

GENERAL TERMS AND CONDITIONS

Beer Bus service

Please read the following Terms and Conditions carefully before purchasing our service.

Requirements for participation: The Beer Bus service may only be used by persons over 18 years of age who have a valid ticket. Passengers must verify their age by showing their valid identity card (with photo). In case a passenger does not have a valid identity card (with photo) on their person or they do not hand it over for checking or it cannot be determined whether they are over 18 years of age from it, they cannot get on the bus even with a valid ticket. In these cases, fares are not refunded. Tickets cannot be transferred after the journey starts.

Place and time of start: Exact place and time of start is shown on the ticket. A purchased ticket is valid for a single starting place and time. Passengers must show up at the place of start at least 5 (five) minutes before the appointed time. In case a passenger is late the bus does not have to wait for them. In these cases, fares are not refunded. Announced starting places and times may vary for traffic or other technical reasons, the service provider does not assume responsibility for these.

Route: The service provider reserves the right to deviate from the pre-announced route in case of unforeseen circumstances or for reasons beyond the control of the service provider (e.g. changes in traffic order or traffic jams). The service provider does not assume responsibility for such route changes.

Description of the service: During the service, the service provider offers city sightseeing on bus with an average duration of 1 hour and 20 minutes, without stops. During the sightseeing, passengers are entitled to consume an unlimited amount of beer offered on the bus, furthermore, the service provider will prepare, for an extra charge, other alcoholic beverages onto the bus. The service provider warns that besides beer, other alcoholic beverages may not be available at all times and passengers have to indicate possible demand for them in a timely manner, before start. The supply of other alcoholic beverages is low and usually contains Prosecco. The service provider reserves the right to change the type or appearance of the vehicle used for the service without prior notice. During the service, background music will be played. Changing the background music, its volume and operating the player is the exclusive right of the bus crew. The service provider does not provide a lavatory on the bus. Please take into consideration while drinking that queues may form at the lavatories after stopping.

Code of conduct: Passengers must observe the civilised limits of consuming alcoholic beverages. In case a passenger disturbs fellow passengers or third persons with their behaviour, behaves scandalously or endangers the property safety, traffic safety, their own or their fellow passengers' safety, or does not observe epidemic and hygiene measures, and continues to do so despite being warned by the bus crew, the service provider reserves the right to remove the passenger from the bus, in which case the fare is not refunded. In case of serious or repeated disorderly conduct, the bus crew shall remove the passenger from the bus without prior warning. In case of infectious diseases or insufficient or dirty clothing or baggage the passenger may be banned from the journey. It is forbidden for passengers to disturb the driver of the bus.

Safety measures: Security personnel travels on the bus for the safety of passengers. Passengers have to observe the instructions of the security personnel. In order to prevent or avoid disorderly conduct the security personnel are authorized to use proportionate coercive force. There are security cameras on the bus. When getting on the bus, passengers accept that security cameras may record them according to the related regulation of the service provider. Passengers give their explicit consent to the usage of security cameras by using the service.

Damages: In case a passenger causes damages while they use the service they are fully responsible for the compensation. In case a passenger causes damages to a fellow passenger or a third person they are directly responsible towards them. In case the service provider compensates the damages to

the aggrieved party it is entitled to demand the amount of the compensation from the damaging party.

Parties accept that sanctions will be used, including the following flat rates, as compensation for the described conducts*:

Conduct	Sanctions and the flat rate of the compensation*
considerable contamination on board the bus requiring urgent cleaning** (e.g. vomit, urine)	HUF 10,000 and the immediate removal of the responsible passenger
indecent exposure	Immediate removal of the responsible passenger
aggressive, anti-community conduct	Immediate removal of the responsible passenger
serious disturbance in the order of traffic (e.g. disturbing the bus driver, throwing items from the bus)	HUF 10,000 and the immediate removal of the responsible passenger
damaging the bus	HUF 150,000 and the immediate removal of the responsible passenger

* The service provider reserves the right to charge the damaging party the actual and verified amount of the damages over the flat rate of the compensation.

**Accidentally spilled drinks does not apply, although we ask passengers to notify the bus crew about these cases.

Refunds: In case of an inadequate or cancelled service passengers are entitled to a full or partial (proportionate) refund of the fare. The claim for refund may be declared while presenting the ticket at the customer service or in e-mail at info@beerbusbudapest.com. The service provider reserves the right to cancel the service in case the number of passengers is under 5 (five) persons. In this case passengers who already bought fares may choose a full refund of the fare or changing the ticket for another time. In case a passenger is unable to use the service from reasons under their own control fares will not be refunded.

Force majeure: In case a passenger cannot use the service due to unforeseeable and uncontrollable reasons beyond their control (force majeure) they have to inform the service provider without delay, in which case the fare already paid will be fully reusable within one year. The passenger has to pay compensation for damages caused by the unreasonable delay of this informing.

In case of legal or public authority measures (e.g. in order to prevent an epidemic or as a direct consequence of one) introduced after the time of the order put extra load on one of the parties (e.g. travel restrictions, quarantine), the parties will use the force majeure provisions.

Forgoing services: In case a passenger forgoes the service at least 5 days (120 hours) before the start the fares they paid will be fully reusable within one year. In case of forgoing the service within 5 days fares will not be refunded and neither can start time be modified.

Accidents and damaged baggage: Passengers are responsible to fully comply with traffic safety regulations. The bus moves during the sightseeing therefore passengers are required to hold the handrails on the bus. The service provider does not assume responsibility for cases when the passenger suffers an accident due to their own or to other, third parties' fault. The service provider limits responsibility for the breach of contract at the amount of the fare except for responsibility for intentional breach of contract or for causing damages resulting in loss of life, or harm to physical integrity or health.

Consuming alcohol, food and beverages, smoking and pets on board: It is forbidden to smoke or use narcotics on the bus. It is forbidden to consume food or beverages on the bus except for those provided as part of the service. It is allowed to consume bottled soft drinks. It is forbidden to bring any kind of pets on the bus.

Settlement of complaints: In case of any problems, complaints or requests please contact our colleagues at info@beerbusbudapest.com. The contract between the parties is otherwise governed by Hungarian law and only Hungarian courts have jurisdiction.