication on the website operated by VOLT Produkció and, if the modification affects the legal relationship under Part III (i.e. not exclusively the purchase process under Part II), the Ticket Purchaser, for fourteen days from this date, is entitled to terminate this legal relationship in writing without giving reasons, provided that he/she has not begun visiting the Event. The Ticket Purchaser does not have a termination right if the modification contains only provisions more favourable to Visitors or if he/she has already transferred the Ticket to a third party. In this latter case, only the ticket holder shall have the right of termination, with the exception if the modification contains only provisions more favourable to Visitors. Accordingly, the Consumer should note that the GTC – together with the Visitor Policy of each Event, the Payment Policy, and the General Data Protection Regulation and its annexes, as well as the separate Privacy Notices for each data processing which do not form part of these GTC – may also be amended after the ticket has been purchased, even immediately before the Event. VOLT Produkció recommends that the Consumer should monitor the modifications of these GTC.

4. The Ticket Purchaser agrees by purchasing the Ticket, Product, or Service, the ticket holder – other than the Ticket Purchaser – agrees by obtaining the Ticket lawfully, and the Visitor – if he/she has not already been a ticket holder – agrees by starting the Check-in regulated in Section 2 of Part III hereof to be bound by these GTC. The Ticket Purchaser – and if further transfers occur, the further transferor – shall be required to inform the Visitor about this upon

transferring the Ticket, and shall be responsible for any damage arising from omission of information.

5. The ticket holder who has not obtained his/her Ticket lawfully – including the case when the Ticket had not been obtained by any of the former ticket holders lawfully – agrees by starting the Check-in process regulated in Section 2 of Part III hereof, the Unauthorised Participant who has a wristband agrees by receiving the wristband, the Unauthorised Participant who does not have a wristband agrees by commencing unauthorised participation at the Event to be bound by the provisions and obligations set forth by these GTC. These persons acknowledge the fact that pursuant to these GTC they shall have no rights toward VOLT Produkción, with respect to the circumstance that VOLT Produkción does not enter into a contract with them and does not make any undertakings toward them.

## **II. TICKETS, PURCHASE**

### **1. Ticket**

The Ticket authorising participation at the respective Event is sold by VOLT Produkción to the Ticket Purchaser, which legal relationship is completed by paying the consideration for the Ticket and the transfer of the Ticket by VOLT Produkción. Following this the Ticket Purchaser – if he/she remains in the possession of the Ticket – or the actual ticket holder, who has obtained the Ticket via a chain of lawful transactions, shall be entitled to receive the wristband(s) from VOLT Produkción pursuant to Section 2 of Part III.

### **2. Purchase process**

#### **2.1. Purchase via electronic means**

The online ticket purchase methods are provided by VOLT Produkción through its own online sales interface, or involving a specialised Contracted Partner through a secure online payment interface provided by a financial institution. In these systems reservation is not possible, but VOLT Produkción is entitled to make exceptions in certain cases. After providing the necessary data, accepting these GTC and, if applicable, the separate terms and conditions pertaining to other Products or Services, and a successful bank transaction, VOLT Produkción or its Contracted Partner sends an email to the email address provided by the Ticket Purchaser with a link/links through which the Ticket Purchaser may download his/her Ticket(s) and/or certification(s) pertaining to other Products or Services. If the Ticket Purchaser does not receive the Ticket(s) or certification(s) due to a technical problem, VOLT Produkción, if notified by the Ticket Purchaser, shall send them again, free of any charge, to the given email address. Considering that the purchase is considered as completed and the Ticket and the certifications pertaining to other Products or Services are considered as delivered to the Ticket Purchaser when VOLT Produkción sends this email, it is the Ticket Purchaser's sole responsibility to notify VOLT Produkción in case he/she does not receive his/her Ticket or

certification. If the Ticket Purchaser chooses to pay in instalments, then he/she receives her/his Ticket only after the payment of the final instalment.

A separate certificate (voucher and/or other electronic solution suitable for individual identification [for example QR code]) is assigned to each Ticket, Product, or Service purchased and so the Ticket Purchaser shall find one or more links per purchase on the download interface, depending on the number of Tickets, Products, and Services purchased. Each link leads to a different certificate (voucher and/or other electronic solution suitable for individual identification), which means if more than one Ticket, Product, or Service is purchased, all certificates must be presented, unless another alternative is provided by VOLT Produkció. For each certificate (voucher and/or other electronic solution suitable for individual identification), VOLT Produkció would only hand over one wristband, or, depending on the nature of the Ticket, Product, or Service, would only hand over one supplementary (for example, a VIP) wristband or Ticket at the Event location, except if no wristband or additional wristband is necessary for the use of the given Product or Service.

The Visitor is responsible for retaining the certificate (voucher and/or other electronic solution suitable for individual identification) and for presenting it when entering to the Event in a form communicated by VOLT Produkció in the course of the ticket purchase.

VOLT Produkció hereby expressly draws attention to the fact that the Tickets (vouchers and/or other electronic solution suitable for individual identifications) are bearer tickets until the completion of the Check-in specified in Section 2 of Part III, and remain unassigned until the completion of such Check-in, that is, the given Ticket, Product or Service is not assigned to a specific person until the Check-in. Despite the foregoing, in order to comply with accounting regulations and for transaction security reasons, in line with the provisions of the General Data Protection Policy and its annexes, as well as the separate Privacy Notices for each data processing, VOLT Produkció preserves the data of the Ticket Purchaser which shall be linked in VOLT Produkció's database to the Tickets, Products, and Services purchased. Moreover, pursuant to the General Data Protection Regulation and its annexes, as well as the separate Privacy Notices for each data processing, these may be forwarded to the Contributor or Contracted Partner providing the relevant Product or Service.

Contrary to those written hereinbefore, if it is required to verify the right to a certain type of Ticket, Product, or Service, then a specific person may be assigned to the given Ticket, Product, or Service, even before the Check-in. Certain tickets issued in a way other than as a result of a purchase transaction may be assigned to specific Visitors, subject to the contracts under which they are issued.

Further information about the detailed conditions applicable to online purchase is provided by VOLT Produkció, its Contributor or Contracted Partner on the online purchase interfaces, especially in respect of the following topics: concluding a contract online, payment and performance methods, invoicing and data processing. VOLT Produkció hereby draws

attention to the fact that such a Contracted Partner may, as the case may be, use its own general terms and conditions, which, however, does not affect the scope of these GTC.

VOLT Produkción reserves the right to charge an administration fee per item for the online service.

## 2.2. Ticket purchase in person

The Ticket Purchaser may receive the certifications pertaining to Ticket(s), Product(s), and Service(s) at the sales points operated by VOLT Produkción or its Contracted Partner in office hours, upon simultaneous payment of their price using the payment methods indicated at such sales points. VOLT Produkción reserves the right to charge an administration fee per item during the purchase.

## 2.3. The transfer of Tickets, Products, and Services

Tickets, as well as Products and Services sold by VOLT Produkción may be transferred freely until the Check-in as per Section 2 of Part III has been made, while Products and Services offered not by VOLT Produkción itself, but by its Contributors and Contracted Partners may be transferred pursuant to the decision of these Contributors and Contracted Partners. In the case of transfer, the transferor must secure that the person acquiring the Ticket, Product, or Service from him/her accepts VOLT Produkción's GTC and the relevant, separate terms and conditions, and he/she is responsible for any damage arising from omission to provide this information. The person acquiring the Ticket, Product, or Service is aware of the fact that the transferor of the Ticket – or in the case of multiple transfers, all previous transferors – had access to the certificate (voucher or other electronic solution suitable for individual identification) required to exchange the Ticket for a wristband, or to the certification required to use the Product or Service. It is the responsibility of the person acquiring the Ticket, Product, or Service to make sure that the transferor would not use this certificate in the future. As the conditions of the transfer transaction are set forth by the transferor and the person acquiring the Ticket, Product, or Service between themselves, their legal relationship – including liability for misuse – shall exclusively be governed by their agreement. As it shall be no party to this legal relationship, VOLT Produkción explicitly excludes all liability for the transfer, including liability for any misuse of transfer (especially for an earlier, unauthorised entry with the code of the Ticket), and draws attention to the fact that it shall not issue, even in the case of misuse, a new wristband or new Ticket to the person acquiring the Ticket, Product, or Service.

If the Check-in described in Section 2 of Part III is completed prior, the relevant Ticket may only be transferred if the person completing the prior Check-in has cancelled the Check-in - as long as this option is provided by VOLT Produkción - on condition that the Ticket has not yet been exchanged for a wristband.

### **3. Replacement, exchange and refund of tickets**

The purchase process may be cancelled at any time before payment is effected without any consequences. Following this based on Section 29 paragraph (1) 1) of Government Decree 45/2014. (II. 26.) the Ticket Purchaser is not entitled to cancel the purchase service. VOLT Produkció excludes the exchange, replacement or refund of the Tickets, Products, and Services or the reimbursement of their purchase value in any other ways, except (i) in special cases as determined by VOLT Produkció on a case by case basis for certain Events; (ii) in case the Event cannot be held or cancelled due to a Force Majeure event as defined by Section 3 of Part IV of these GTC; and (iii) the exchange of Tickets to VIP Tickets for appropriate simultaneous extra payment. For any refund these GTC shall apply. No chargeback claim may be raised in this regard as pursuant to Section 1 of Part II of these GTC, the purchase transaction is deemed to be completed by the payment for and the transfer of the Ticket.

### **4. Warranties and liabilities**

4.1. Consumers expressly acknowledge that Products and Services may also be purchased in connection with the Events that are provided by other Contracted Partners and not by VOLT Produkció or its Contributors. In such cases, the contract is concluded directly between the Consumer and the Contracted Partner, and the rights and obligations arising from the legal relationship apply solely to the Consumer and the Contracted Partner. Consumers expressly acknowledge that they may not make any claim against VOLT Produkció with regard to such Products and Services or in connection with the contract for such Products and Services. VOLT Produkció also states generally that it does not bear any liability in connection with Products and Services provided by Contracted Partners. Visitors may use Services and Products provided by Contracted Partners solely at their own risk. VOLT Produkció does not assume any liability for damage arising from or suffered in connection with purchasing or use of Services and Products provided by Contracted Partners.

4.2. The Consumer states that the data that it has provided as being correct will be provided correctly when making purchases and on any other occasion when required for use of the Services. VOLT Produkció does not bear liability for damage resulting from incorrect or non-functioning data, email addresses or delivery addresses being provided, and may demand compensation for damage arising in this regard.

4.3. The Consumer acknowledges that VOLT Produkció does not bear liability for any damage or abuse arising during or as a consequence of any payment method, including if the Consumer has not reported the loss of a bank card to the bank issuing the bank card. VOLT Produkció in particular does not bear liability for the errors, failings or security of the payment method used. In the case of bank transfers, VOLT Produkció is not liable for the time taken for the transfer to be processed (with particular regard to banking holidays), or for damage arising from incorrect provision of the payee identifier or the transfer amount.



4.4. Pursuant to these GTC and Section 6:22 paragraph (3) of the Hungarian Civil Code, claims arising from the legal relationship between VOLT Produkció and the Consumer may only be enforced within a six-months limitation period, except if the present GTC determines a shorter period for the exercise of a right.

### **III. ATTENDANCE AT THE EVENTS**

#### **1. Nature of the legal relationship**

VOLT Produkció provides the Visitor with the opportunity to participate, pursuant to the terms set forth in Part III of the GTC, in a given Event. No refund shall be given if the Ticket Purchaser or the person – other than the Ticket Purchaser – being lawfully in the possession of the Ticket or the wristband does not want to, or cannot, attend the Event due to any reason, or if the Visitor leaves the Event before the time until he/she would have been entitled to attend the Event. The Unauthorised Participant shall not be entitled to participate in the Event.

A given Event – in accordance with the provisions of Section B/2 of Part I – is constituted by the totality of the programmes and the Services provided by VOLT Produkció, and the contents and quantity of programmes and Services available at the Events is developed by VOLT Produkció as organiser and stage-manager in accordance with the practice of previous years. Considering that VOLT Produkció provides the programmes and Services in cooperation with numerous Contributors and depending on the performance of such Contributors, VOLT Produkció shall not guarantee for the Visitor the availability, content, quality and quantity thereof (such as the performance of a certain artist, that the performance of a certain artist shall be according to the Visitor's expectations, or the opportunity to participate in a specific programme and/or at a specific venue), which however takes shape depending on the special characteristics of the venue and the equipment therein (like the holding capacity of a given venue). Nevertheless, at all times VOLT Produkció uses all efforts to provide the programmes and Services communicated beforehand, and if provision becomes impossible, to substitute another programme or Service for the cancelled programme or Service communicated beforehand. The Visitor acknowledges that the VIP parts are not continuously open, their opening and closing times may be determined by VOLT Produkció unilaterally depending on the number of people interested, and so the VIP wristbands entitle to entry and stay depending on the actual opening hours of the VIP parts, that is, their validity period may differ from the validity period of the Ticket for the given day.

#### **2. Check-in, wristband**

After the exchange of the Ticket for a wristband, the wristband incorporates the rights and obligations provided by the Ticket.

Wristbands are handed over by VOLT Produkció immediately prior to entering the respective Event, to the person who has successfully completed the Check-in process for the given

Ticket at the time or prior to the Event. During the Check-in process, a given Ticket is assigned to a specific natural person, and VOLT Produkció may only issue the wristband to this person.

In case the Check-in was completed immediately prior to the entry, the Ticket is assigned to a specific natural person by VOLT Produkció during the entry procedure. In the course of this, VOLT Produkció shall require verification of personal identity using a personal identification document containing a photograph of the document holder, and VOLT Produkció shall read, record, store, and process the data of the personal identification document pursuant to the relevant Privacy Notice.

During prior Check-in – if not done in the same manner as the Check-in taking place immediately prior to the entry – the ticket holder assigns the Ticket to a specific natural person using the interface provided by VOLT Produkció for this purpose, and it is the ticket holder who provides the personal data requested by VOLT Produkció, while VOLT Produkció records, stores and processes these data in accordance with the relevant Privacy Notice. If the interface provided by VOLT Produkció for prior Check-in becomes available, VOLT Produkció will notify the relevant Ticket Purchasers in a separate email, and will also publish a notice on its website upon availability.

The person who first presents the code provided in the certificate (in the voucher or in the other electronic solution suitable for individual identification) for the given Ticket immediately prior to entering the Event, or first uses it for prior Check-in, may complete the Check-in.

If the person intending to enter the Event refuses to comply with the Check-in procedure described in the previous part of this Section, VOLT Produkció shall be entitled to invalidate the Ticket without any obligation to refund the purchase price, and may refuse to exchange the Ticket for a wristband as well as to allow entry to the Event. VOLT Produkció hereby draws attention to the fact that it may request the presentation of the Ticket at any time upon exchanging the Ticket for a wristband and, therefore, even in the case of prior Check-in, it is important for the ticket holder to keep the Ticket. If the ticket holder has completed the prior Check-in, he/she shall present the personal identification document which was used during the prior Check-in to evidence his/her identity upon exchanging the Ticket for a wristband or upon entering the Event for the first time if he/she has already had a wristband. If, for a Ticket purchased online, the ticket holder fails to complete the prior Check-in, VOLT Produkció reserves the right to require the ticket holder to complete the Check-in process for the relevant Ticket on the spot at the designated ticket redemption points, in which case entry may take longer.

If Act CXXXIII of 2005 on Security Services and the Activities of Private Investigators, which require a Check-in procedure for certain types of events, provides different provisions for Check-in, the legal provisions thereof shall prevail. VOLT Produkció may, at its own

discretion, temporarily or permanently suspend application of the procedures specified in this Section for those Events that are not subject to the act referenced herein.

In case of a misuse of the certificate (for instance an earlier, unauthorised Check-in or entry with the code) VOLT Produkció shall not issue a new wristband or new Ticket. Considering this it shall be the Ticket Purchaser's or the subsequent ticket holder's sole obligation and responsibility to safeguard the certificate (voucher or other electronic solution suitable for individual identification) diligently, in a way to avoid access for unauthorised persons. VOLT Produkció excludes its liability for all and any misuse.

The Ticket shall only entitle its holder for a wristband if he/she – and in the case of multiple transfers, all previous ticket holders – has acquired it lawfully. In case suspicion arises during entry for the Event that the ticket holder – or in the case of multiple transfers, any of the previous ticket holders – may have acquired his/her Ticket unlawfully (including via, but not limited to, a credit card fraud) VOLT Produkció explicitly reserves the right to demand from the ticket holder documents and/or certificates verifying the lawful acquisition or purchase of the Ticket, to judge the sufficiency of these at its own discretion, and in the lack of a satisfactory document or certificate to invalidate the Ticket without any obligation to refund the purchase price, and refuse entry for the Event.

VOLT Produkció reserves the right to apply RFID wristbands, in which case the rights attached to the wristband shall be exercised – and also the existence of such rights shall be checked – via RFID technology.

As a general rule, wristbands worn on the wrist entitle the Visitor to remain in the area of the Event; if necessary and approved by VOLT Produkció, however, the wristband may be worn on another limb provided that the wristband cannot be removed without damaging it. Compliance with this is inspected by VOLT Produkció and its Contributors at the entrance, at the exit and continuously in the area of the Event. The Visitor bears full liability for any damage to or loss of the wristband (including any damage to or loss of the RFID chip integrated therein); therefore, upon the occurrence of such an event, the Visitor loses his/her rights provided by an intact wristband, and is required to leave the area of the Event. Damaged wristbands – those re-sealed or severed, whose fastener has been opened, whose diameter exceeds that of the wearer's fist or which have been tampered with in any way, whose RFID chip is damaged or missing, etc. – are invalid. VOLT Produkció will not replace or exchange damaged or lost wristbands.

Furthermore, VOLT Produkció reserves the right to inspect on the spot the legal title of the holders of wristbands. Those inspected must cooperate with VOLT Produkció and hand over the information required.

### **3. Entry**

3.1. Entry to the Events is only possible at the designated places and time periods, exclusively by authorised persons.

3.2. Upon entry, Visitors and Unauthorised Participants subject themselves to the lawful entry procedure applied to the given Event. VOLT Produkció shall be entitled to record the image of the Visitor and that of the Unauthorised Participant and to store, manage and hand it over to authorities – if requested so by them – in order to prevent unlawful entry and to identify the person responsible for such unlawful conduct.

3.3. In case of a pandemic or an epidemic situation, in order to protect the Visitors, entry to the Event may be subject to further conditions and proceedings determined by the legislation in effect, the order or action of the competent authorities or the Pandemic Plan of VOLT Produkció. The regulations of the legislation in effect, the competent authority or VOLT Produkció, inter alia, not attending the Event when having the symptoms of the pandemic or epidemic disease or making a written declaration of not having such symptoms; presentation of the vaccination certification or immunity certificate/verification, the vaccine passport, the result of a negative PCR test performed prior to the start of the Event and within a period specified by VOLT Produkció, or undergoing physical examination (i.e. body temperature screening) before entering the Event, are compulsory. VOLT Produkció may refuse entry of the Event if the Visitor has the symptoms of the pandemic/epidemic disease. VOLT Produkció's liability is excluded in this regard. For ensuring the safe conduct of Events, VOLT Produkció reserves the right to restrict in the Visitor Policy of the Event, or at the Event site, the scope of objects or equipment which may be taken in to the area of the Events. Food, drinks and tobacco products may be brought inside the area of the Events only if and in the amount allowed by law and the Visitor Policy of the respective Event. VOLT Produkció recommends Visitors to check the Visitor Policy.

3.4. Entry in a vehicle to the area of Events is not permitted without a permit issued by VOLT Produkció. Those holding a vehicle entry permit are also obliged to follow all traffic rules and regulations at Events. VOLT Produkció recommends the use of public transportation (including watercrafts as available from time to time) and taxi services to access the Events.

3.5. In view of the provisions of the Government Decree No. 484/2020 (XI.10.) on the second phase of protective measures during the emergency, in effect at the time of preparing these GTC, only persons protected against the coronavirus and persons under the age of 18 supervised by the protected person may attend the Events in accordance with this legislation. If this changes the present GTC shall be amended.

Children under the age of fourteen (14) may only enter, and stay at the Events if accompanied by an adult in full possession of their faculties and protected against the coronavirus. VOLT Produkció may require children under the age of fourteen (14) to wear a child wristband. The adult shall be liable for the children he/she escorts and for remaining in a condition that enables to perform his/her duties responsibly. An adult may only be accompanied by no more

than five children. During the entry process, VOLT Produkció shall be entitled to mutually link the data of the child wristbands or the wristbands worn by children under the age of fourteen (14) with the Wristband worn by the adult escorting these children. VOLT Produkció explicitly reserves the right to set an age limit to any of the Events. If VOLT Produkció sets an age limit to an Event, then such an Event may only be visited by Visitors over the age limit, and VOLT Produkció may refuse entry to Visitors below the age limit without paying any kind of compensation.

3.6. Assistance dogs, guide dogs and police dogs as defined in the legal regulations may be brought into the area of the Event, with the reservation that, for the entry of other pets, rules may be set forth in the Visitor Policies of each Event. VOLT Produkció recommends Visitors to check the Visitor Policy.

#### **4. Rules of conduct on the sites of the Events**

4.1. Visitors are required to abide by general norms and in accordance with relevant legal regulations, the GTC and with the given Visitor Policy on the sites of the Events. In case of a pandemic or an epidemic situation, in order to protect the Visitors, attending the Event may be subject to further conditions and proceedings determined by the legislation in effect, the order or action of the competent authorities or the Pandemic Plan of VOLT Produkció. The regulations of the legislation in effect, the competent authority or VOLT Produkció, inter alia, prescribing to wear mask at the Event or to keep the required distance from other Visitors; the maximum capacity of individual events, are compulsory. The Visitor is obliged to leave the venue of the Event as soon as possible if he/she experiences the symptoms of the pandemic/epidemic disease and go to see a physician. VOLT Produkció may require the Visitor to leave the Event if the Visitor shows the symptoms of the pandemic/epidemic disease. VOLT Produkció's liability is excluded in this regard.

4.2. The Visitor shall refrain from all expressions, communications or actions which may violate others' personal rights, or threaten or harm his/her own life, health or physical well-being. VOLT Produkció also draws attention to the fact that the Events constitute mass events that may be held at maximum capacity (fully booked), therefore – while VOLT Produkció complies with all technical, safety and official regulations – anyone may only attend the events at their own risk, under consideration of their mental and physical health. VOLT Produkció expressly excludes liability for any event where Visitors fail to comply with or take into account the foregoing rules, or violate the standards of conduct, or cause damage or commit a criminal offense against each other. Visitors are required to pay special attention to the protection of natural resources on the sites of the Events and must refrain from harming these natural resources. It is prohibited for Visitors to enter the closed areas accessible from the Event site. VOLT Produkció draws attention to the fact that the Events usually take place in open air, in an area with no permanent solid paving and potential unevenness and level differences of the surface. Therefore, VOLT Produkció excludes any liability for any accidents resulting therefrom or from the natural features of the site. The Visitor acknowledges the fact that camping sites used by Tickets purchased from VOLT Produkció

are part of the Event site, therefore the provisions of these GTC and the Visitor Policy of the given Event shall also regulate the rules of entry and conduct at these sites.

4.3. Visitors acknowledge that VOLT Produkció, its Contracted Partners as authorised by VOLT Produkció, Contributors, members of the press, other Visitors and other Third Parties may produce sound and image recordings of the Events. Accordingly, by participating at the Events, all Visitors expressly acknowledge that their image, likeness and expressions can be recorded and published by the aforementioned persons. However, they may only be named in such recordings with their express permission. Visitors, however, may only be named in such recordings with their express permission. Visitors considered public figures may be named without their permission. The person making recordings according to the above rules shall gain transferrable and exclusive usage rights that are unrestricted in time, geographical location and form of usage with regard to the recordings of Visitors. VOLT Produkció and persons authorised by VOLT Produkció are – without VOLT Produkció having to provide any consideration to Visitors for that – entitled without restriction to make profit from, use (especially for the purpose of promoting the Events), reproduce, publish, adapt, make public, broadcast to the public and distribute such recordings of Visitors, including the case if VOLT Produkció utilises or uses recordings made by other Visitor(s) of the Visitor. Visitors expressly acknowledge that VOLT Produkció may record the Events, concerts and programmes, may reproduce the recordings and distribute them on image-bearing media, may broadcast them or otherwise make them public and may do so repeatedly, including making the Events, concerts and programmes available to the public by wire or by any other means (for example, through YouTube), such that members of the public can individually select the place and time of access. Visitors are not entitled to make any claim against VOLT Produkció concerning recordings and their publication as set out above. Visitors are entitled to make sound and image recordings at the Events, but may only make sound and image recordings with a sound and image recorder integrated into a telecommunication device used for personal aims (for example a mobile phone or a tablet) or otherwise with a non-professional equipment, moreover, visitors may not sell, use for consideration or use for commercial purposes without consideration image and voice recordings that they have made, name Visitors featuring in such recordings without their consent, or violate the personal rights of such Visitors. VOLT Produkció is expressly not liable for other Visitors violating the above rules.

4.4. Any form of economic, commercial or advertising activity on the sites of the Events – including the area in front of the gates of the Event – without the prior written permission of VOLT Produkció is prohibited.

4.5. No alcoholic beverages may be served to minors under the age of eighteen and to intoxicated individuals by any vendor at the Events. The use of substances qualifying as banned drugs pursuant to the laws in effect is prohibited in the area of the Event and is punishable by law. VOLT Produkció reserves the right to introduce a system at any given Event by which alcohol may only be served to Visitors if the given Visitor shows

certification, provided following prior or first identification, that they are entitled to be served alcohol (e.g. a wristband).

4.6. Given that the aim of the Event is to provide Visitors with civilised and undisturbed entertainment, demonstrations of any kind not related to events organised by VOLT Produkción, regardless of the number of participants, are prohibited. Nevertheless, VOLT Produkción reserves the right to permit certain demonstrations at its sole discretion based on prior request by the organiser of the demonstration. In such cases the participants are obliged to comply with these General Terms and Conditions and otherwise conduct themselves in a manner that does not disturb, impede, restrict or render impossible the entertainment of other Visitors, the ability to move around the Events area, access to the Events area or the ability to exit the Events area, and the use of Services and/or Products by other Visitors. VOLT Produkción is entitled to end demonstrations that it has not expressly authorised without giving a reason. VOLT Produkción also reserves the right to end demonstrations that it has authorised pursuant to the above without giving a reason. VOLT Produkción is entitled to set out conditions pertaining to demonstrations, in particular the number of participants, location and duration, at its exclusive discretion. If VOLT Produkción declares the end of a given demonstration, the participants are obliged to immediately stop the demonstration. If a participant fails to quit demonstrating at the request of VOLT Produkción, the organisers may remove him/her from the area of the Event. If VOLT Produkción sets out conditions for a demonstration that it has authorised or recognised as described above, the participants are obliged to comply fully with these conditions.

## **5. Rules of conduct outside the sites of the Events**

Visitors are obliged to conduct themselves in a civilised manner and abide by general norms, in accordance with the relevant laws, outside the sites of the Events and on the route there and back. Visitors are required to refrain from all actions, statements or behaviour which endanger the life, health or physical well-being of others or which may violate others' personal rights, with particular regard to other Visitors and Third Parties who are local residents.

## **6. Lost items**

The Visitor Policies for the individual Events set out the rules applying to lost items. VOLT Produkción recommends Visitors to check the Visitor Policy.

## **7. Safety**

On the sites of the Events, VOLT Produkción's suitably qualified and authorised employees or Contributors will ensure enforcement of the rules of conduct and safety. By participating at an Event, Visitors expressly agree to fully cooperate with the Contributors and with any authority being in charge of the Event within the bounds of the law and follow their instructions in the event of an emergency or if justified by other important circumstances (for example reasons of public health).

## **8. First aid and medical care**

Continuous first aid and medical care will be provided on the sites of the Events. The wristband does not entitle Visitors to use of these services; visitors are entitled to use these only if they provide suitable social security, health insurance or travel insurance cover, or if they cover the costs of these services themselves.

## **9. Provision of Services and sale of Products**

Both Services and Products that are free of charge and those for which payment is required may be used at the Events. Visitors undertake to pay for all Services and Products for which payment is required, and assume liability for paying all due purchase prices and fees promptly.

Visitors shall make payments for Products and Services for which payment is required using the payment methods offered by VOLT Produkción, its Contributors or Contracted Partners. If VOLT Produkción so decides with regard to any Event, on the site of the given Event all purchase prices and fees will be payable exclusively by the means designated by VOLT Produkción and set out in the Payment Policy, instead of by cash. In that event, Visitors may only purchase Products and Services for which payment is required if they have accepted the relevant Payment Policy. The Payment Policy shall be available at VOLT Produkción's website and on the site of the Event not later than on the day preceding the commencement of the first Event concerned.

## **10. Visitor Policies**

The Visitor Policies of the individual Events do not form an annex of these General Terms and Conditions. The Visitor Policies summarise the key information concerning the given Event (name, location, duration, getting there etc.) and the main rules of conduct pertaining to the Event, as also set out partially in the General Terms and Conditions. VOLT Produkción draws attention to the fact that the Visitor Policies may be amended without prior notice, including immediately prior to the given Event, so VOLT Produkción recommends that Visitors monitor the Visitor Policies. The effective Visitor Policies are available on the VOLT Produkción website, as well as on the sites of the Events.

## **11. Warranties and liability**

11.1. VOLT Produkción warrants that Visitors can enter the given Event with the wristband provided in exchange for the relevant, lawfully-acquired Ticket, but VOLT Produkción does not undertake any warranty with regard to how long the entry process (that is, the exchange of the Ticket for a wristband and entering the Event with the wristband) shall take, in view of the large number of visitors. As is generally known, the Event consists of a collection of events, with the exception of some special Events, consisting of only one defining event, the rules of



which are set forth in their respective Visitor Policies – so, in view of the large number of visitors, the above warranty does not extend to the individual events, for example to whether it is possible to enter the individual events, how long it takes to enter and the quality of enjoyment, and VOLT Produkció explicitly excludes to refund to the Visitor the price of his/her Ticket, or to give a subsequent discount, or to pay to damages, indemnification or compensation of whatever kind. Within the Events, VOLT Produkció is entitled to unilaterally change the times of individual events (that is, VOLT Produkció expressly reserves the right to change the programme), but the times of events will not necessarily be changed in the event of bad weather conditions. Considering that there is no contractual relationship between VOLT Produkció and the Unauthorised Participant, VOLT Produkció explicitly excludes all liability toward the Unauthorised Participant for contractual breach and for all claims that a Consumer may enforce.

11.2. VOLT Produkció reserves the right to modify, restructure and further develop the Events, and the Services and Products provided at the Events, according to its discretion, as required. Visitors are not entitled to make any claims against VOLT Produkció with regard to such modifications, restructuring or further developments.

11.3. In the event of lawful cancellation by VOLT Produkció, visitors are not entitled to make any claim against VOLT Produkció.

11.4. Visitors may only enter the Event at their own risk. VOLT Produkció shall be liable solely for intentional breaches of contract imputable to it and breaches of contract committed by it resulting in harm to human life, physical well-being or health, and excludes any liability, beyond the explicit statutory rights of the Consumer, with regard to any other damage including those resulting in harm to human life, physical well-being or health or a damage to property or those caused by Visitors to each other. The price of the Ticket has been determined with consideration to the exclusions of liability set out herein. If VOLT Produkció operates a storage facility for luggage or valuables, then it will be liable for items placed there, with the exception of items excluded in the given Visitor Policies, according to the rules and up to the limits specified in the given Visitor Policies. VOLT Produkció bears no liability with regard to items placed in the designated parking areas, in particular motor vehicles parked there and items in such vehicles.

11.5. After the Ticket Purchaser has been given the ticket, or the Visitor has been given the wristband, VOLT Produkció may not be held liable for damage to or destruction of the Ticket or wristband. Visitors are not entitled to make any claim against VOLT Produkció on the grounds of procedures used with regard to damaged or lost wristbands.

11.6. Visitors and Unauthorised Participants are fully liable under both civil and criminal law for any damage caused by them, the children escorted by them, or their pets in the framework of the Event or in connection with the Event to VOLT Produkció, its Contributors and Contracted Partners, other Visitors and Third Persons.

11.7. VOLT Produkció is not liable for any damage caused by the unlawful activities or omissions of any Visitor, Unauthorised Participant, pet or Third Person to any Visitor to VOLT Produkció, Unauthorised Participant, or Third Person. The Visitor acknowledges the fact that there may be ownerless or wild animals in the Event area which may put the Visitor's life, physical integrity or health in risk. VOLT Produkció excludes its liability for damages caused by such ownerless or wild animals.

11.8. VOLT Produkció is not liable for any damage events that may occur outside the Event or on the way there and back, since VOLT Produkció may solely be held liable for damage events occurring on the sites of the Events, providing the conditions for its liability set out in these General Terms and Conditions are met.

11.9. Since deconstruction works shall commence, without delay, at the closing time of the Event, the Visitor may only stay at the Event site following this time at his/her own responsibility. If any Products or Services are available for the Visitor following the closing time of the Event, then, following this time, the Visitor may only purchase or use these at his/her own responsibility.

11.10. VOLT Produkció is not able to provide a place for Visitors to leave pets, equipment, drinks, food and tobacco products that may not be taken onto the sites of the Events, unless such a possibility is provided at a given Event, according to its Visitor Policy. However, VOLT Produkció shall not be liable for such items even in the latter case.

## **IV. GENERAL AND CLOSING PROVISIONS**

### **1. Penalties**

1.1. VOLT Produkció is entitled to terminate the legal relationship with regard to the given Event or all those Events for which the Consumer has a Ticket or wristband with immediate effect if the Consumer has breached any provision of these General Terms and Conditions in connection with the legal relationship pertaining to any Event. In such case, VOLT Produkció may invalidate the Consumer's Ticket or remove his/her wristband, and the Consumer shall be obliged to leave the Event. The Unauthorised Participant is not allowed to participate and must leave the Event without delay.

1.2. VOLT Produkció is entitled to impose a partial ban (applying to the given Event or certain Events) or full ban (applying to all Events organised by VOLT Produkció) on the Consumer or Unauthorised Participant concerned for a specified term (until the end of the given Event or for a longer specified period) in addition to or in place of immediate termination of the contract. Following expiry of the ban, VOLT Produkció is entitled to make attendance of the Events subject to individual conditions. If the Consumer visits an Event during the term of the ban or if, after the expiry of such ban, violates the individual conditions imposed by VOLT Produkció, then he/she shall be obliged to leave the Event without delay.

1.3. VOLT Produkció will report ticket forgers, persons participating in forgery, and persons committing other crimes to the relevant authorities.

## **2. Trademarks and copyright**

2.1. The trademarks, logos, and other information and materials on the websites of VOLT Produkció, in online and offline media and featuring at the Events are the sole property of VOLT Produkció, its Contributors and its Contracted Partners. Visitors and third persons may not use, copy, distribute or publish such markings in any form for the purpose of generating revenue without the express and prior written permission of VOLT Produkció, its Contributors and its Contracted Partners.

2.2. Trademarks, logos, other information and materials are subject to industrial property rights and copyright, and the rights to these are held by VOLT Produkció, its Contributors and its Contracted Partners.

2.3. VOLT Produkció shall acquire unrestricted and exclusive usage rights with regard to comments, remarks, proposals and ideas communicated to VOLT Produkció, its Contributors and Contracted Partners by Consumers in relation to the Events and in the course of the Events. VOLT Produkció shall gain exclusive ownership of all such remarks, and may not be restricted in using them in any way.

VOLT Produkció is entitled without restriction to utilise, use, reproduce, publish, adapt, make public, broadcast to the public and distribute such comments without having to provide any consideration for doing so.

## **3. Force Majeure**

If VOLT Produkció is not able to satisfy any of its contractual obligations as a result of a war, revolt, act of terrorism or threat of such, strike, a movement qualifying as a strike, an import or export embargo, accident, fire, blockade, flooding, earthquake, natural disaster, severe storm, severe energy supply interruption, severe transport disturbance/obstruction, epidemic, authority or military provision, order or act, or any other disturbance that cannot be foreseen and cannot be averted and that is beyond the control of VOLT Produkció, then VOLT Produkció, unless otherwise provided by these GTC, shall not be liable toward the Customer for any loss or damage arising as a consequence of such events. The provisions on Force Majeure shall also apply to events resulting from the coronavirus pandemic, including the event when VOLT Produkció is not able to satisfy any of its contractual obligations as a result of the coronavirus pandemic. This Force Majeure provision shall be applicable accordingly to the given Event as a whole, and to particular programmes or Services of the given Event.

If due to the legislation in effect, an order or action of a competent authority or the announcement of VOLT Produkció, based on a Force Majeure event as defined herein, the

Event cannot be held or cancelled as a whole or on one or more days of the Event none of the programmes and Services are available, VOLT Produkción shall refund in whole or on a timely basis in part the purchase price of the Ticket issued as a result of the ticket purchase transaction determined by Section 2 of Part II of these GTC or the fee of the failed Service should have been made available by VOLT Produkción at the Event. The purchase price or fee (hereinafter collectively **Purchase Price**) in this regard is the original price or fee, not inclusive of the handling fee that has been paid for the given year's Ticket/Service by the Ticket Purchaser.

VOLT Produkción is entitled to determine the method of refund in the form of transfer, balance or Cash Refund (hereinafter collectively **Refund**). Transfer shall mean the automatic validity of the original Event's Ticket/Service for the corresponding subsequent Event (hereinafter **Transfer**). Balance shall mean the amount of the Purchase Price of the original Event's Tickets/Services linked to an online user account with VOLT Produkción and selected to be converted into disposable balance (hereinafter **Balance**). Cash refund shall mean the amount not inclusive of the handling fee to be pecuniary refunded upon request (hereinafter **Cash Refund**). VOLT Produkción is entitled to determine the applicable refund options differently for each Event.

For the refund-related services and costs VOLT Produkción shall be entitled to a refund proceeding fee (hereinafter **Refund Proceeding Fee**), the sum of which is 3 (three) percentage of the sum of the Cash Refund. VOLT Produkción may offset the Refund Proceeding Fee against the sum of the Cash Refund.

The respective original Event's Ticket/Service may be disposed of by opting for either Transfer or Balance and/or Cash Refund within 30 (thirty) days limitation period after VOLT Produkción has published its Refund Policy. The default opting is Transfer. In an event of failure of different disposal within the aforementioned period, the default opting remains in effect.

The Refund shall be due solely to the Ticket Purchaser, or to the Contracted Partner, if the Ticket has been sold thereby, in an event of which, the provisions of the Refund shall be determined by the terms and conditions applied by such Contracted Partner. If the Ticket Purchaser is not identical to the Visitor, the settlement between each other shall be governed by the agreement entered into by and between them.

No further damages or coverage of costs can be claimed. The foregoing provisions may apply to the Ticket issued differently than the ticket purchase transaction determined by Section 2 of Part II of these GTC (in particular artist, staff, guest, vendor and press tickets) only if it is expressively provided by a separate document issued by VOLT Produkción in relation to such Ticket.

The detailed information on the refund proceeding (Refund Policy) will be published by VOLT Produkción within 30 (thirty) days after making the announcement that an Event cannot be held or has to be cancelled.

#### **4. Differing rules for free events**

Part II, Section 11.5 of Part III, and Section 1 of Part IV of these GTC do not apply to free Events organised by VOLT Produkció, while Sections C/3 and C/4 of Part I, and other sections of Part III shall be applicable with the relevant deviations arising from the Events being free of charge.

#### **5. Dispute resolution**

5.1. The Consumer may initiate the proceeding of the arbitration board having competence for the place where the Consumer's home address or habitual residence is located, in order to settle consumer disputes out of court, if there is any dispute between the Consumer and VOLT Produkció arising out of, or in connection with, the conclusion or the performance of their contract. The Consumer may also initiate the proceeding of the arbitration board having competence for the registered office of VOLT Produkció via the following contact details: Budapesti Békéltető Testület (seat: H-1016 Budapest, Krisztina krt. 99. I. em. 111., Hungary; postal address: 1253 Budapest, Pf.: 10., Hungary; e-mail address: bekelteto.testulet@bkik.hu, Phone: +36 (1) 4882131).

5.2. Otherwise, VOLT Produkció and the Consumer agree that the District Court of Budapest Districts II and III and the Székesfehérvár Court shall have sole jurisdiction with regard to any legal dispute concerning these GTC, the Events or Services and Products provided by VOLT Produkció, without regard to possible conflict of laws

#### **6. Closing provisions**

6.1. VOLT Produkció is entitled to use subcontractors and Contributors.

6.2. VOLT Produkció is a company registered in Hungary and with its head office in Hungary. These General Terms and Conditions are governed by Hungarian law, without regard to possible conflict of laws.

6.3. The chapter headings are designed for easier orientation, but shall not be used for the purposes of interpretation.

6.4. The staff of the information tent and public relations office will receive visitor questions, comments, complaints and ideas connected to the Events, food & drink, organisation of the Events or any other topic at the sites of the Events on behalf of VOLT Produkció. Other contact details will be provided on the [molnagyonbalaton.hu](http://molnagyonbalaton.hu), [bmylake.hu](http://bmylake.hu) and [strandfesztival.com](http://strandfesztival.com) websites and their sub-pages.

This GTC was written 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.

Budapest, 10 June 2021