

GENERAL TERMS AND CONDITIONS

9 April 2026

Ticket purchase, visit

The Dorottya Experience Kft. attaches great importance to the safety of its guests and strives to ensure that all visitors enjoy the highest possible level of experience at the Attraction. Please help us to ensure that the Attraction provides a safe, fun and exciting experience and unforgettable moments for all our Visitors by complying with the rules set out in these Terms and Conditions.

1. INTRODUCTORY PROVISIONS

1.1 Definitions in capital letters in these Terms and Conditions have the following meanings:

"General Terms and Conditions" or **"GTC"** means the general terms and conditions set out in this document.

"Attraction" means Madame Tussauds Budapest (1051 Budapest, Dorottya utca 6) and all parts thereof, including in particular the Shop and Café area.

"Companion" means a person accompanying a disabled person as defined in Act XXVI of 1998 on the Rights of Persons with Disabilities and Ensuring Equal Opportunities for Persons with Disabilities.

"Policy": the Attraction's policy, available at this link.

"Visitor" or **"You"** or **"Consumer"** means a person who has booked or purchased a ticket to the Attraction, or a person who is on the premises of the Attraction or who makes a purchase online at madametussauds.hu.

"Service Provide" means Dorottya Experience Kft. (company registration number: 01-09-338423; registered office: Door 206, Floor 2, Dorottya utca 6, Budapest, H-1051), which operates the Attraction under a franchise agreement with Merlin Attractions Operations Limited.

1.2 The chapter headings in the GTC are for ease of reference only.

1.3 Where the context allows, the singular includes the plural and vice versa.

1.4 Unless otherwise stated, references in these GTC to Visitors shall be construed to include a Visitor's successors and assigns and the successors and assigns of such successors and assigns.

1.5 The Service Provider may unilaterally amend the GTC at any time. In any case, the amended GTC will be published on its website. The amended GTC shall be valid and effective from the date of publication.

1.6 By purchasing an admission ticket to the Attraction, entering the Attraction area or using any other service, the Visitor accepts and undertakes to comply with the provisions of these GTC.

1.7 The Visitor may enjoy the Attraction and the services provided by the Service Provider subject to this GTC. If the Visitor fails to comply with the House Rules or the GTC, the Service Provider's staff and security service may remove the Visitor from the Attraction without a right to a refund. This shall not affect any claims of the Service Provider against the Visitor or claims arising from the Visitor's actions. The Visitor must comply with any reasonable instructions given within the Attraction by the Service Provider's staff or by a third party acting on the Service Provider's behalf. By entering the Attraction, the Visitor accepts that s/he is obliged to take steps to ensure his/her own safety, taking into account any personal medical condition. In the Attraction, including queuing for the Attraction, each Visitor must behave in a manner that does not endanger the health or property of others.

- 1.8 The Service Provider will endeavour to ensure that all areas and elements within the Attraction are accessible to the Visitor. However, the Service Provider reserves the right to close and change the elements of the Attraction, including the figures, and/or the opening hours of the Attraction without prior notice. The Service Provider also reserves the right to close all or part of the Attraction or to limit the number of persons entering the Attraction at any time. Any closure or restriction imposed by this condition may be due to, but not limited to, technical or operational reasons, lack of capacity, special event, safety of guests and if circumstances otherwise require in the opinion of the Service Provider. In the event of closure of all or part of the Attraction for any of the above reasons, the Service Provider reserves the right to unilaterally determine the compensation to be provided to Visitors for such reasons, including the right not to provide any compensation.
- 1.9 The Service Provider will refuse entry to the Attraction or remove any person from the Attraction area without refund:
- 1.9.1 whose presence or behaviour may adversely affect the experience or safety of staff and/or other Visitors;
 - 1.9.2 who engages in inappropriate and/or undesirable behaviour;
 - 1.9.3 who has been convicted of a criminal offence against the Service Provider or has caused damage to property belonging to the Service Provider, in relation to which his/her liability has been finally adjudicated by a civil court;
 - 1.9.4 who uses or engages in violent, aggressive, threatening, abusive, discriminatory language or conduct, acts in violation of the Attraction's House Rules or conduct that may cause a breach of the peaceful enjoyment of the Attraction;
 - 1.9.5 attempting to enter or staying on the premises of the Attraction with an invalid or invalidly obtained ticket - or with a discounted ticket to which they are not entitled;
 - 1.9.6 who brings with them any item, including flags, banners, clothing or promotional material, which in the opinion of the Service Provider is in any way offensive or detrimental to the experience of other Visitors;
 - 1.9.7 who fails to comply with the requirements set out in point 7.4;
 - 1.9.8 who fails to comply with the requirements in points 8, 9 or 11.
- 1.10 The Service Provider reserves the right to initiate legal proceedings, including criminal prosecution, against any person who causes damage to any part of the Attraction or displays any sign or visible representation that is or may be deemed to be threatening, abusive or otherwise unlawful, including but not limited to entering the Attraction without a valid ticket; or the Service Provider has reasonable grounds to believe that a ticket has been purchased from an unauthorized source. If any member of the Visitor Group breaches any of the conditions set out in this clause, the Supplier reserves the right to take action against all other members of the Visitor Group in accordance with this clause..

2. TICKETS TO THE ATTRACTION

- 2.1 The Service Provider may unilaterally decide on the possible refund of tickets, vouchers and gift cards. In particular, reserved tickets shall not be refundable in the event of refusal of entry by the Service Provider for any of the reasons referred to in these GTC. Tickets may be used within 1 year from their purchase. If the Service Provider decides to refund or is legally obliged to do so, the refund is only possible for tickets purchased within 180 days and the refund period is up to 4 weeks.
- 2.2 Visitors can rebook their tickets for a future visit by making changes through the booking portal. Details of this can be found on your e-ticket. Rebooking is possible up to three times for a single ticket, up to 24 hours before arrival. If you require further assistance with your booking, please contact us here.

- 2.3 If a ticket is purchased on behalf of another Visitor, the purchaser accepts these GTC on behalf of all guests and must ensure that all members of the group are aware of and comply with these GTC.
- 2.4 It is strictly prohibited to sell tickets/vouchers without the permission of the Service Provider and third parties designated by the Service Provider.
- 2.5 Only persons authorised by the Service Provider are entitled to sell any product or provide any service in the Attraction.
- 2.6 The contracting party for payments made on the Madame Tussauds Budapest website madametussauds.hu is the Service Provider. The contract between the Visitor and the Service Provider is concluded with the message confirming the purchase. The contract shall be governed by Hungarian law and the courts of Hungary shall have exclusive jurisdiction.
- 2.7 A valid ticket is a ticket that has been purchased or reserved through the Service Provider or through a third party ticket reseller approved by the Service Provider and that entitles the holder to enter at an appropriate and valid time during the opening hours.
- 2.8 A ticket purchased for the Attraction entitles a single Visitor to a single entry. Upon leaving the Attraction, the Visitor must purchase a new ticket entitling to a new entry, and if the Visitor wishes to re-enter the Attraction, the ticket price will not be refunded. Lost, destroyed or damaged tickets cannot be replaced or exchanged.
- 2.9 Each Visitor entering the Attraction must have a valid ticket, which must be kept at all times until the final departure from the Attraction and must present it for inspection upon request by any employee of the Service Provider or third party acting on behalf of the Service Provider.
- 2.10 If ticket prices vary according to age, the following provisions apply:
- 2.10.1 A Visitor aged 16 (sixteen) or over is considered an adult;
- 2.10.2 A Visitor between the ages of 4 (four) and 15 (fifteen) is considered a child;
- 2.10.3 Visitors under 4 (four) years of age do not have to pay an entrance fee, but must have a valid ticket.
- 2.10.4 If the Visitor needs the assistance of a Companion to visit the Attraction, the Companion supporting the Visitor is not obliged to pay the admission fee, but must still have a valid ticket.
- 2.10.5 The student with regard to the Promotion tickets has a valid Hungarian student ID card or an international student ID card for persons between the ages of 16 and 25.
- 2.11 The Service Provider does not guarantee the fixedness of ticket prices and reserves the right to change ticket prices. Regarding the exact ticket prices, the ticket prices displayed on the website of the Attraction and at the venue are valid for all ticket types.
- 2.12 Both free tickets and tickets purchased for a consideration are non-refundable, non-transferable and non-saleable, and any modification of any kind will render the tickets invalid. Tickets which the Service Provider has reasonable grounds to suspect have been transferred or altered in any way shall not be valid for entry to the Attraction. Lost tickets will not be replaced by the Service Provider. The ticket purchased is valid only on the date printed on the ticket. Tickets may not be valid for special events or specific areas at the Attraction, for which a separate charge may apply.
- 2.13 For a Visitor, a valid ticket includes access to most areas at the Attraction. Areas at the Attraction are subject to availability and at the discretion of the Service Provider.
- 2.14 The Service Provider is entitled to issue tickets in the context of special promotions ("**Promotional Tickets**"). The availability and content of the Promotional Tickets are subject to the rules applicable

to the promotion in question. Attraction staff may ask you to show appropriate identification before admission to verify the circumstances justifying the discounted ticket purchase. If the Visitor is unable to provide proof of entitlement to the discount, the Attraction staff may refuse entry.

2.15 Tickets will be allocated on a time-slot basis. This means that during the ticketing process, the Visitor is given the opportunity to select the time they wish to arrive at the Attraction. The time-slot system is used to control the flow of guests in the building and to reduce queuing at the time of entry. The time slot selected in your booking is your arrival time at the Attraction, so you are entitled to arrive at any time within the provided time-slot. Please do not arrive too early for your time slot as you are not allowed to enter before the time-slot.

2.16 If the Visitor arrives at the Attraction after the time-slot for the Ticket, the Service Provider will make every effort to ensure that the Visitor can enter the Attraction in the next available time-slot, but does not guarantee this. If this is not possible, the Service Provider will offer another opportunity to visit the Attraction.

3. PRE-REGISTERED TICKETS

3.1 Pre-registered tickets of the "E-Tickets/Print@Home" type ("**Pre-registered Ticket**") must be presented on paper or on a mobile device at the entrance of the Attraction, as directed by the Attraction staff.

3.2 It is not possible to rebook or modify a Pre-registered Ticket for a later date in order to take advantage of any promotion, special offer or discount. All current promotions must be used and applied during the booking process before a unique booking ID is assigned to the booking.

3.3 In all other respects, the provisions applicable to tickets under point 2 shall apply to Pre-registered Tickets.

4. PRIORITY TICKETS

4.1 Where available, a Visitor may also purchase a ticket which entitles him/her to priority access to the Attraction over Visitors holding a normal ticket ("**Priority Ticket**").

4.2 A Priority Ticket entitles the Visitor to priority access as described in Section 4.1 for a specified fifteen (15) minute time period ("**Allocated Entry Time**").

4.3 Visitors who miss their Allocated Entry Time are no longer guaranteed priority entry and may have to queue with other Visitors who have normal tickets.

4.4 Priority Tickets shall in all other respects be governed by the provisions applicable to tickets under point 2.

5. CHILDREN

5.1 Children fifteen (15) years of age and under must be accompanied by an adult over eighteen (18) years of age to enter the Attraction. Children fifteen (15) years of age and younger must be accompanied by an adult over the age of eighteen (18) for the entire time they are in the area of the Attraction.

5.2 Certain areas and elements of the Attraction may not be suitable for children of all ages and the Service Provider reserves the right to refuse entry to such areas to any Visitor under the recommended age.

6. DISABLED GUESTS, PEOPLE WITH DISABILITIES AND COMPANIONS

6.1 We have designed our attractions to be fully accessible for our disabled visitors..

6.2 For Visitors requiring an Escort, we provide one free escort ticket per person.

- 6.3 If a Visitor with a disability wishes to enter the Attraction with a discounted ticket, or the Visitor's Companion wishes to enter the Attraction with an accompanying ticket, the Visitor must present a certificate upon arrival at the Attraction. This certificate may be accepted in the following form:
- 6.3.1 a valid ID card from the National Association of the Deaf and Hard of Hearing;
 - 6.3.2 valid identity card of the National Association of the Hungarian Blind and Visually Impaired;
 - 6.3.3 a valid identity card from the National Federation of Associations of Disabled People;
 - 6.3.4 a valid membership card of the National Association of People with Intellectual Disabilities and their Helpers;
 - 6.3.5 a valid identity card from the National Association of the Deafblind;
 - 6.3.6 a valid membership card of the National Association of Autistic People;
 - 6.3.7 International Disability Card;
 - 6.3.8 an official certificate issued by the Hungarian Treasury (MÁK) confirming eligibility for disability benefits. The companion indicated on this card is not entitled to the discount applicable to visitors with disabilities, but may be entitled to the discount applicable to companions.

If the above documents or certificates are not photographic documents, simultaneous proof of the Visitor's identity is required in order to obtain the Accompanying Ticket and to benefit from any possible discount for disabled persons.

7. HEALTH AND ACCIDENT PREVENTION

- 7.1 Various special effects (including sudden sound effects and flashing lights) may occur in certain areas of the Attraction. Visitors with high blood pressure, heart disease or other pre-existing medical conditions are advised to contact Attraction staff for further details and to avoid areas of the Attraction where such special effects are used.
- 7.2 If you have epilepsy or have had a seizure, please consult your doctor before visiting the Attraction. Some people are sensitive to flashing or vibrating lights, geometric shapes or patterns in their surroundings. This may also be caused by hidden epilepsy, in which case viewing video content may trigger an epileptic seizure. Contact the Attraction staff immediately if you experience any of the following health problems or symptoms when exposed to flashing or flickering lights or other light effects or while viewing video content: eye pain, altered vision, migraine, muscle twitching, seizures, other involuntary movements, fainting, loss of consciousness, confusion or disorientation. In addition to the above, contact Attraction staff immediately if you experience any of the following symptoms while viewing video content: dizziness, nausea, fatigue, symptoms similar to motion sickness, discomfort or pain in any part of the body (e.g., eyes, ears, hands, arms).
- 7.3 Wireless network functions or radio waves in the Attraction may interfere with the operation of electronic devices or medical equipment (such as pacemakers), which could lead to malfunction or injury. If you wear a pacemaker or other medical device, please check with your doctor or the manufacturer of your medical device before visiting the Attraction.
- 7.4 The Attraction staff may draw the Visitor's attention to certain health and safety procedures that the Visitor must follow.
- 7.5 Given the lighting conditions in the Attraction, we ask our Visitors to take extra care to prevent accidents. The Service Provider disclaims any liability for damages resulting from the improper use of scenery elements and other equipment and interactions in the Attraction. The staff of the Attraction will provide information on the proper use of the Attraction upon request of the Visitors. The Service Provider expressly draws the attention of the Visitors to the risk of accidents resulting from interactions involving movement.

7.6 The Visitor must comply with the regulations and safety requirements when using any equipment belonging to the Attraction. Please check with the Attraction staff or refer to the description or signage provided with the equipment. Equipment belonging to the Attraction includes, but is not limited to, visitor interactions, Attraction figures, scenery, audio-visual equipment, Attraction restrooms, lockers and wheelchairs. For Visitors under the age of 18, the accompanying adult over the age of eighteen (18) is responsible for ensuring that the child is familiar with and understands the instructions for the use of each Attraction's equipment.

8. VISITOR BEHAVIOUR

Visitors must observe the following prohibitions in the Attraction:

- 8.1 Smoking is prohibited in the entire area of the Attraction (including queuing), this includes the use of e-cigarettes.
- 8.2 It is prohibited to bring pets or other animals into the area of the Attraction, except for assistance dogs in accordance with the rules of the Assistance Dogs Training, Examination and Applicability Decree 27/2009 (XII. 3.) of the Ministry of Social Affairs and Labour.
- 8.3 No food or drink is allowed in the Attraction area - this does not include the entrance area and the deposit box.
- 8.4 No suitcases or large luggage is allowed in the Attraction area.
- 8.5 No other areas of the Attraction may be entered outside the Visitor Areas.
- 8.6 The making of unnecessary noise (whether from a mobile phone, personal stereo or other) or behaviour that is likely to be annoying, offensive or intimidating to other Visitors or Attraction staff is prohibited.
- 8.7 It is forbidden to bring drugs, drug precursors or psychoactive substances into the Attraction area.
- 8.8 It is forbidden to bring into the Attraction area any operable firearm, explosive, explosive device, device for the use of explosives or explosives, firecracker, fireworks, smoke bomb and any open flame or any activity involving a fire hazard, including sparklers.
- 8.9 No glass bottles, umbrellas or other objects that may cause injury and/or are considered dangerous, such as but not limited to knives, scissors, corkscrews, metal nail files, toy guns, replica guns, or any device that may directly endanger human life, are allowed in the Attraction area.
- 8.10 It is forbidden to bring to the area of the Attraction skateboards, scooters, roller skates, hoverboards, bicycles, drones, other electric or other mechanically propelled vehicles, sports equipment, stands, etc.
- 8.11 Littering is prohibited in the Attraction area. Visitors are kindly requested to use the garbage bins provided in order to maintain cleanliness. The Visitor must refrain from any conduct that may result in soiling or contaminating the Attraction's premises, its equipment, or the clothing or personal belongings of other Visitors.
- 8.12 It is forbidden to activate any safety equipment located in the Attraction area without justification, including in particular the unjustified use of the fire alarm system.

9. SECURITY

We ask our guests to remain vigilant, alert our staff or security staff to any suspicious activity and ensure the safety of their valuables. Please help us by reporting anything that seems inappropriate - including in particular anything left unattended or anyone acting suspiciously. You can report anything suspicious to our staff who are always ready to help.

- 9.1 The Visitor must cooperate fully with the security staff during the security check. The security personnel are entitled to check the Visitor's luggage and personal belongings before entry and, where justified, at any time during the stay in the Attraction. Screening is a condition of entry to the Attraction. The Service Provider shall be entitled to refuse entry to anyone who is reasonably believed to be a danger to himself/herself or others, or to anyone who does not cooperate with the screening. Security personnel may search and inspect the Visitor's bag prior to entry. This is to ensure that prohibited items are not brought into the Attraction. Where justified, a more thorough search may be carried out, during which the Visitor may be required to empty the pockets or place items from the pockets for search on the trays provided.
- 9.2 The Attraction staff reserves the right to refuse entry to the Attraction if the Visitor is under the influence of alcohol or drugs, or is suspected of being under the influence of such or similar substances.
- 9.3 Security personnel may use security equipment including, but not limited to, a metal detector gate or a hand-held metal detector.
- 9.4 Illegal items found must be handed over to the Police by the Service Provider and cannot be returned.
- 9.5 Visitors are required to keep their personal belongings of value with them at all times. The Service Provider shall not be liable for loss, theft or damage to personal items brought into the Attraction. Strollers are permitted on the Attraction premises. It is permitted provided that its use or movement does not endanger the safety of Visitors or staff, does not compromise the cleanliness or condition of the Attraction, and does not negatively affect the experience of other visitors.
- 9.6 The Service Provider will provide a free luggage storage service for Visitors within the Attraction for the duration of their stay in the Attraction. The luggage storage service has a limited capacity, so the Visitor may not be able to use it due to lack of capacity. The Service Provider has the right to refuse to store any of the Visitor's belongings, whether for reasons of public safety or for any other reason. The Service Provider's liability for items placed in the luggage storage is limited to items that Visitors normally bring with them (including, but not limited to: clothing, umbrellas). If the luggage storage is available, the Service Provider is solely liable for damage to the items placed there.
- 9.7 For fire safety, health and property security reasons, the Service Provider will empty the lockers every evening after closing time; the items left there will be placed in a locked room, indicating the day and locker where they were left by the Visitor, and will be kept for 30 days. The Service Provider is entitled to inspect objects and packages for security, fire safety, health and property protection reasons. In the event that the Visitor reports to the Service Provider to collect the items left behind, the Visitor must certify that the items found in the locker are his/her property and must reimburse the Service Provider for the costs incurred in connection with the safekeeping and storage of the items. The minimum flat-rate charge for the cost of custody is EUR 50 per day, but the Service Provider may also claim for any additional certified costs incurred. The Service Provider shall have the right of retention until reimbursement of the costs incurred for the storage.
- 9.8 The Visitor is obliged to hand over any objects found in the area of the Attraction to the Service Provider's staff without delay. In accordance with Hungarian law, if the person entitled to receive the found object can be identified, the Service Provider shall notify him/her and, if he/she so requests, shall hand over the object without delay. In return, the Service Provider is obliged to hand it over within 8 days to the Notary of the Mayor's Office of Belváros-Lipótváros District of Budapest V., the competent notary based on the place of the find, considering that the Service Provider is not able to keep the found objects.

10. PHOTOGRAPHY AND FILMING

- 10.1 The Service Provider or other authorised third party may take photographs or make other recording in the Attraction, in which picture or recording Visitor may appear. By accepting these GTC, the Visitor consents to the Service Provider's use of such images in connection with advertising and

promotions and acknowledges that the copyright in such images belongs to the Service Provider and/or any authorized third party.

10.2 Unless expressly prohibited, the Visitor may take photographs and make recordings inside the Attraction, provided that they are used for private purposes only and are not sold or used for any commercial or public purpose. By accepting these GTC, the Visitor agrees not to intentionally photograph and/or record video footage of any person without that person's permission and to comply with all photography/filming restrictions in the Attraction.

11. COVID-19

11.1 The security measures we have put in place in response to pandemic Covid-19 are designed to protect the safety of people visiting our attractions and our staff. It is in the express interest of the Service Provider to comply with the security measures implemented. For this reason, we reserve the right to expel Visitors from the Attraction who do not comply with the security measures.

11.2 Although there are currently no strict disease control measures in place in Hungary, our priority is to continue to offer the best possible experience to our guests. Hygiene and safety measures have been put in place, including increased cleaning, the provision of hand sanitisers and regular ventilation. In addition, at several points throughout the Attraction, our Visitors will continue to see the "Mask Wearing Suggested" sign in compliance with public health guidelines.

11.3 If you or someone close to you is showing symptoms of COVID-19 or has tested positive for it, please do not visit the Attraction and contact us to reschedule your reservation.

12. COMPLAINTS HANDLING

12.1 A guest book and a complaints book are available for Visitors at the entrance to the Attraction. Complaints written in the complaints book will be investigated as soon as possible and within 30 days at the latest.

12.2 Details of the complaint handler:

Name: Dorottya Experience Kft.

Seat: Door 206, Floor 2, Dorottya utca 6, Budapest H-1051

Place of complaint handling: Floor 1, Dorottya utca 6, Budapest, H-1051

Customer service, complaints by e-mail: info@madametussauds.hu (messages are processed between 9:00 and 15:00 on working days)

Address for correspondence: Door 206, Floor 2, Dorottya utca 6, Budapest H-1051

Website: madametussauds.hu

12.3 In the event of a complaint, the Service Provider will, using the information available at the place indicated above for the handling of complaints and in connection with the content of the complaint, investigate (if possible) the service within its competence to correct the defect. If the complaint is due to a transport fault, the Service Provider will check, inform and contact the subcontractor responsible for the transport and will assist in the repair of the transport fault in the most direct and rapid way possible. If the complaint relates to the content of the web shop, product descriptions, it will examine the content or lack of content complained about and, if necessary, correct it. The customer will be informed of the investigation of the error and its outcome via the contact details registered on the website or, if the customer so requests, via other contact details.

12.4 We would like to draw the attention of our Visitors residing in the European Union to the fact that if they have a cross-border consumer dispute - i.e. their habitual residence is not in Hungary - they can also use the online dispute resolution platform for products or services purchased over the internet.

12.5 In the event of a complaint, the Visitor or customer has the right to contact the conciliation body competent for the place of residence or stay. The conciliation body of the place where the service provider is established:

Name: Budapest Conciliation Board
Address: Door 111, Floor 1, Krisztina krt. 99, Budapest, H-1111
Phone number: +36 (1) 488 21 31 Mailing address: 1253 Budapest, PO Box 10.
E-mail address: bekelteto.testulet@bkik.hu
Website: <https://bekeltet.bkik.hu>
Complaints that can be submitted via websites:
<https://bekeltet.bkik.hu/urlap/kerelem-online-benyujtasa>
<https://uj.bekeltetes.hu/publikus/online-ugy-inditas>

13. PRE-CONTRACTUAL INFORMATION ONLINE

Based on Article 11 of Government Decree 45/2014 (II. 26), the Service Provider provides the following information:

- 13.1 We provide information about the name, address and contact details of the Service Provider as set out in clause 12.2. The place of business of the Service Provider is the seat indicated in clause 12.2, or the address of Floor 1, Dorottya utca 6, Budapest, H-1051, Hungary..
- 13.2 Relevant information about the Attraction as a service can be found at madametussauds.hu.
- 13.3 For any online order, the "Total" summary of the consideration includes the total (gross) amount of the consideration plus tax, expressed in Hungarian forints, with all additional costs. The Service Provider does not sell products for which the indication of the unit price is required by law (products available in multi-packages or bundles). The Service Provider does not use contracts of indefinite duration or flat-rate contracts. The consideration amount includes all costs related to the given purchase.
- 13.4 The Visitor's telecommunications service provider may charge a fee for the Internet, mobile or other electronic connection, and possibly for a special payment method (e.g. mobile payment), based on the Visitor's individual subscription or other contract, as a consideration for the Internet, mobile or other electronic connection of the means of making the purchase (mobile phone, telephone, computer with Internet connection, tablet, etc.). However, the Service Provider itself does not apply a surcharge.
- 13.5 The payment and delivery of the electronic ticket or voucher to the e-mail inbox provided by the Visitor is done in real time, almost instantly. The electronic ticket cannot be delivered physically, but is delivered electronically and automatically by the Service Provider, so the delivery time is immediate. The Service Provider may, upon the Visitor's request, in some cases, deliver the voucher in the form of a gift card at the Visitor's expense. In this case, the delivery charge will always be indicated precisely, in gross amount, on the payment page. For products sold by the Service Provider, the delivery charge is not subject to any limit or weight. The delivery time is approximately 2 to 5 days.
- 13.6 The Service Provider does not provide a service where the exercise of the consumer's right of withdrawal and termination would oblige the consumer to reimburse the Service Provider's reasonable costs.
- 13.7 The Visitor may submit complaints to the contact details indicated in the Service Provider's "Contact details for customer service and complaint handling" in section 12.
- 13.8 The Service Provider is not a signatory to a code of conduct under the Act on the Prohibition of Unfair Commercial Practices against Consumers, and therefore it is not applicable.
- 13.9 The contract between the Service Provider and the Visitor is concluded for a limited period of time, the duration of which, in case of the purchase of an admission ticket, lasts until the visit of the Attraction. Any ticket purchased is valid for a maximum of 1 year. The contract is not converted into a contract of indefinite duration.
- 13.10 During the purchase process, the Visitor has no obligations beyond the payment of the consideration.

- 13.11 The Visitor does not provide the Service Provider with a deposit or other financial security during the purchase process.
- 13.12 Operation of the digital data content, technical protection measures: the Service Provider ensures the operation of the digital data content through Fribbit Kft. and Banktech Kft. The data is transmitted in encrypted form, for which the Service Provider uses SSL (Secure Socket Layer) encryption. The Service Provider shall take technical and organisational measures to protect the data of the madametussauds.hu website and the jegy.madametussauds.hu web shop and payment page, to prevent data loss, unauthorised access to data by unauthorised persons and unauthorised modification of data by unauthorised persons. With regard to the interoperability of digital data content with hardware and software, we inform you that the madametussauds.hu and jegy.madametussauds.hu pages are compatible with the latest versions of all known browsers.
- 13.13 Information on the time limits and other conditions for exercising the consumer's right of withdrawal and termination, as well as information on any costs of returning goods, is provided in point 14 of this document.
- 13.14 The language of the contracts covered by these GTC shall be Hungarian or English, in case of any discrepancy Hungarian shall prevail. Contracts covered by these GTC are not considered as written contracts and shall not be registered by the Seller.
- 13.15 You shall have the possibility to modify the data you have entered during the ordering process before finalising the order (by clicking on the back button in the browser, the previous page will be opened, so that you can correct the data entered even if you have already moved to the next page). The Service Provider draws your attention to the fact that it is your responsibility to ensure that the data you have entered are entered accurately, as the goods will be invoiced on the basis of the data you have entered. Please note that an incorrectly entered e-mail address or a saturation of the storage space associated with the mailbox may result in non-delivery of the confirmation and prevent the conclusion of the contract. If you have finalised your order and discover an error in the information provided, you must initiate a modification of your order as soon as possible. You can notify the Supplier of the modification of an incorrect order by sending an e-mail to the e-mail address you provided when placing the order or by calling the Service Provider.
- 13.16 The following shall be deemed to be obviously incorrectly indicated prices: a price of HUF 0, a price reduced by a discount but incorrectly indicating the discount. In the case of an incorrectly indicated price, the Service Provider shall offer the possibility of purchasing the product at the real price, in the possession of which the customer may decide whether to order the product at the real price or to cancel the order without any adverse legal consequences.

14. RIGHT OF WITHDRAWAL AND TERMINATION IN ONLINE SALES

- 14.1 The purchase can be cancelled at any time before pressing the "Pay" button without any consequences. The Visitor may not exercise the right of withdrawal or the right of termination pursuant to Item I) of Article 29(1) of Government Decree 45/2014 (II.26.) if the ticket is valid for a specific time (a specific hour, minute, day) or during a specific period. In such a case, the Service Provider is not entitled to refund the Ticket or return the consideration.
- 14.2 If the Visitor has purchased a ticket that is not valid for a specific date, or if the Visitor has purchased a product other than the ticket that is subject to the rules of the consumer's right of withdrawal and termination regulated by Government Decree 45/2014 (II.26.), these rights can be exercised as follows:
- 14.2.1 If the above mentioned right of withdrawal and right of termination is available, then the Consumer is entitled, in the case of a contract for the sale of goods, to withdraw within 14 days of the delivery of
- 14.2.1.1 the product,
 - 14.2.1.2 the last product supplied when supplying more than one product,

- 14.2.1.3 in the case of products consisting of several lots or pieces, the last lot supplied or piece,
- 14.2.1.4 if the product is to be supplied regularly within a specified period, the first service,

using the model notice of withdrawal and termination indicated in clause 14.4 of these GTC or by any other clear declaration to that effect. The Consumer may also exercise their right of withdrawal during the period between the date of conclusion of the contract and the date of receipt of the product.

- 14.2.2 In addition to completing the template indicated in clause 14.4 of the GTC, in the case of an e-ticket or voucher that is not valid for a specific date, the Customer must indicate the code number of the e-ticket/voucher. A declaration must also be made that the Visitor has not used the ticket. It is not necessary to send the ticket as it will be electronically cancelled by the Service Provider.
- 14.2.3 If the Visitor has not purchased an admission ticket but a merchandising item, or has not received a printed ticket for a specific date by courier service, s/he must return it within fourteen days of the cancellation notification to the address Floor 1, Dorottya utca 6, Budapest, H-1051. The Visitor shall bear the cost of returning the goods. The Visitor shall be liable for any depreciation resulting from use beyond the use necessary to determine the nature, properties and functioning of the product.
- 14.2.4 If the Visitor lawfully withdraws from the contract, the Service Provider shall refund the full amount paid by the consumer as consideration without delay, but no later than fourteen days from the date of becoming aware of the withdrawal. The Supplier shall refund the amount of the refund in the same way as the payment method used by the Visitor. In the case of a contract for the sale of a product, the Supplier may retain the amount due to the Visitor until the consumer has returned the product or has proved beyond reasonable doubt that they have returned it.

14.3 Rules on the procedure for exercising the right of withdrawal

- 14.3.1 In the case of a written cancellation, it shall be deemed to have been given in time if the Visitor sends his/her declaration to the Service Provider within 14 calendar days (up to the 14th calendar day). If the Visitor sends the withdrawal by post, the Service Provider shall take the date of posting into account for the calculation of the time limit, if by e-mail, the date of sending the e-mail. It is recommended that the Visitor sends his/her letter by registered mail in order to provide credible evidence of the date of dispatch, in particular with regard to the burden of proof described below.
- 14.3.2 The burden of proof concerning the Visitor's compliance with the rules of the right of withdrawal in accordance with the provisions of the applicable law is on the Visitor.
- 14.3.3 The Service Provider is obliged to acknowledge receipt of the Visitor's withdrawal by e-mail within a reasonable period of time.
- 14.3.4 The ticket (electronic code) purchased on the website operated by the Service Provider does not have to be returned, even if it has been printed. If the Visitor has purchased another product, in case of cancellation s/he is obliged to return the ordered product to the address of Floor 1 Dorottya utca 6, Budapest, H-1051 Hungary, without undue delay, but not later than 14 days from the date of the communication of the cancellation. The deadline is deemed to have been met if the Visitor sends (posts or delivers to the courier service ordered by the Visitor) the product before the 14-day deadline.
- 14.3.5 The cost of returning the product to the Service Provider's address shall be borne by the Visitor. The Service Provider does not assume the responsibility or cost of retrieving the product from the Visitor. The Service Provider will not accept parcels returned by cash on delivery or under any payment obligation. Apart from the cost of returning the product, the Visitor will not be charged any other costs in connection with the cancellation.

- 14.3.6 The Visitor may be liable for the depreciation of the Product in the event of withdrawal, if it is due to use beyond the use necessary to establish the nature, characteristics and functioning of the Product. The Service Provider may therefore claim compensation for depreciation or reasonable costs resulting from the use beyond the use necessary to inspect the nature, characteristics and functioning of the Product.
- 14.3.7 If the Visitor withdraws from the contract, the Service Provider will immediately, but no later than 14 days after receipt of the Visitor's notice of withdrawal, refund all consideration (product price) paid by the Visitor, including the cost of transport (delivery), except for any additional costs incurred because the Visitor chose a different mode of transport than the cheapest usual mode of transport offered by the online store.
- 14.3.8 The Service Provider is entitled to withhold the refund until the product has been returned or the Visitor has provided credible proof that it has been returned, whichever is the earlier.
- 14.3.9 When refunding, the Service Provider will use the same payment method as the original transaction. Refunds will be made within 4 weeks of the request. For tickets, refunds are only possible for tickets purchased within 180 days.
- 14.3.10 Upon receipt of the parcel by our company, a three-person committee is present to unpack the parcel and examine the returned product, and if the product is damaged or otherwise defective (for example, the returned product was damaged, used, dirty or incomplete), minutes is taken on the spot.

14.4 Withdrawal/cancellation template (only fill in and return if you wish to withdraw from the contract):

Addressee:
 Dorottya Experience Kft.
 Budapest
 Door 206, Floor 2, Dorottya utca 6
 H-1051

I, the undersigned, declare that I/we exercise my/our right of withdrawal/cancellation in respect of the contract for the sale of the following goods or the provision of the following services:

Date of conclusion of contract/date of acceptance:

Name of visitor(s):.....

Address of visitor(s):

Signature of the Visitor(s) (only in case of paper declaration):

.....

Place and date:.....

15. WARRANTY, PRODUCT WARRANTY AND GUARANTEE

Warranty and guarantee rights co-exist. The fundamental difference is that in the case of a guarantee the rules on the burden of proof are more favourable to the Visitor.

15.1 Warranty

15.1.1 In which cases can you exercise your warranty right?

In the event of defective performance by the Service Provider, you may assert a claim against the company under the rules of the Civil Code.

15.1.2 What rights do you have under a warranty claim?

You may - at your option - make the following warranty claims: You can ask for a repair or replacement, unless one of these is impossible or would impose disproportionate extra costs on the business compared to another request. If you did not or could not ask for the repair or replacement, you can ask for a proportionate reduction in the price or you can have the defect repaired or replaced by another party at the expense of the undertaking or, as a last resort, you can withdraw from the contract. You can switch from one warranty right to another, but you will bear the cost of the switch unless it was justified or the business gave a reason for it.

15.1.3 What is the deadline for you to claim warranty?

You must notify us of the defect as soon as you discover it, but no later than two months after the defect is discovered. However, you should note that you cannot claim any rights under a guarantee beyond the two-year limitation period from the date of performance of the contract.

15.1.4 Who can you claim against?

You may assert a warranty claim against the Service Provider.

15.1.5 What are the other conditions for the enforcement of your rights under the accessory warranty?

Within six months from the date of performance, you can assert your claim for a replacement warranty on condition that you prove that the product or service was provided by the Service Provider. However, after six months from the date of performance, you must prove that the defect which you have discovered existed at the time of performance.

15.2 Product warranty

15.2.1 In what circumstances can you exercise your right to a product warranty?

In the event of a defect in a movable item (product), you may, at your option, exercise your right under point 1 or claim under the product warranty.

15.2.2 What rights do you have under a product warranty claim?

As a product warranty claim, you can only ask for the defective product to be repaired or replaced.

15.2.3 In which cases is the product considered defective?

A product is defective if it does not meet the quality requirements in force when it was placed on the market or if it does not have the characteristics described by the manufacturer.

15.2.4 What is the deadline for you to claim under the product warranty?

You have two years from the date on which the product was placed on the market by the manufacturer to make a product warranty claim. After this period, you lose this right.

15.2.5 Against whom and under what other conditions can you assert a product warranty claim?

You can only exercise your right to claim under a product warranty against the manufacturer or distributor of the movable item. You must prove that the product is defective in order to make a product warranty claim.

15.2.6 In which cases is the manufacturer (distributor) exempted from its product warranty obligations?

The manufacturer (distributor) is only exempted from its product warranty obligation if it can prove that:

- the product was manufactured or marketed for purposes other than its business, or
- the defect was not detectable according to the state of science and technology at the time it was placed on the market, or
- the defect in the product results from the application of a legal or regulatory requirement.

The manufacturer (distributor) only needs to prove one ground for exemption.

Please note that you may not claim for the same defect warranty and product warranty at the same time. However, if your product warranty claim is successful, you may assert your warranty claim against the manufacturer for the replaced product or repaired part.

15.3. Guarantee

In the event of defective performance, the Service Provider is obliged to provide warranty in the case of the sale of new consumer durables (e.g. technical articles, tools, machines) listed in Government Decree 151/2003 (IX. 22.) on the mandatory warranty for certain consumer durables, as well as their accessories and components within the scope specified therein.

15.3.1 In what circumstances can you exercise your right to guarantee?

In the event of defective performance, the Service Provider shall be obliged to provide guarantee in the case of the sale of new durable consumer goods (e.g. technical goods, tools, machines) listed in Government Decree 151/2003 (IX. 22.) on the mandatory warranty for certain durable consumer goods, as well as their accessories and components within the scope specified therein.

15.3.2 What are your rights under guarantee and within what time limits?

The scope of the Decree is limited to new products and applies only to products sold under a consumer contract concluded in Hungary and listed in the Annex to the Decree. Guarantee rights may only be claimed by a Customer who qualifies as a consumer.

The Service Provider shall communicate the duration of the guarantee period for each product at the latest by means of the information on the warranty certificate (warranty ticket) provided at the time of receipt of the product by the Customer.

The Service Provider shall be released from its guarantee obligation only if it proves that the cause of the defect arose after performance.

Duration of the guarantee

- one year for a sale price of HUF 10 000 or more but not more than HUF 100 000,
- two years for a sale price exceeding HUF 100 000 but not exceeding HUF 250 000,
- Three years above the sale price of HUF 250 000.

Failure to meet the above deadlines will result in the loss of rights. The guarantee period does not include the part of the repair period during which you cannot use the product as intended.

The guarantee period starts on the date of delivery of the consumer goods to you or, if the installation is carried out by the Service Provider or its agent, on the date of installation. If you put the consumer goods into service more than six months after delivery, the warranty period shall start on the date of delivery of the consumer goods.

In the event of replacement (repair) of the product or part of the product, the guarantee period starts anew for the replaced (repaired) product (part of the product) and for the defect resulting from the repair.

15.3.3 Claims that may be asserted under a guarantee

In the event of a defect covered by the guarantee, you can claim:

- ⇒ in the first place, at your discretion, repair or replacement, unless the chosen guarantee claim is impossible to be fulfilled or would result in disproportionate additional costs for the Service Provider compared to the fulfilment of the other guarantee claim, taking into

account the value of the Product in its original condition, the seriousness of the breach of contract and the damage caused to you by the fulfilment of the guarantee claim.

- ⇒ at your option, request a proportionate reduction in the purchase price, have the defect repaired or replaced by another party at the Service Provider's expense, or withdraw from the contract, if the Service Provider has not undertaken to repair or replace the defect, cannot fulfil this obligation within a reasonable period of time, without prejudice to your interests, or if your interest in repair or replacement has ceased. There is no right of withdrawal for minor defects.

15.3.4 Defects precluding a guarantee claim

A defect is not covered by the guarantee if the cause of the defect occurred after the product was delivered to you, for example:

- ⇒ improper installation (unless the installation was carried out by the Service Provider or its agent, or if the improper installation is due to a fault in the instruction manual)
- ⇒ misuse, failure to observe the instructions for use,
- ⇒ incorrect storage, incorrect handling, damage,
- ⇒ natural disasters or Act of God.

15.3.5 Procedure in the event of a warranty/guarantee claim (in the case of a consumer)

You may also, at your option, make your claim for repair directly to the Service Provider's seat, any of its branches or subsidiaries, or to the repair service indicated by the Service Provider on the guarantee ticket. You may submit your guarantee claims to the Service Provider using the contact details set out in Clause 12.

The burden of proof of the conclusion of the contract is on you (invoice, receipt).

The Service Provider shall bear the costs related to the fulfilment of the warranty obligation.

The Service Provider shall keep a record of the warranty or guarantee claim notified by you to it and provide you with a copy of the record without delay and in a verifiable manner.

Repairs or replacements must be carried out within a reasonable time, taking into account the characteristics of the product and its intended use, and without prejudice to your interests.

If the Service Provider is not able to comment on the enforceability of a warranty or guarantee claim notified by you at the time of notification, it must notify you of its position within five working days in a verifiable manner.

The Service Provider shall keep the minutes for three years from the date of their recording and present them to the supervisory authority.

The Service Provider will endeavour to carry out the repair or replacement within a maximum of fifteen days. If the repair or replacement takes longer than fifteen days, the Service Provider shall inform you of the expected time for the repair or replacement. This information shall be provided, subject to your prior consent, by electronic means or by any other means which provides proof of receipt by the consumer.

If the product cannot be replaced, the Service Provider must refund the purchase price indicated on the invoice or receipt presented by you within eight days. The eight-day time limit starts to run after the expiry of the 30-day time limit for rectification without result.

15.3.6 Other rules for repair in case of compulsory guarantee

In a contract between a consumer and a business, the parties may not conclude any agreement to the detriment of the consumer other than the provisions of Government Decree No. 45/2014 (26.II.).

If during the warranty period:

a) the first time the product is repaired, the Service Provider finds that the product cannot be repaired, the Service Provider is obliged to replace the product within eight days, unless the consumer has agreed otherwise,

b) the product fails again after the Service Provider repaired it three times - unless you have agreed otherwise, or if you do not request a proportionate reduction of the purchase price and you as the consumer do not wish to repair the product or have the product repaired by a third party by the Service Provider's expense, the Service Provider must replace the product within eight days,

c) if the product has not been repaired within 30 days of the date on which you notify the Service Provider of the need for repair, the Service Provider shall replace the product within eight days of the expiry of the 30-day period, unless you have provided otherwise.

If the consumer goods are defective for the fourth time, you are entitled to ask the Service Provider to repair the goods, or to request the Service Provider to reduce the purchase price proportionately, or to repair the consumer goods at the Service Provider's expense. If you do not exercise these rights, or if you have not made a declaration to this effect, the Service Provider must replace the goods within 8 days or, if this is not possible, reimburse you the sales price indicated on the invoice or receipt within 8 days.

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

If the Service Provider fulfils its warranty or guarantee obligations in a way other than the right you wish to enforce, the reasons for this must be stated in the minutes.

In the event of a replacement (repair) of the Product or part of the Product, the guarantee period shall start anew for the replaced (repaired) Product (part of the Product) and for the defect resulting from the repair.

Request for replacement within three working days

If you request a replacement within three working days of purchase (installation) due to a defect in the Product, the Service Provider cannot claim disproportionate additional costs, but is obliged to replace the Product, provided that the defect prevents its proper use.

Prohibition of parallel enforcement

However, you do not have the right to make a warranty claim and a guarantee claim or a product warranty claim and a guarantee claim for the same defect at the same time.

The guarantee does not affect your statutory rights, in particular your rights to claim for warranty, product warranty and damages.