

GENERAL TERMS AND CONDITIONS
for visitors to the House of Music Hungary Public-Benefit Non-profit Limited Liability
Company
Valid as of 27 October 2025

1. GENERAL PROVISIONS

1.1 Details of the House of Music Hungary (Magyar Zene Háza):

Name: House of Music Hungary Public-Benefit Non-profit Limited Liability Company
Abbreviated name: House of Music Hungary Ltd.
Registered office: 1146 Budapest, Olof Palme sétány 3.
Court of registration: Company Registry of the Metropolitan Court of Budapest
Company registration number: 01-09-371951
Tax number: 28742838-2-42
Website: www.zenehaza.hu
(hereinafter: **House of Music Hungary**)

1.2 Location and contact details for handling complaints:

Tel.: +36 70 799 9449
Telephone customer service hours: weekdays from 9 am to 5 pm
E-mail address: info@zenehaza.hu
Address: 1146 Budapest, Olof Palme sétány 3.
Opening hours: Monday-Friday from 9 am to 5 pm

- 1.3 These General Terms and Conditions (hereinafter: **GTCs**) cover the contractual terms pertaining to visits to the permanent and temporary exhibitions of the House of Music Hungary (hereinafter: **Exhibitions**), as well as performances, concerts and public events held on the premises of the House of Music Hungary – including on the Open-Air Stage and the immediate surroundings of the House of Music Hungary building (hereinafter: **Performances**), the sale of admission tickets therefor (hereinafter: **Admission Tickets**), and the legal relationship arising between the House of Music Hungary and the Visitor with respect to the Exhibition and the Performance.
- 1.4 These GTCs also contain the conditions of participation in activities organised by the House of Music Hungary (hereinafter: **Activities**). The Activities scheduled at any given time are published on the www.zenehaza.hu website.
- 1.5 These GTCs also apply to users of the services of the Pop Culture Club Library, as well as to visits to the House of Music Hungary building for other purposes.
- 1.6 These GTCs further regulate the rules applicable to the sale of items sold in the retail premises located inside the House of Music Hungary (hereinafter: **Shop Products**), as well as the rules applicable to the sale of other products, subscription tickets and gift vouchers offered for sale by the House of Music Hungary either on site or online (hereinafter collectively: **Products**).
- 1.7 The scope of these GTCs covers all natural persons, legal persons and other organisations without legal personality who purchase an Admission Ticket, register for a Activity or use the services referred to in Clause 1.5, as well as natural persons who visit an Exhibition or Performance, use

an Admission Ticket, participate in an Activity, use the services of the Pop Culture Club Library or enter the House of Music Hungary building for any other purpose (hereinafter collectively: **Visitors**), and further the employees and agents of the Magyar Zene Háza, as well as other persons specified in these GTCs.

- 1.8 The contract (hereinafter: **Contract**) relating to visits to the House of Music Hungary for an Exhibition, Performance, Activity, as well as to the Pop Culture Club Library, the premises of the House of Music Hungary itself, or to the purchase of Admission Tickets and Products is concluded between the Visitor and the House of Music Hungary from the beginning of the visit to the Exhibition, Performance, Activity, Pop Culture Club Library or to the building of the House of Music Hungary, or when the Admission Tickets and Products are paid for, subject to the terms set out in these GTCs.
- 1.9 Upon conclusion of the Contract, the Visitor declares that they have familiarised themselves with the terms set out in these GTCs and accept them as binding.
- 1.10 These GTCs are available in Hungarian and English. The Contract is concluded in Hungarian or English in accordance with the Visitor's preference.
- 1.11 The Visitor expressly acknowledges that the House of Music Hungary is entitled to unilaterally amend these GTCs, as well as the house rules, all regulations and other documents referred to in these GTCs. In the event of any amendment to the GTCs or any other document, the House of Music Hungary shall notify the Visitor by publishing the changes on the www.zenehaza.hu website. The house rules of the House of Music Hungary are available at the following page: www.zenehaza.hu.
- 1.12 These GTCs apply to the legal relationship concerning Admission Tickets sold by the House of Music Hungary, as well as to Performances, Exhibitions and Activities organised by the House of Music Hungary, the services of the Pop Culture Club Library, the sale of Products, and visits to the House of Music Hungary building. The provisions of these GTCs relating to the purchase, payment and refund of Admission Tickets shall not apply in cases where the Visitor purchases an Admission Ticket for a Performance or Exhibition under a contract concluded with a third party. In such cases, the general terms and conditions determined by the third party shall govern the purchase, payment and refund.

2. TICKET PURCHASES AND PAYMENT TERMS

- 2.1 Admission Tickets sold by the House of Music Hungary may be purchased at the ticket offices of the House of Music Hungary and at its other points of sale. Admission Tickets may be purchased online via the contractual partner of the House of Music Hungary, Városliget Zrt., on the <https://ligetplusz.hu> website. Such online purchases are governed by the applicable General Terms and Conditions of Városliget Zrt. (https://ligetplusz.hu/media/dokumentumok/VLZ_ASZF_vasarlas.pdf).
- 2.2 The purchase price of Admission Tickets, the discounts applicable at any time, and the conditions entitling the Visitor to such discounts are published by the House of Music Hungary on the www.zenehaza.hu website and on the notice displayed in the building of the House of Music Hungary.
- 2.3 The purchase price of an Admission Ticket is a gross sum and therefore includes all related taxes and charges.

- 2.4 The House of Music Hungary reserves the right to change the purchase price at any time. The right to change the price does not apply to Contracts already concluded and valid, or to purchases and transactions already commenced.
- 2.5 The purchase price of Admission Tickets is due at the time of purchase. Following the successful settlement of the purchase price on site, the Admission Ticket shall be handed over to the Visitor immediately in paper form.
- 2.6 The purchase price due may be paid in cash, by bank card or by SZÉP card. Payment by SZÉP card shall only be successful if the available balance on the SZÉP card account fully covers the purchase price; partial payment by SZÉP card combined with bank card or cash payment is not possible. Cash payments may only be made in the official currency of Hungary, the forint.
- 2.7 It is possible to request a VAT invoice, provided that the Visitor has informed the sales staff of the House of Music Hungary of this request in advance.
- 2.8 The House of Music Hungary reserves the right to make the use of ancillary services available in the House of Music Hungary that are not specifically named in these GTCs subject to a separate fee. Any fee for such ancillary services shall be published by the House of Music Hungary on site.
- 2.9 For the online sale of tickets, the House of Music Hungary uses the online ticketing system developed and operated by Városliget Zrt. In the course of use of this platform, the House of Music Hungary and Városliget Zrt. qualify as joint data controllers. Details of this joint data processing are set out in the data protection notice of the House of Music Hungary.

3. RULES RELATING TO ADMISSION TICKETS

- 3.1 The unique QR code on the Admission Ticket contains all the information required for admission.
- 3.2 The Admission Ticket can only be used if it is possible to scan the QR code. The Visitor alone shall bear responsibility for any consequences and damages arising from the loss, theft, duplication or serious damage of the Admission Ticket (e.g. a QR code that cannot be scanned). Tickets that have been lost, destroyed or damaged cannot be replaced.
- 3.3 The QR code is checked by the staff of the House of Music Hungary upon entry into the House of Music Hungary. The Admission Ticket is not associated with a specific name and therefore entitles the holder to admission only upon its first presentation, regardless of whether the person presenting the Admission Ticket is the same person who purchased it. Any further attempt at entry will be unsuccessful, and admission will be refused to any subsequent person presenting the same Admission Ticket. The House of Music Hungary shall not be liable for any damages arising from the refusal of admission on these grounds.
- 3.4 Certain Admission Tickets entitle a specific category of Visitors to admission (school group tickets, teacher tickets, complimentary tickets, other discounted tickets, etc.). The existence of the entitlement is not examined by the House of Music Hungary at the time of purchase of the Admission Ticket, and is only checked upon entry to the venue. The House of Music Hungary is entitled to refuse admission if the holder of a discounted Admission Ticket fails to prove their entitlement to use it. In the event of refusal of admission on these grounds, neither the Visitor nor the person presenting the Admission Ticket shall be entitled to any compensation.
- 3.5 The Admission Ticket is freely transferable, unless the House of Music Hungary informs the Visitor of a prohibition on transfer prior to the purchase. Any discount attached to a transferred Admission Ticket shall only apply to the new holder of the Admission Ticket if the same

entitlement exists. Upon transfer of an Admission Ticket, the new holder automatically accepts these GTCs on taking possession of the Admission Ticket.

- 3.6 It is prohibited to resell Admission Tickets for business or commercial purposes, or for the purposes of achieving any other form of profit.

4. COMMON RULES APPLICABLE TO VISITORS

- 4.1 By concluding the Contract referred to in Clause 1.8, the Visitor accepts the House Rules of the House of Music Hungary and the rules of the Ethical and Behavioural Code for Partners and Visitors to the House of Music Hungary, and undertakes to comply with them during their visit. The regulations pertaining to visitors are available on the www.zenehaza.hu website.
- 4.2 The Visitor is obliged to use the House of Music Hungary building in accordance with its intended purpose and to preserve the equipment and furnishings located therein. It is prohibited to bring any object that is dangerous to safety and/or that disturbs the public or other Visitors into the House of Music Hungary, unless the Institution Director has given prior written consent.
- 4.3 The House of Music Hungary may remove any Visitor who breaches the Contract concluded pursuant to Clause 1.8, the House Rules, or the instructions of the security service, other law-enforcement bodies or the employees of the House of Music Hungary, in order to ensure safe conditions during the Exhibition, Performance or Activity and the undisturbed enjoyment of Visitors present on the premises of the House of Music Hungary. In the event of exclusion on such grounds, the House of Music Hungary shall not be liable for any damages.
- 4.4 Image and sound recordings may be made throughout the entire premises of the House of Music Hungary – including during Performances, Exhibitions and Activities – on which the Visitor, including members of the audience or participants in the Performance, Exhibition or Activity, may be recorded in their capacity as a visitor. By concluding the Contract referred to in Clause 1.8, the Visitor consents to the House of Music Hungary using, publicly disclosing, adapting and incorporating into works protected by copyright any image and/or sound recording made on the premises of the House of Music Hungary or at a Performance, Exhibition or Activity that depicts the Visitor, for purposes related to the activities of the House of Music Hungary, without any temporal or territorial limitation. Consequently, the Visitor shall not be entitled to assert any claim against the House of Music Hungary, the organiser of the Performance, Exhibition or Activity, the makers of the recording, or any other persons using the recording under any valid legal title in connection with such use of the recording. Further information is available on the zenehaza.hu website under the [Data Protection Notice](#) menu item.
- 4.5 On the premises of the House of Music Hungary – excluding at Exhibitions and Performances – only amateur photographs or recordings of the visit or of the House of Music Hungary building may be made without prior permission, and solely for private use that does not, even indirectly, serve the purpose of generating or increasing income. When taking photographs or making recordings, the rights of third parties must not be infringed; sole responsibility for this rests with the person taking the photograph or making the recording.

The non-private use of photographs/recordings, or any use that serves, even indirectly, the purpose of generating or increasing income (including use as so-called stock photographs), as well as the making and use of professional photographs/recordings, is permitted only with the prior permission of the House of Music Hungary. Applications for prior permission – providing the necessary information concerning the photographs/recordings and their intended use – must be submitted in good time, but at least 7 days before the photographs are to be taken, to the info@zenehaza.hu e-mail address. Submission of an application does not automatically result in

the granting of permission; therefore the recording of footage may not commence in the absence of written permission from the House of Music Hungary.

If the Visitor breaches the above prohibitions, the staff of the House of Music Hungary are entitled to require the Visitor to leave the House of Music Hungary, and the Visitor is obliged to comply. In such cases, the House of Music Hungary shall not be liable for any damages.

In the event of the use or exploitation of a photograph or recording of the building of the House of Music Hungary made without prior permission on the premises of the House of Music Hungary as a stock photograph or in any other manner, the House of Music Hungary or the rights holder may take action against the maker or user of the photograph or recording.

The rules applicable to Exhibitions and Performances are divergent and set out in Clause 5.8.

- 4.6 The Visitor is obliged to cooperate with the staff of the House of Music Hungary and to comply with the actions, guidance and instructions given by them in support of the operation of the House of Music Hungary.
- 4.7 The House of Music Hungary assumes no responsibility for the conduct of Visitors.
- 4.8 The House of Music Hungary may not be visited under the influence of alcohol, drugs or other mind-altering substances, even upon presentation of a valid Admission Ticket for an Exhibition, Performance or Activity.

5. PARTICIPATION RULES RELATING TO EXHIBITIONS AND PERFORMANCES

- 5.1 The Visitor may view the Exhibition and the Performance – with the exception of free Exhibitions and free Performances – only with a valid Admission Ticket.
- 5.2 Unless otherwise indicated on the Admission Ticket, the Admission Ticket entitles the person presenting it to a single admission to the Exhibition or Performance specified on it.
- 5.3 Visitors arriving for a free Exhibition or free Performance, as well as Visitors holding a valid Admission Ticket, are entitled to remain in the House of Music Hungary, to view the Exhibition or the Performance, and to use the services available on the premises.
- 5.4 If the sector, row and seat number are indicated on the Admission Ticket, the Visitor is obliged to occupy the seat specified on the ticket. The staff of the House of Music Hungary are on hand to assist the Visitor in finding the correct seat. If no sector, row and seat number are indicated on the Admission Ticket, seats shall be occupied on a first-come, first-served basis.
- 5.5 A Visitor arriving after the actual commencement of the Performance may only take their seat without disturbing the Performance, in accordance with the guidance of the staff of the House of Music Hungary, or during the interval. The Visitor acknowledges that the House of Music Hungary is not obliged to admit them to a Performance already in progress in the event that they arrive late. The same applies to a Visitor who leaves the auditorium and later wishes to return.
- 5.6 The Visitor may view the Performance and the Exhibition only at their own risk.
- 5.7 The consumption of food and drink is prohibited during a Performance and in the exhibition space. The consumption of drinks during Performances may be permitted by the staff of the House of Music Hungary. Only food and drink purchased in the café or restaurant of the House of Music

Hungary may be consumed in the foyer of the auditorium of the House of Music Hungary before a Performance, during intervals and after it has ended.

- 5.8 The use of image and sound recording devices, as well as mobile telephones, is prohibited during all Performances.

At Exhibitions, the recording of amateur photographs or amateur video footage of a maximum of 30 seconds in length of the visit for private purposes that do not, even indirectly, serve the purpose of generating or increasing income is permitted, provided that the rights of third parties are not infringed in the process; sole responsibility for this rests with the person making the recording.

In all other cases differing from the above, prior permission must be requested for photography, the making of recordings, and the use of the photograph/recording by e-mail to info@zenehaza.hu.

If the Visitor breaches the above prohibitions, the staff of the House of Music Hungary are entitled to require the Visitor to leave the House of Music Hungary, and the Visitor is obliged to comply. In such cases, the House of Music Hungary shall not be liable for any damages.

- 5.9 Visitors arriving for an Exhibition or Performance are obliged to use the available cloakroom or lockers. Use of the cloakroom and lockers is free of charge.
- 5.10 Exhibition objects – where their nature allows for them to be touched – may only be used in accordance with their intended purpose.
- 5.11 Groups from kindergartens, educational institutions or other groups of minors may view the Exhibition only if accompanied by at least two adult supervisors when the number of minors is at least 10. In the case of groups exceeding 20 minors, the group must be accompanied by at least three adult supervisors.
- 5.12 The building of the House of Music Hungary contains a medical room in which the presence of one healthcare worker is ensured during Performances held in enclosed spaces.

6. PARTICIPATION RULES RELATING TO ACTIVITIES

- 6.1 The Visitor may register in advance for an Activity on the www.zenehaza.hu website. Only Visitors with valid reservations may participate in the Activity. Reservations are non-transferable.
- 6.2 The purchase price of Admission Tickets, the discounts applicable at any time, and the conditions entitling the Visitor to such discounts are published by the House of Music Hungary on the www.zenehaza.hu website and on the notice displayed in the House of Music Hungary building. The participation fee for the Activity is a gross sum and therefore includes all related taxes and charges. The House of Music Hungary reserves the right to modify the sum of the participation fee for the Activity at any time. The right to change the price does not apply to Contracts already concluded and valid, or to purchases and transactions already commenced.
- 6.3 The methods of payment of the participation fee for an Activity are published on the www.zenehaza.hu website and in the notice on display in the House of Music Hungary. It is possible to request a VAT invoice, provided that the Visitor has informed the sales staff of the House of Music Hungary of this request in advance.

- 6.4 The Visitor is entitled to participate in the Activity in accordance with the directions of the person conducting the Activity. The Visitor is obliged to refrain from any conduct that disturbs the Activity or the persons participating in it.
- 6.5 If the Visitor or the group arrives late for an Activity, the House of Music Hungary is not obliged to extend the Activity beyond the prescribed finishing time.

7. FURTHER RULES RELATING TO THE POP CULTURE CLUB LIBRARY

- 7.1 When making use of the services provided by the Pop Culture Club Library, Visitors are obliged to behave in accordance with the expectations and requirements associated with sharing a communal space. Only Visitors whose appearance, conduct and behaviour do not disrupt the operation of the Pop Culture Club Library or disturb the other Visitors to the Pop Culture Club Library will be permitted to remain.
- 7.2 In the event of the intentional damage or theft of the library collection (e.g. documents, sound recordings), the librarian on duty may immediately suspend the Visitor's right to use the Pop Culture Club Library.
- 7.3 The audio playback equipment available on the premises of the Pop Culture Club Library may only be used with the permission of the staff of the House of Music Hungary.

8. LIABILITY

- 8.1 In the event of a breach of the Contract, the House of Music Hungary shall be liable solely for damage caused intentionally or through gross negligence on its part. The extent of liability for damages caused by gross negligence shall not exceed the purchase price paid by the Visitor to the House of Music Hungary in accordance with the Contract.
- 8.2 The House of Music Hungary assumes no liability for lost or unattended property anywhere on the premises of the House of Music Hungary – including the areas of the Exhibition, Performance, Activity, and Pop Culture Club Library.
- 8.3 The House of Music Hungary's liability is strictly limited to damages caused to items of value placed by the Visitor in the lockers provided in the House of Music Hungary. The House of Music Hungary's liability extends to items of value placed in the lockers that visitors usually carry with them when visiting such institutions.
- 8.4 The House of Music Hungary is not liable for any loss, damage, or misuse arising from or in connection with payments made by bank card.
- 8.5 The House of Music Hungary excludes all liability for any damages caused by breaches of contract or unlawful acts or omissions on the part of the Visitor or by third parties.
- 8.6 If the Visitor is unable to view the Exhibition due to reasons arising within the scope of interest of the House of Music Hungary, the House of Music Hungary shall arrange for a refund of the ticket price. Immediately upon becoming aware of the closure of the Exhibition, the House of Music Hungary will inform the Visitor thereof on the www.zenehaza.hu website and by means of notices displayed on the premises of the House of Music Hungary. The House of Music Hungary accepts no responsibility for any damages arising from the Visitor's lack of knowledge of such information.

- 8.7 The House of Music Hungary reserves the right to change the starting time, the programme and the performers of any event. In the event of a change of programme, the House of Music Hungary shall, at the Visitor's request, refund the Admission Tickets in accordance with the rules applicable in the event of the cancellation of a Performance.
- 8.8 In the event of the cancellation of a Performance, the House of Music Hungary shall arrange for the refund of Admission Tickets. The House of Music Hungary shall, immediately after becoming aware of the cancellation of the Performance, inform the Visitor thereof on the www.zenehaza.hu website and by means of notices displayed on the House of Music Hungary premises. The House of Music Hungary accepts no responsibility for any damages arising from the Visitor's lack of knowledge of such information.
- 8.9 If the Performance is not held at the previously announced time, the House of Music Hungary will, immediately upon becoming aware of this, inform the Visitor thereof on the www.zenehaza.hu website and by means of notices displayed on the House of Music Hungary premises. The House of Music Hungary accepts no responsibility for any damages arising from the Visitor's lack of knowledge of such information. An Admission Ticket that has already been purchased continues to entitle the holder to admission to the Performance held at the new time; however, the Visitor shall be entitled to return the Admission Ticket in view of the change of time or date.
- 8.10 In exceptional cases, the House of Music Hungary reserves the right to close off certain auditorium seats from the Visitor after the purchase of an Admission Ticket for technical, safety, artistic or other unforeseen reasons. This may arise in particular in connection with image and sound recordings to be made of certain productions, where the equipment set up for the purposes of the recording may restrict the view of the stage from certain seats. In such cases, the House of Music Hungary will, to the extent possible, do everything reasonably expected of it in order to enable the affected Visitor to view the Performance from a seat of equivalent value to the original seat. The Visitor is not obliged to accept the alternative seat offered; in which case, the purchase price of the Admission Ticket shall be refunded to the Visitor.
- 8.11 The House of Music Hungary is entitled to determine the method, place and deadline for the refund of Admission Tickets. The House of Music Hungary is obliged to publish the information relating to the refund of Admission Tickets on the www.zenehaza.hu website and on information notices displayed in the House of Music Hungary.
- 8.12 An Admission Ticket may be refunded within the period specified by the House of Music Hungary, but at the latest
- (i) in the event of the cancellation of a Performance, within 30 (thirty) days following the date of the cancelled Performance
 - (ii) in the event of a change of programme, up to 48 (forty-eight) hours before the time of the Performance,
 - (iii) in the event of a Performance held at a new time, up to 48 (forty-eight) hours before the new time of the Performance, upon presentation of the original Admission Ticket.
- 8.13 Beyond the purchase price of the Admission Ticket, the House of Music Hungary shall not be obliged to compensate the visitor for any damages or costs.

9. VISITOR'S RIGHT OF WITHDRAWAL

- 9.1 Beyond the option to provide a refund as specified in Section 8, the House of Music Hungary will not refund or exchange purchased Admission Tickets or season tickets, nor does it refund the participation fee for an Activity. Pursuant to Section 29(1)(I) of Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses, the Visitor is not entitled

to the right of withdrawal or termination in respect of the Contract if the right to view the Performance or the Exhibition, the right to participate in the Activity, or any relevant service or Product is for a specific date or period.

- 9.2 If the Visitor purchased the Admission Ticket online from contractual partners of the House of Music Hungary, the right of withdrawal or termination shall be governed by the general terms and conditions of the third party selling the Admission Ticket.

10. PRODUCTS AND OTHER SERVICES

- 10.1 The Visitor may purchase Shop Products offered for sale in the retail outlet located in the House of Music Hungary. Shop Products may only be purchased in person at the retail premises. The opening hours of the retail outlet are displayed in the House of Music Hungary building.
- 10.2 The Contract relating to the purchase of Shop Products is concluded upon payment of the purchase price of the Products and remains in force until both parties have met the Contract terms.
- 10.3 The purchase price of the Shop Products is displayed in the retail outlet. In the event of the purchase of Shop Products, the purchase price is due immediately. Following payment, the Shop Products and the receipt confirming the purchase shall be handed over immediately. Purchases made in the retail outlet may be paid for through a bank card terminal or in cash. Information on the methods of payment is displayed in the retail outlet. Cash payments may only be made in the official currency of Hungary, the forint. It is possible to request a VAT invoice for purchases made from the retail outlet, provided that the Visitor has informed the sales staff of the House of Music Hungary of this request in advance.
- 10.4 The Visitor acquires ownership of the Products at the same time as the Contract relating to the purchase of the Shop Products is concluded.
- 10.5 The House of Music Hungary is subject to the general warranty obligations prescribed by law in relation to the Shop Products. Information on the guarantee of conformity and product liability forms Annex 1 to these GTCs.
- 10.6 Information relating to the Products offered for sale by the House of Music Hungary either on site or online is available on the www.zenehaza.hu website.
- 10.7 The value displayed on gift vouchers is a gross amount and includes all related taxes and charges. Gift vouchers cannot be exchanged for cash. If the validity period of a gift voucher has expired, there is no option for the value of the unused gift voucher to be reimbursed. If the value of the service to be purchased is higher than the sum available on the gift voucher, the difference may be paid using another means of payment (cash, bank card or another gift voucher).
- 10.8 A gift voucher may be used within the validity period specified in the e-mail containing it; there is no possibility for this validity period to be extended. The start date of the validity period is the date on which the e-mail containing the gift voucher was delivered to the purchaser. The e-mail containing the gift voucher is deemed to have been delivered on the day marked as successfully sent by the electronic mailing system of the House of Music Hungary or of its intermediary partner.
- 10.9 The gift voucher is not issued to a specific person's name; the House of Music Hungary does not verify the user of the gift voucher. The owner of the gift voucher shall be considered to be the person who uses it. Ownership of gift vouchers is freely transferable.

- 10.10 The House of Music Hungary offers subscription tickets entitling the holder to attend several Performances. Information on the subscription tickets available at a given time can be found on the www.zenehaza.hu website. In the absence of information to the contrary, the rules applicable to Admission Tickets apply to subscription tickets.
- 10.11 If any Performance covered by a season ticket is fails to take place, the rules relating to the cancellation of a Performance shall apply. There is no possibility for the season ticket to be refunded; the House of Music Hungary is only obliged to refund the discounted sum corresponding to the cancelled Performance that is part of the subscription ticket.

11. TRADEMARKS AND COPYRIGHT

- 11.1 The trade marks displayed at the House of Music Hungary, as well as the information and documents made available there, and the copyright works performed or displayed at an Exhibition, Performance, Activity or on the premises of the House of Music Hungary, are the exclusive property of the House of Music Hungary or of other rights holders. Without the express prior written approval of the House of Music Hungary or of the rights holders – unless these GTCs allow otherwise – third parties may not use, distribute, record or publish them in any way.

12. DATA PROCESSING

- 12.1 The rules relating to data processing undertaken by the House of Music Hungary are contained in the Data Protection Notice, which is available on the www.zenehaza.hu website.

13. COMPLAINT HANDLING, COMPETENT CONSUMER PROTECTION BODIES

- 13.1 The House of Music Hungary operates a customer service hotline every working day from 9 am to 5 pm, which is available to Visitors via the telephone number +36 70 7999449 and by contacting the info@zenehaza.hu e-mail address.
- 13.2 The registered office of the House of Music Hungary, the location at which complaint handling takes place, its postal address, e-mail address, internet address and the telephone number of its customer service hotline are set out in Clauses 1.1 and 1.2 of these GTCs.
- 13.3 The Visitor may communicate any complaint relating to the conduct, activity or omission of the House of Music Hungary in connection with the Contract orally or in writing to the House of Music Hungary. The House of Music Hungary shall assess oral complaints immediately and, where possible, remedy them at once. If the Visitor does not agree with the handling of the complaint, or if immediate investigation of the complaint is not possible, the House of Music Hungary shall immediately draw up a record of the complaint and of its position thereon, and shall hand over a copy of the record to the Visitor on the spot in the case of a complaint made in person, or shall send it to the Visitor at the latest together with its substantive reply in the case of an oral complaint made by telephone or by means of other electronic communications services.
- 13.4 The House of Music Hungary shall reply substantively in writing to a written complaint within 30 days of its receipt and shall send its response to the Visitor, primarily to the e-mail address provided by the Visitor. The House of Music Hungary is obliged to give reasons for any rejection of a complaint. In the event of the rejection of a complaint, the House of Music Hungary is obliged to inform the Visitor in writing of the authority or conciliation body whose procedure the Visitor may initiate, according to the nature of the complaint. The postal address of the competent authority and of the conciliation body competent according to the registered office of the House of Music Hungary must be provided.

- 13.5 The House of Music Hungary has not subscribed to any code of conduct under the Act on the Prohibition of Unfair Commercial Practices against Consumers.
- 13.6 Visitors may turn to the territorially competent district offices with their complaints, using the contact details available on the following website: <http://jarasinfo.gov.hu/>.
- 13.7 The name of the conciliation body competent in accordance with the registered office of the House of Music Hungary is: Budapest Conciliation Board; registered office: 1016 Budapest, Krisztina krt. 99. III. em. 310.; postal address: 1253 Budapest, Pf.: 10.; e-mail address: bekelteto.testuleto@bkik.hu; telephone number: 06 (1) 488 21 31. The conciliation board has competence to settle out of court any dispute (consumer dispute) between the consumer (natural person, Visitor) and the business (House of Music Hungary) relating to the quality or safety of the product, the application of product liability rules, the quality of the service, or the conclusion and performance of the contract between the parties. For this purpose, the conciliation board shall attempt to reach a settlement between the parties and, if this is unsuccessful, shall make a decision on the case in order to ensure the simple, rapid, effective and cost-efficient enforcement of consumer rights. At the request of the consumer or the business, the conciliation board shall give advice on the rights to which the consumer is entitled and the obligations by which the consumer is bound. The conciliation board is an independent body operating alongside the county (metropolitan) chambers of commerce and industry.

14. FINAL PROVISIONS

- 14.1 The House of Music Hungary is entitled to engage subcontractors for the performance of the Contract. It shall be liable for the activities of the subcontractors as if it had acted itself.
- 14.2 In matters not regulated in these GTCs, Act V of 2013 on the Civil Code and other applicable legal regulations shall apply accordingly.
- 14.3 Upon the issue of these GTCs, all previous GTCs on the same subject shall cease to have effect.

Annex 1: Notice on the warranty of conformity and product liability

1. Warranty of conformity

In what cases may you exercise your rights regarding warranty of conformity?

In the event of defective performance by the House of Music Hungary, you may assert a claim for warranty of conformity against the business in accordance with the rules of the Civil Code.

What rights are you entitled to on the basis of your claim for warranty of conformity?

You may, at your discretion, exercise the following rights under warranty of conformity:

You may request repair or replacement, unless the fulfilment of the claim chosen by you is impossible or would result in disproportionate additional costs for the business compared with the fulfilment of an alternative claim. If you did not or could not request repair or replacement, you may request a proportionate reduction to the consideration, or you may repair the defect yourself or have it repaired by another person at the expense of the business, or – as a last resort – you may withdraw from the contract.

You may transfer from one chosen right under the warranty of conformity to another; however, you shall bear the cost of the transfer unless it was justified or the business gave cause for it.

Within what time limit may you assert your claim for warranty of conformity?

You are obliged to communicate the defect immediately after discovering it, but no later than within two months from the discovery of the defect. At the same time, I draw your attention to the fact that you may no longer assert your rights under the warranty of conformity after the expiry of the two-year limitation period calculated from the performance of the contract.

Against whom may you assert your claim for warranty of conformity?

You may assert your claim for warranty of conformity against the business.

What other conditions apply to the exercise of your rights under the warranty of conformity?

Within six months of performance, the assertion of your claim for warranty of conformity is not subject to any condition other than the communication of the defect, provided that you can prove that the product or service was provided by the House of Music Hungary. After the expiry of the six months from performance, however, you are obliged to prove that the defect recognised by you already existed at the time of performance.

2. Product liability

In what cases may you exercise your rights regarding product liability?

If a movable item (product) is defective, you may, at your discretion, either exercise the rights set out in Section 1 above or bring a product liability claim.

What rights are you entitled to on the basis of your claim for warranty of conformity?

Under a product liability claim, you may only require the defective product to be repaired or replaced.

When is a product considered defective?

A product is defective if it fails to meet the quality standards applicable at the time it was placed on the market, or if it does not have the characteristics specified in the description provided by the manufacturer.

Within what time limit may you assert your claim for product liability?

You may bring a product liability claim within two years from the date on which the product was placed on the market by the manufacturer. Upon expiry of this period, you shall lose your right to bring such a claim.

Against whom and subject to what other conditions may you bring a product liability claim?

A product liability claim may only be brought against the manufacturer or distributor of the movable item. When bringing a product liability claim, you shall bear the burden of proving that the product is defective

Under what circumstances is the manufacturer (distributor) exempt from its product liability obligations?

The manufacturer (distributor) shall be exempt from its product liability obligations only if it can prove that:

- it did not manufacture or place the product on the market in the course of its business activities; or
- according to the state of scientific and technical knowledge at the time the product was placed on the market, the defect could not have been detected; or
- the defect resulted from compliance with legislation or a mandatory requirement imposed by a public authority.

For the manufacturer (distributor) to be exempt from liability, it is sufficient for it to establish any one of the above grounds.

Please note that you may not assert a claim based on warranty of conformity for defects and a product liability claim concurrently with respect to the same defect. However, if you successfully assert a product liability claim, you may subsequently assert a warranty of conformity claim against the manufacturer with respect to the replacement product or the repaired component.