

GENERAL TERMS AND CONDITIONS

Effective as of: May 22, 2025

These General Terms and Conditions (hereinafter referred to as the "GTC") define the rights and obligations related to ticket purchases and the purchase of other products and services for the Inota Festival organized and held by Inota Festival Korlátolt Felelősségű Társaság (hereinafter referred to as "Inota Festival Kft"), as well as the legal relationship between Inota Festival Kft and ticket buyers. Additionally, these GTC set forth the general conditions for attending the Inota Festival and the rights and obligations applicable between Inota Festival Kft and visitors.

Provisions in Sections I and IV of these GTC shall always apply to ticket purchases and other product and service purchases, as well as attendance at the Inota Festival, and to the legal relationship between Inota Festival Kft and ticket buyers and visitors. The conditions for purchasing tickets or other products/services for the Inota Festival are regulated in Section II. Section III governs the general terms and conditions for attendance at the Inota Festival and the rights and obligations between Inota Festival Kft and visitors.

If a ticket buyer purchases a product or service other than a ticket granting access to the Inota Festival, then Section III of these GTC shall not apply to such product or service. In such cases, the specific contractual terms set forth in separate documents shall apply.

Inota Festival Kft informs consumers that the currently applicable GTC, as well as the individual house rules of specific events (not forming part of this GTC), the separate contractual terms for other products and services, the General Privacy Policy (not part of this GTC), its annexes, and individual data processing notices, are available for viewing, printing at inotafestival.hu, and can also be found at the company's mailing address (1082 Budapest, Vajdahunyad Street 4.), ticket offices, and information points. Inota Festival Kft regularly reviews and may amend its General Privacy Policy and data processing notices.

I. INTRODUCTORY PROVISIONS

A. COMPANY DETAILS OF INOTA FESTIVAL KFT

- Full company name: Inota Festival Korlátolt Felelősségű Társaság
- Registered office: 8100 Várpalota, Erőmű utca 6.
- Company registration authority: Budapest-Capital Regional Court as Court of Registration
- Company registration number: 19-09-525095
- Tax number: 32802595-2-19

B. DEFINITIONS

1. **Inota Festival Kft:** The economic entity specified in point A.
2. **Inota Festival:** The event organized and held by Inota Festival Kft, comprising artistic – musical, entertainment, gastronomic, and cultural – programs and other free or paid services at a specified time and location.
3. **Duration of Inota Festival:** The time span between the starting and closing date of the Inota Festival. The start is defined by the validity of the earliest ticket available, and the end by the latest ticket's validity. Inota Festival Kft reserves the right to organize programs on extra days outside this period, which are not part of the core festival and require a separate supplementary ticket.
4. **Product:** Items and property rights, or vouchers entitling to such, that can be purchased in relation to the Festival from Inota Festival Kft, its Collaborators, or Contractual Partners.
5. **Service:** Any service offered by Inota Festival Kft, Collaborators, or Contractual Partners at or in relation to the Festival, either free or for a fee.
6. **Ticket:** A printed or electronic certificate with a unique identifier entitling the holder to claim a wristband granting access to the Inota Festival.
7. **Wristband:** A proof issued upon validating a Ticket, authorizing the holder to the rights included in the ticket (e.g. day pass, pass) and valid up to 24 hours after the festival's official end.
8. **Check-in:** The pre-entry or immediate entry process where the ticket is exchanged for a wristband.
9. **Consumer:** A Ticket Buyer, Visitor, or other person holding a ticket, as defined in the Hungarian Civil Code (Ptk. 8:1 § (1) point 3) and the Act CLV of 1997 on Consumer Protection. Unauthorized participants are not considered Consumers.
10. **Ticket Buyer:** A person purchasing a Ticket, Product, or Service from Inota Festival Kft.
11. **Visitor:** A natural person attending the Festival with valid entry entitlement.
12. **Unauthorized Participant:** Any individual present at the Festival without valid entry rights, including those who unlawfully obtain and redeem a ticket or wristband.
13. **Collaborator:** Subcontractors or agents assisting in organizing the Inota Festival.
14. **Contractual Partner:** Businesses or legal entities involved in festival-related activities under contract with Inota Festival Kft, not classified as Collaborators.
15. **Third Parties:** Natural or legal persons other than Inota Festival Kft and the Consumer.
16. **House Rules:** Documents (not part of this GTC) outlining entry and conduct

rules, partly summarizing GTC provisions and partly based on the Festival's specific context. Accessible at the Festival website and venue.

C. SCOPE OF THE GTC

1. This GTC applies to Inota Festival Kft, Consumers, and Unauthorized Participants. The relationship between Inota Festival Kft and its Collaborators or Contractual Partners is governed by separate agreements. Visitors entering with tickets not obtained through the process outlined in Section II.2 (e.g., artist, staff, guest, vendor, press tickets) may be subject to additional or different rules as specified in separate documents issued by Inota Festival Kft.
2. Consumers acknowledge that Inota Festival Kft may unilaterally amend this GTC for valid reasons. Valid reasons include changes in legislation, safety, public health, or operational needs, ticketing system updates, organizational experience, or changes in economic or market conditions or visitor behavior. Amendments will be marked (additions in italics and underline, deletions struck through) and will take effect immediately upon publication on the Festival website. If the change affects the visitor relationship (not just purchase processes), Ticket Buyers may withdraw from the contract within 14 days of the change unless they have already attended the Festival. This right does not apply if the amendment is solely favorable to Visitors or if the ticket has already been transferred to a third party.
3. By purchasing a Ticket, Product, or Service, or lawfully acquiring a Ticket from a Ticket Buyer, or commencing the Check-in process, all parties accept the GTC as binding. The Ticket Buyer (and any subsequent transferor) is obligated to inform the recipient of these terms and is liable for any damage resulting from failure to do so.
4. Any Ticket Holder who has acquired the Ticket in their possession unlawfully – including cases where a previous Ticket Holder acquired the Ticket unlawfully – accepts the provisions and obligations set forth in these General Terms and Conditions (GTC) as binding upon themselves by initiating the Check-in process referred to in Part III, Section 2, if possessing a wristband, by accepting the wristband, and if not possessing a wristband, by commencing unauthorized attendance at the Inota Festival. Such persons acknowledge that, under these GTC, they have no entitlements against Inota Festival Ltd., as no legal relationship is established between them and Inota Festival Ltd., and the company undertakes no obligations toward them.

II. TICKETS AND PURCHASE

1. Ticket

Inota Festival Ltd. sells Tickets to the Buyer that entitle the holder to attend the respective Inota Festival. The legal relationship is fulfilled upon payment of the Ticket price and delivery of the Ticket by Inota Festival Ltd. Subsequently, the Buyer – if still in possession of the Ticket – or the current Ticket Holder who has acquired it through a lawful chain of contracts, is entitled to have their Ticket exchanged by Inota Festival Ltd. for the appropriate wristband(s) in accordance with Part III, Section 2.

2. Purchase Process

2.1. Online Purchase

Inota Festival Ltd. conducts online ticket sales through a dedicated Contracted Partner and a secure online payment interface provided by a financial institution. Reservations are not possible via this system unless Inota Festival Ltd. explicitly allows it in certain cases. After submitting the required information, accepting these GTC and any additional terms related to Products or Services, and completing a successful bank transaction, Inota Festival Ltd. or its Contracted Partner will send an email to the address provided by the Buyer. This email contains link(s) to download the Buyer's Ticket(s) and/or confirmation of any additional Products or Services purchased.

If the Buyer does not receive the Ticket(s) or confirmations due to technical reasons, Inota Festival Ltd. will resend them to the specified email address free of charge upon request. Since the purchase is considered complete upon sending this email, the Ticket(s) or related confirmations are regarded as received, and it is the Buyer's sole responsibility to promptly notify Inota Festival Ltd. if they do not receive them.

Each Ticket, Product, or Service purchased comes with a unique confirmation (voucher or another electronic solution capable of unique identification, such as a QR code). Therefore, the download page will include one or more links depending on the quantity of items purchased. Each link corresponds to a different confirmation. At the Inota Festival venue, one confirmation is required per wristband or, depending on the nature of the Product or Service, a related wristband (e.g., VIP wristband) or Ticket – unless otherwise indicated.

It is the Visitor's responsibility to keep the confirmation (voucher or other uniquely identifiable electronic solution) safe and present it in the specified format upon entry to the Inota Festival. Inota Festival Ltd. emphasizes that Tickets (vouchers or other electronic confirmations) remain bearer instruments until the Check-in described in Part III, Section 2 is completed.

For compliance with accounting regulations and transaction security, and in line with the General Data Protection Policy and its appendices, as well as individual data processing notices, Inota Festival Ltd. retains the Buyer's data even though Tickets, Products, and Services are not nominal. These data are linked in the company's database to the purchased Tickets, Products, and Services, and may be shared with the relevant Contributor or Contracted Partner.

Contrary to the above, if determining entitlement to a Ticket, Product, or Service requires it, a specific person may be assigned to that Ticket, Product, or Service before Check-in. Some Tickets not resulting from a purchase transaction may be bound to a specific Visitor as per the contract under which they are issued.

Detailed terms regarding online purchases are provided on the respective online platforms by Inota Festival Ltd., its Contributors, or Contracted Partners – especially regarding online contracting, payment and delivery methods, invoicing, and data protection. Inota Festival Ltd. notes that Contracted Partners may apply their own terms and conditions, which do not affect the validity of these GTC.

Inota Festival Ltd. reserves the right to charge an administrative fee per item for the online service.

2.2. In-Person Purchase

The Buyer may purchase Tickets and receive confirmations for Products and Services at sales points operated by Inota Festival Ltd. or its Contracted Partners,

during their posted opening hours and using the accepted payment methods. Inota Festival Ltd. reserves the right to charge an administrative fee per item during such purchases.

2.3. Transfer of Tickets, Products, and Services

Tickets and other Products or Services sold by Inota Festival Ltd. may be freely transferred until the Check-in defined in Part III, Section 2. Products or Services offered by Contributors or other Contracted Partners may or may not be transferable, at their discretion. The transferor must ensure that the transferee accepts the GTC and other contractual terms of Inota Festival Ltd., and the transferor is liable for any damages arising from a failure to provide proper information.

The transferee acknowledges that the transferor – and any previous transferors – may still have access to the necessary confirmations (voucher or other electronic solution) for wristband redemption or for using the Product or Service. It is the transferee's responsibility to prevent the transferor from reusing such confirmations.

Terms of the transfer transaction are determined between the transferor and the transferee, and the legal relationship between them – including liability for misuse – is governed solely by their agreement. Inota Festival Ltd. disclaims all liability related to the transfer of Tickets, Products, or Services, including any unauthorized use of codes on Tickets or confirmations, and will not issue replacement wristbands, Tickets, or confirmations in the event of such misuse.

III. PARTICIPATION IN EVENTS

1. Nature of the Legal Relationship

Inota Festival Ltd. provides the Visitor with the opportunity to participate in the specific Inota Festival under the terms set out in Section III of these General Terms and Conditions (GTC). No refund shall be granted if the Ticket Purchaser or – if different – the person lawfully possessing the Ticket or wristband does not wish or is unable to attend the Inota Festival for any reason, or if the Visitor ceases participation before the time allowed by the wristband. Unauthorized participants are not entitled to participate in the Inota Festival.

The specific Inota Festival – in accordance with Section I/B/2 – refers to the entirety of programs and Services provided by Inota Festival Ltd. The actual content and amount of the programs and Services available at the Inota Festival are determined by Inota Festival Ltd. as the organizer. Since these are provided in cooperation with a large number of Contributors and subject to their performance, as well as to weather conditions in case of open-air festivals, Inota Festival Ltd. does not guarantee the accessibility, content, quality, or quantity of such programs and Services (e.g., the appearance of certain performers, performance quality, or access to specific programs or venues). These are determined by the characteristics and limitations of the Contributors, the venue, equipment, and weather. Nevertheless, Inota Festival Ltd. always strives to deliver the announced programs and Services and, in case of cancellation, to replace them with equivalent offerings.

2. Check-in and Wristbands

Once a Ticket is exchanged for a wristband, the wristband represents the rights and obligations granted by the Ticket.

The wristband is issued by Inota Festival Ltd. to the person who successfully completes the Check-in process either immediately prior to entering the festival or in advance.

Check-in is permitted for the person who first presents the code listed on the proof of purchase (voucher or other uniquely identifying electronic method) either just before entering or during the online Check-in process.

In case of misuse of the proof (e.g., previous unauthorized use of the code), Inota Festival Ltd. will not issue a new wristband or Ticket. Therefore, keeping the proof (voucher or electronic code) secure is the sole responsibility of the Ticket Purchaser or the current holder. Inota Festival Ltd. is not liable for any misuse.

A Ticket entitles its holder to a wristband only if the holder – and any previous holders in case of transfer – acquired it lawfully. Inota Festival Ltd. explicitly reserves the right to request documents proving lawful acquisition if there is suspicion of fraud (e.g., credit card fraud) and to invalidate the Ticket and deny entry without refund if such proof is inadequate.

Primarily, the wristband must be worn on the wrist, but may be worn on another limb if approved by Inota Festival Ltd., provided it cannot be removed without damage. Compliance is monitored at entry and throughout the venue by staff and Contributors. Damage or loss of the wristband is the Visitor's sole responsibility, and in such cases, access rights are lost and the Visitor must leave the venue. Damaged (e.g., tampered, cut, resized, manipulated) wristbands are invalid. Damaged or lost wristbands will not be replaced.

Inota Festival Ltd. also reserves the right to continuously verify that individuals at the venue are entitled to wear wristbands. Those checked must cooperate and provide necessary information.

3. Entry

3.1. Entry to the Inota Festival is only allowed at designated locations and times, and only for authorized individuals.

3.2. Upon entry, Visitors and Unauthorized Participants must comply with the legal entry procedures applicable to the Inota Festival. Inota Festival Ltd. is entitled to record their images and use the recordings to prevent fraud and identify responsible individuals. These may be retained and provided to authorities upon request.

3.3. In case of a pandemic or epidemic, additional conditions and procedures as defined by relevant authorities or the Inota Festival Ltd. Epidemic Plan may apply for entry. These may include denying access to symptomatic individuals, requiring health declarations, or physical checks (e.g., temperature measurement). Inota Festival Ltd. disclaims liability related to such measures. The organizer may also restrict items brought into the venue. Food, drink, and tobacco may only be brought in as allowed by law or the House Rules. Visitors are urged to review the House Rules.

3.4. Vehicles are not allowed without a permit issued by Inota Festival Ltd. Permit holders must fully comply with traffic regulations. Public transport is recommended for accessing the venue.

3.5. On Thursday, Friday, and Saturday, individuals under 18 may only enter and remain at the event until 22:00 or 24:00 if accompanied by a parent.

3.6. Apart from legally recognized service animals (e.g., guide dogs, police dogs), pets are not allowed. Visitors bringing service dogs (as defined by regulation 27/2009 (XII. 3.) SZMM) should meet specific conditions. While muzzles are not mandatory for guide and therapy dogs, their use is recommended. If Inota Festival Ltd. determines a

service dog reacts poorly to stimuli, it may require a muzzle during the event. Bringing the dog is the Visitor's responsibility. Misbehavior may result in removal from the venue.

4. Code of Conduct on the Inota Festival Grounds

4.1. Visitors must behave in accordance with legal requirements, these GTCs, and the House Rules. In case of an epidemic, participation may be subject to additional rules (e.g., mask-wearing, physical distancing, attendance limits). Visitors showing symptoms must leave immediately and seek medical attention. Inota Festival Ltd. may require symptomatic individuals to leave. Liability is excluded.

4.2. Visitors must refrain from actions that could endanger or harm others' rights, health, or safety. Inota Festival is a mass event and may reach full capacity. Despite compliance with safety regulations, attendees must assess their own health and attend at their own risk. Inota Festival Ltd. disclaims responsibility if these guidelines are ignored or if Visitors harm or commit crimes against one another.

4.3. The Organizer excludes liability if Visitors violate these GTCs or attachments, or if they cause harm or commit crimes against others. Visitors are civilly and criminally liable for damages caused on the festival grounds.

4.4. Visitors may not enter restricted areas. Since the venue is a former power plant, safety regulations must be strictly followed. Maps are available at entry points, and barriers clearly mark restricted zones. Inota Festival Ltd. excludes liability for accidents in such areas, and visitors assume responsibility for entering restricted zones.

Inota Festival Ltd. notes that the festival is mostly outdoors and may include uneven or natural terrain. It disclaims liability for accidents resulting from such conditions.

4.5. Visitors acknowledge that photos and video recordings may be taken by Inota Festival Ltd., its authorized partners, the media, other Visitors, or third parties. By attending, Visitors expressly accept that their image, appearance, and expressions may be recorded and published. Naming will occur only with explicit consent.

4.6. Within the area of the Inota Festival – including the area in front of the entrance – any kind of economic, commercial, or advertising activity is prohibited without the prior written consent of Inota Festival Kft.

4.7. Within commercial and catering units on the festival grounds, it is forbidden to serve alcoholic beverages to persons under the age of eighteen or to intoxicated individuals. The consumption of substances classified as drugs under current legislation is also prohibited on the Inota Festival premises and is punishable by law. Inota Festival Kft reserves the right to implement a system at a given edition of the Inota Festival whereby alcohol may only be sold to Visitors upon presentation of proof of eligibility (e.g., a wristband), issued following prior or initial identification.

4.8. Given that the aim of the Inota Festival is to provide cultured and undisturbed entertainment for Visitors, any form of demonstration not related to events organized by Inota Festival Kft is prohibited at the Festival – regardless of the number of participants involved. Inota Festival Kft reserves the right to terminate any such unauthorized demonstration without justification.

5. Code of Conduct Outside the Inota Festival Venue

Visitors are required to behave in a respectful and civilized manner, in accordance

with applicable laws and general societal norms, on their way to and from the Inota Festival venue. Visitors must refrain from any expression, communication, or action that could endanger or violate the personal rights, life, health, or physical integrity of others, particularly other Visitors and local residents (Third Parties).

6. Lost and Found

Rules regarding lost items are set out in the Inota Festival House Rules. Inota Festival Ltd. advises Visitors to review the House Rules.

7. Safety

Within the Inota Festival venue, staff and Contributors of Inota Festival Ltd. holding the necessary qualifications and licenses are responsible for enforcing conduct and safety regulations. By participating in the Inota Festival, Visitors explicitly agree to cooperate fully, within legal boundaries, with these Contributors and any authority acting at the Festival. In the event of an emergency or any other important circumstance (such as public health concerns), Visitors must follow their instructions.

8. First Aid and Medical Services

Continuous first aid and medical services are available on-site at the Inota Festival. However, the wristband does not entitle the Visitor to use these services free of charge; access is subject to social security, health or travel insurance, or financial compensation.

9. Provision of Services and Sale of Products

Both free and paid Services and Products are available at the Inota Festival. Visitors agree to pay for all Services and Products they use and are responsible for timely payment of all fees and charges.

Payments for paid Services and Products may be made via payment methods offered by Inota Festival Ltd., its Contributors, or Contracted Partners. If Inota Festival Ltd. decides that certain payments must be made exclusively via the methods specified and published in the Payment Regulations, cash may not be accepted. In such cases, Visitors may only purchase paid Services and Products after accepting the relevant Payment Regulations.

10. House Rules

The Inota Festival House Rules are not annexed to this GTC. The House Rules summarize key information about the Festival (name, venue, duration, access, etc.) and the main rules of conduct, some of which are also specified in the GTC. Inota Festival Ltd. emphasizes that the House Rules may change without prior notice, even shortly before the Festival, and therefore recommends regular review. The current House Rules are available on the Inota Festival website and on-site at the venue.

11. Warranties and Liability

11.1. Inota Festival Ltd. warrants that Visitors in lawful possession of a valid Ticket can enter the Festival with the corresponding wristband. However, due to high attendance, Inota Festival Ltd. does not guarantee how long the admission process (ticket exchange and entry) will take. Since the Inota Festival consists of multiple events, this warranty does not extend to individual events (e.g., whether entry is possible or how long it takes, the quality of the experience). Inota Festival Ltd. explicitly excludes refunds, discounts, compensation, or any other reimbursement on these grounds. Inota Festival Ltd. reserves the right to unilaterally modify the timing of individual events, including program changes.

Adverse weather conditions will not change the Festival schedule, but due to the open-air nature of the event, certain programs or Services may be cancelled or unavailable in extreme weather. No contract exists between Inota Festival Ltd. and

unauthorized attendees, and thus Inota Festival Ltd. explicitly excludes liability for any claims that a Consumer might otherwise assert.

11.2. Inota Festival Ltd. reserves the right to modify, restructure, or further develop the Festival and its Services and Products at its discretion. Visitors are not entitled to make claims or demands related to such changes.

11.3. In case of lawful termination by Inota Festival Ltd., Visitors are not entitled to make any claims against the company.

11.4. Visitors attend the Inota Festival at their own risk. Inota Festival Ltd. is only liable for intentional breaches of contract or for damages affecting life, health, or physical integrity caused by its actions. It excludes all other liability, including damage to property and damage caused by or to other Visitors.

If Inota Festival Ltd. operates a cloakroom or valuables storage, it accepts liability only under the conditions and limits set forth in the House Rules, except for excluded items. No liability is assumed for vehicles or items left in designated parking areas.

11.5. After the Ticket has been received or the wristband has been issued, Inota Festival Ltd. is not liable for damage, destruction, or loss of these items. No claims may be made for damaged or lost wristbands based on the procedures used.

11.6. Visitors and unauthorized attendees are fully liable, under both civil and criminal law, for damages caused by any minor or pet they accompany at or in connection with the Inota Festival, including damages to Inota Festival Ltd., Contributors, Contracted Partners, other Visitors, and Third Parties.

11.7. Inota Festival Ltd. excludes all liability for damages caused by Visitors, unauthorized attendees, pets, or Third Parties through unlawful actions or omissions affecting any other Visitor, unauthorized attendee, or Third Party.

Visitors acknowledge that unattended and wild animals may be present at the Inota Festival and could pose a danger to life, physical integrity, or health. Inota Festival Ltd. disclaims all liability for damages caused by such animals.

11.8. Inota Festival Ltd. is not liable for any damages incurred outside the Festival venue or during travel to and from the venue. Liability is limited exclusively to incidents occurring at the venue, and only under the conditions set forth in this GTC.

11.9. Inota Festival Ltd. is not responsible for storing pets, equipment, beverages, food, or tobacco products that are not permitted inside the Festival venue.

IV. GENERAL AND FINAL PROVISIONS

1. Sanctions

1.1. Inota Festival Ltd. is entitled to terminate the legal relationship with any Consumer holding a Ticket or wristband for the Festival with immediate effect if the Consumer breaches any provision of this GTC. In such cases, Inota Festival Ltd. may invalidate the Ticket or remove the wristband, and the Consumer must leave the Festival immediately. Unauthorized attendees are not permitted at the Festival at all and must leave the venue immediately upon request by Inota Festival Ltd.

1.2. In addition to or instead of immediate termination, Inota Festival Kft may impose a

partial or full ban on the Consumer concerned or any Unauthorized Participant for a specified period (until the end of the given Inota Festival or for a longer fixed duration). After the expiration of the ban, Inota Festival Kft reserves the right to make attendance at the Inota Festival subject to individual conditions. If the Consumer attends the Inota Festival during the period of the ban, or after its expiry violates any individual condition set by Inota Festival Kft, they must leave the event premises immediately upon request from Inota Festival Kft.

1.3. Inota Festival Kft will file a report against ticket counterfeiters and those involved in counterfeiting, as well as other offenders committing criminal acts.

2. Trademarks and Copyrights

2.1. All trademarks, logos, and other information or materials appearing on the Inota Festival Kft website, in online and offline media, and at the Inota Festival are the exclusive property of Inota Festival Kft, its Contributors, or Contractual Partners. These marks may not be used, copied, distributed, or published in any way by Visitors or third parties for commercial purposes without the express prior written consent of Inota Festival Kft, its Contributors, or Contractual Partners.

2.2. The trademarks, logos, and other information or materials are protected by industrial property and copyright laws, and all related rights belong to Inota Festival Kft, its Contributors, or Contractual Partners.

2.3. Inota Festival Kft acquires unlimited and exclusive rights of use over any comments, feedback, suggestions, or ideas shared by the Consumer in connection with the Inota Festival or during the event with Inota Festival Kft, its Contributors, or Contractual Partners. Inota Festival Kft becomes the sole owner of all rights related to such feedback and is not subject to any limitation regarding its use.

Inota Festival Kft is entitled to use, exploit, reproduce, publish, modify, disclose, broadcast, and distribute the Consumer's feedback without any obligation to provide compensation.

3. Force Majeure

In the event that war, rebellion, terrorist act or threat thereof, strike or non-strike protest, import or export embargo, accident, fire, blockade, flood, earthquake, natural disaster, severe storm, major disruption in energy supply or transportation, epidemic, or any authority, military or law enforcement measure, order or act, or any other unforeseeable and unavoidable obstacle outside the control of Inota Festival Kft prevents it from fulfilling its contractual obligations, Inota Festival Kft shall not be held liable for any loss or damage incurred by the Consumer as a result of such events, unless otherwise stated in this GTC.

This Force Majeure clause applies accordingly to the entire Event or to any specific program or Service within the Inota Festival.

If the Event cannot be held or must be cancelled due to a Force Majeure event as defined in this GTC, by law, by decision or measure of a competent authority, or by announcement of Inota Festival Kft, or if no program or Service is available on one or

more days of the Inota Festival (hereinafter: Cancelled Inota Festival), then Inota Festival Kft shall refund the price or the proportionate part thereof of the Ticket issued as a result of the ticket purchase transaction under Section II.2 of this GTC and the fee of any failed Service available at the Inota Festival.

The amount to be refunded shall be the original price paid by the Ticket Buyer for the Ticket/Service for the given year, excluding handling fees.

At the discretion of the entitled party, a refund may take the form of Ticket Transfer, Balance Credit, and/or Monetary Refund (collectively: Refund). Ticket Transfer means the automatic validity of the Ticket/Service for the Cancelled Inota Festival for the next corresponding Inota Festival. For services and costs related to the Refund, Inota Festival Kft is entitled to charge a Refund Processing Fee equal to 3% (three percent) of the amount to be refunded. Inota Festival Kft is entitled to deduct the Refund Processing Fee from the Monetary Refund.

A request for a Refund for a Ticket/Service for the Cancelled Inota Festival must be submitted within 30 (thirty) days following the publication of the Refund Policy, and the Monetary Refund will be completed within 60 (sixty) days after that 30-day period. This 60-day deadline complies with applicable Hungarian law, including the provisions of the Hungarian Civil Code concerning general terms and conditions, as the Refund is only granted if the Inota Festival cannot be held or is cancelled. In such a case, Inota Festival Kft is acting outside of its normal business operations and requires additional time to recover the amounts spent on the Cancelled Inota Festival and to fulfill the Monetary Refund.

Only the Ticket Buyer or the Contractual Partner is entitled to a Refund, in the case that the Ticket was sold through a Contractual Partner; in such cases, the Refund terms of the Contractual Partner shall apply. If the Ticket Buyer and Visitor are different persons, the settlement between them shall be governed by their mutual agreement.

No other compensation or cost can be claimed. The above provisions only apply to Tickets not issued as a result of a ticket purchase transaction under Section II.2 of this GTC (including but not limited to artist, staff, guest, vendor, and press tickets) if Inota Festival Kft has expressly provided for this in a separate document regarding such Tickets.

The Refund Policy will be published by Inota Festival Kft within 30 (thirty) days following the originally scheduled closing day of the Inota Festival.

4. Dispute Resolution

4.1. Consumers may submit complaints related to the Festival's activities through the following contact:

Online customer service: info@inota.eu

4.2. If a consumer dispute between the Festival and the Consumer is not resolved through negotiation, the Consumer may pursue the following legal remedies:

National Consumer Protection Authority:

<http://www.nfh.hu/magyar/kapcsolat/panaszbejelent>

If the Consumer perceives a violation of their consumer rights, they may file a complaint with the consumer protection authority competent according to their place of residence. Following the evaluation of the complaint, the authority will decide whether to initiate a consumer protection procedure.

4.3. The Consumer may contact the conciliation board competent at their place of residence or stay in order to settle a consumer dispute related to the conclusion or performance of a contract between the Consumer and Inota Festival Kft out of court. If the Consumer does not have a permanent or temporary address in Hungary, they are entitled to initiate the procedure of the conciliation board competent at the seat of Inota Festival Kft at the following contact: Fejér Vármegyei Conciliation Board (address: 8000 Székesfehérvár, Hosszúsétatér 4-6., phone: (22) 510-310, E-mail: bekelteto@fmkik.hu) Website: www.fmkik.hu)

4.4. National Authority for Data Protection and Freedom of Information:
<http://www.naih.hu/kapcsolat.html>

4.5. In case of cross-border consumer disputes, consumers may turn to the European Consumer Centre: www.efk.hu

4.6. In all cases not covered herein, the provisions of the Hungarian Civil Code (Act V of 2013), the Act CVIII of 2001 on electronic commerce, Government Decree 45/2014 (II.26.) on the detailed rules of contracts between consumers and businesses, Decree 19/2014 (IV.29.) NGM on the procedural rules for warranty and guarantee claims regarding goods sold under consumer contracts, and other applicable Hungarian legislation shall apply.

5. Final Provisions

5.1. Inota Festival Kft is entitled to use subcontractors and contributors.

5.2. Inota Festival Kft is a company registered and headquartered in Hungary. These General Terms and Conditions are governed by and interpreted in accordance with Hungarian law, regardless of any conflict of laws provisions.

5.3. Section titles are for convenience only and shall not affect the interpretation of the provisions.

5.4. Visitor questions, comments, complaints, or suggestions related to the Inota Festival, catering, event organization, or any other topic may be addressed to the Inota Festival Kft staff at the information tent and the audience service office on-site. Additional contact information is available on the website inotafestival.hu and its subpages.