

VanBudapest.com

GENERAL TERMS AND CONDITIONS

Premium Chauffeured Road Passenger Transportation Service

Budapest, January 1, 2026

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GENERAL TERMS AND CONDITIONS (GTC)

VanBudapest.com – Premium Chauffeured Road Passenger Transportation Service

Last updated: Budapest, December 1, 2025

Effective date: January 1, 2026

I. PREAMBLE, SERVICE PROVIDER DETAILS

1.1.

These General Terms and Conditions (hereinafter: the “GTC”) set out the conditions of non-scheduled, individually ordered road passenger transportation services provided for consideration by VanBudapest.com (hereinafter: the “Service Provider” or the “Company”).

The provisions of these GTC apply to all legal relationships established between the Service Provider and the Customer, unless the parties agree otherwise in writing.

By ordering the service, the Customer automatically acknowledges and accepts the provisions of this contract.

1.2. Service Provider contact details:

Service Provider name: VanBudapest.com

Customer service email: info@vanbudapest.com

Legal matters email: legal@vanbudapest.com

Phone number: +36 70 753 6333

Website: www.vanbudapest.com

1.3. Geographic scope of the Service:

The Service Provider primarily operates within Budapest, Hungary and may, based on the Customer’s individual needs, provide passenger transportation throughout Hungary, as well as in international relations to Hungary’s directly neighboring countries, or from those countries to Hungary.

The specific route, destination and territorial undertaking shall always be determined by the individual order and its confirmation.

1.4. Applicable law and jurisdiction:

Hungarian law shall govern these GTC and all legal relationships established between the Service Provider and the Customer.

For the resolution of disputes—subject to mandatory statutory provisions—the parties stipulate the jurisdiction of Hungarian courts.

II. DEFINITIONS

2.1. Customer:

A natural or legal person who enters into a contract with the Service Provider, regardless of whether they travel.

2.2. Passenger:

A natural person traveling in the Service Provider's vehicle.

2.3. Responsible Customer:

The Customer in the capacity of bearing legal and financial responsibility for the conduct of all passengers, for any damage caused, and for ensuring the conditions of performance.

2.4. Driver / Chauffeur:

An employee/contractor of the Service Provider.

2.5. Fleet:

Premium-class passenger cars and minibuses (e.g. Mercedes-Benz E-Class/S-Class; Mercedes-Benz V-Class/Vito), and buses rented as needed.

2.6. Fare:

The consideration for the Service; it does not include separate fees/surcharges under these GTC (e.g. waiting, damage settlement, admin fee).

2.7. Commenced time unit:

Any commenced hour measured relative to the exact start time of the service (hour and minute).

2.8. Waiting time:

Driver availability outside actual driving.

2.9. No-show:

The Customer/Passenger does not appear at the agreed pickup time and does not cancel properly.

2.10. Force majeure:

An unforeseeable and unavoidable external cause (in particular: natural disaster, official closure, state event, strike, terrorist act, epidemic/pandemic, international conflict).

2.11. Damage / Contamination / Vandalism:

Contamination, damage, functional or aesthetic deterioration of any part of the vehicle (smoking, vomiting, bodily fluids, scratches, breakage, etc.).

2.12. Right to refuse service:

The Driver's entitlement to refuse to start or continue a ride for safety/quality reasons.

III. LEGAL FRAMEWORK

3.1. The parties' legal relationship is governed in particular by the following (as in force from time to time):

- a) Act XLI of 2012 on passenger transportation services
- b) Act V of 2013 (Civil Code – “Ptk.”)
- c) Government Decree 176/2015. (VII. 7.) on paid road passenger transportation by passenger car
- d) Regulation (EC) No 561/2006 (driving and rest times – as applicable)
- e) Government Decree 213/2012. (VII. 30.) (bus passenger transportation – if relevant)
- f) Joint Decree 1/1975. (II. 5.) KPM-BM (Highway Code – “KRESZ”)
- g) EU 2016/679 (GDPR) and Act CXII of 2011 (Info Act)
- h) Rules governing consumer and distance contracts – where applicable.

3.2.

If any provision conflicts with mandatory law, the mandatory rule shall prevail; the remaining parts of the GTC remain in force.

IV. SUBJECT, SCOPE AND EXCLUSIONS OF THE SERVICE

4.1. Scope of services:

- a) airport transfer (BUD)
- b) intra-city transfer (Budapest)
- c) intercity and international transfer (e.g. Vienna, Bratislava)
- d) event and venue transfers
- e) individual, non-scheduled services according to pre-agreed route/time
- f) small-group minibus transportation
- g) coach transportation

4.2. Premium standard:

Punctuality, discretion, safety, English/Hungarian communication.

4.3. Not part of the service (explicit exclusions):

Concierge, medical transport, standalone logistics/parcel transport, airport “porter service”, passport/document delivery, official administration/representation.

V. CONTRACTING, ORDERING, CONFIRMATION

5.1. Formation of the contract:

- a) Order (exclusively in writing by email to info@vanbudapest.com)
- b) Service Provider's confirmation (exclusively in writing by email from info@vanbudapest.com)
- c) The contract is concluded upon confirmation; the GTC in force at the time of performance are binding.

5.2. Mandatory minimum information:

name, phone number, email

pickup address and details

destination address and details

date, time

number of passengers

vehicle category

special requests (child seat, reduced mobility, extra luggage)

for airport trips: flight number (for delay handling)

5.3.

The Service Provider may refuse the order if the conditions cannot be met (e.g. lack of capacity, security risk).

5.4. Individual contract:

The parties may deviate in writing; deviations are valid only in writing.

VI. PRICING, SURCHARGES AND PAYMENT TERMS

6.1. Pricing principles and fare components

The fares applied by the Service Provider are based on pre-defined, transparent pricing intended to maintain premium service quality and ensure a predictable cost structure for the Customer.

The base fare always includes:

distance traveled,

total duration of the service,

justified waiting time,

tolls and motorway usage fees,

Meet & Greet service (where relevant),

VAT and all other public charges.

The fare does not include, and may be charged separately as a separate item:

parking fees, which are on-site costs not precisely calculable in advance and are borne by the Customer,

the costs of additional vehicles or luggage transport equipment required due to the Customer's fault.

6.2. Current base prices (2026)

As of January 1, 2026, the Service Provider applies the following current base prices.

Prices are indicative; the current and final fee is always recorded in the written confirmation.

Pricing structure – EUR-based pricing

Budapest Airport Transfer Pricing | VanBudapest

Car, Van, Bus Rental in Budapest with Driver | Hourly Rates

For higher-volume, multi-day or recurring orders, individual pricing agreements and discounts may be available. Enquiries are accepted exclusively in writing at info@vanbudapest.com.

6.3. Peak and highlighted period pricing

The Service Provider reserves the right to apply pricing different from base prices during highlighted periods, especially during:

Christmas and New Year's Eve (year-end period),

Easter,

Pentecost weekend,

all public holidays (not only international, but also Hungarian national holidays, e.g. March 15, August 20),

major sports events (UCL final, Judo World Championship, e-sport events),

Formula 1 Hungarian Grand Prix,

MotoGP race in Hungary,

major international or city events,

high-profile political events (foreign delegations, parliamentary elections, etc.).

Between December 23 and January 2, a +100% seasonal surcharge may apply to a significant portion of services.

The current price is always indicated in the final quotation depending on capacity.

6.4. Rules for hourly service

Hourly service is available only within the administrative boundaries of Budapest.

For hourly bookings:

every order includes +1 logistics hour to cover vehicle dispatch from/to the garage; e.g. a 6-hour booking = 6 hours active service + 1 hour logistics movement, therefore payment of 7 hours is justified;

the driver remains at the Customer's disposal throughout the entire program, waiting at the designated parking place.

The hourly rate includes:

tolls,

Meet & Greet service,

all taxes.

Overrun, commenced extra hour charges (vary by category):

E-Class, V-Class and Mercedes Sprinter: €80

Coach bus, VIP Sprinter and S-Class: €120

6.5. Special rules for airport and railway station transfers

Arrival transfer (from the airport to the city)

In addition to the base fare, a 12 EUR parking fee is charged, which includes up to 1 hour of waiting time after landing.

This time is intended for baggage claim, customs and reaching the meeting point.

Waiting beyond one hour is subject to a surcharge (to be paid on-site according to the applicable BUD airport tariff), and may affect the feasibility of subsequent services, especially for longer-distance travel, in view of drivers' working and rest time rules.

Departure transfer (from the city to the airport)

In addition to the base fare, a 3 EUR parking fee is charged, which:

includes up to 5 minutes,

includes passenger drop-off and unloading luggage,

after which the vehicle leaves the area immediately.

6.6. Luggage capacity and transport rules

Luggage may not be placed in the passenger compartment, except hand luggage.

All other luggage must fit in the vehicle's trunk/luggage compartment.

Vehicles and luggage capacity

If the amount of luggage exceeds the vehicle's capacity and the Customer did not notify this in writing in advance, the excess luggage cannot be transported.

In such a case an additional vehicle or separate luggage transport is required; organization and cost are borne by the Customer.

6.7. Payment terms

The Service Provider's services are available exclusively with prepayment.

Accepted payment methods:

card payment,

bank transfer.

If the order is placed within 72 hours of the time of performance, only card payment is accepted.

Deposit policy:

For orders below EUR 5,000: no deposit applies (unless agreed otherwise in writing).

For orders above EUR 5,000: a 50% booking deposit is required.

For long-term bookings made months in advance:

full payment is required by the date specified in the written quotation, but no later than 30 calendar days before the performance date;

the booking becomes final only upon receipt of full payment;

in case of payment delay, performance may be refused and/or a surcharge may be applied. If 50% deposit was already paid earlier, its refund is handled in accordance with the cancellation terms.

If the Customer pays after the deadline and VanBudapest.com can no longer provide the service due to the delay, a handling fee will be charged for the refund: 5% of the booking value, minimum EUR 200. This covers

penalties paid to external providers, bank transfer costs, and administrative burdens related to booking management. If the refundable amount is lower, the maximum refund equals the amount actually available.

6.8. Invoicing

The Service Provider issues invoices exclusively in electronic form.

The invoice is prepared in Hungarian or English, at the customer's request, and sent electronically.

The Service Provider does not charge an administrative fee.

6.9. Late payment

In case of late payment, the Service Provider is entitled to:

charge late payment interest,

enforce collection costs,

suspend or refuse further services.

If the 50% deposit was already paid, but full prepayment has not been received by the performance date set in the offer, or payment cannot be credibly proven (transfer proof, bank confirmation for card payment), the service may be refused and a handling fee will be charged for the refund: 5% of the booking value, minimum EUR 200. If the refundable amount is lower, the maximum refund equals the amount actually available.

If the Customer pays after the deadline and VanBudapest.com can no longer provide the service due to the delay, a handling fee will be charged for the refund: 5% of the booking value, minimum EUR 200, as detailed above.

VII. CANCELLATION, CHANGES, NO-SHOW

7.1. General rules, time basis and communication

7.1.1. Time basis (mandatory):

All deadlines in this chapter are calculated relative to the planned pickup time confirmed in the order, in the Europe/Budapest time zone.

7.1.2. Cancellation exclusively by email:

The Customer acknowledges and accepts that cancellation is valid exclusively in writing by email to: info@vanbudapest.com.

The Service Provider does not accept valid cancellation by phone, SMS, WhatsApp, social platforms or any other channel.

7.1.3. Mandatory content elements:

The cancellation email must include at least:

booking ID / confirmation number,

Customer name,

pickup time and location,

vehicle category,

and a clear cancellation statement.

7.1.4. Effectiveness of cancellation:

Cancellation is deemed received when it verifiably arrives in the Service Provider's email system. The Customer is responsible for being able to prove receipt if necessary (delivery receipt, sent email).

7.2. Cancellation and refund rules by vehicle category (general period)

The Service Provider applies different cancellation windows by vehicle category due to costs of vehicle reservation, capacity holding, driver scheduling and operational preparation.

Time intervals are calculated relative to the exact start date/time (hour and minute, Hungarian time) of the first day of the ordered service.

7.2.1. Passenger cars (max 3 passengers) – Mercedes-Benz E-Class / S-Class and similar

72 hours or earlier: 100% refund

within 48–72 hours: 50% refund

within 48 hours or No-show: no refund

7.2.2. Minibuses – Mercedes-Benz V-Class, Sprinter and similar

7 calendar days or earlier: 100% refund

between 3–7 calendar days: 50% refund

within 3 days (within 72 hours) or No-show: no refund

7.2.3. Coaches and VIP Sprinters

earlier than 3 weeks: 100% refund

within 2–3 weeks: 50% refund

within 2 weeks or No-show: no refund

Complex, multi-day orders (events, highlighted events, long-duration services)

A complex multi-day order is any service where the Customer requests full-day and/or half-day availability over several consecutive days, especially (but not limited to) one week or longer (events, major sports or business events, multi-week programs).

In such cases, an individual regime applies, as vehicles and drivers are reserved exclusively for the Customer for the entire ordered period and are not available for other orders during that time.

Cancellation and modification are assessed per day, separately, always according to the cancellation rules set forth in the applicable GTC, applied by vehicle category. The Customer is not entitled to cancel or modify the entire multi-day period unilaterally in a single lump sum after the service has commenced. In such cases, no refund is possible. However, modifications may be considered by the Service Provider subject to capacity; ensuring changes is not guaranteed and a surcharge may apply.

If during an already commenced service the Customer reduces the pre-agreed time window and this does not result in overtime, the fee for the remaining unused time is not refunded.

Extension of the time window is possible only as overtime because the service is already in progress.

Overtime is charged according to the overtime pricing in these GTC; no retroactive repricing or restructuring of daily packages is possible.

The purpose of these rules is to protect vehicle capacity, maintain service reliability, and prevent unilateral, post-hoc changes by the Customer to a collectively reserved multi-day service period to the Service Provider's detriment.

7.2.4. Transaction/handling fee in case of refunds:

For every refund, a EUR 50 transaction/handling fee is deducted (bank, card acceptance and administrative costs), except where the matter arises due to the Customer's omission. In those cases, a handling fee for the refund is charged: 5% of the booking value, minimum EUR 200. This covers penalties paid to external providers, bank transfer costs and administrative burdens related to booking management. If the refundable amount is lower, the maximum refund equals the amount actually available.

7.3. Highlighted periods, peak season, major events (stricter cancellation policy)

The Customer acknowledges that due to demand and capacity constraints, the Service Provider may apply stricter cancellation and refund rules during highlighted periods.

7.3.1. Highlighted periods include in particular:

all Hungarian public holidays and the entire long weekend connected to them,

New Year's Eve / New Year period,

Formula 1 Hungarian Grand Prix weekend,

major sports events, festivals, international events (e.g. fully booked city weekends),

and generally the peak season: May 1 to October 31.

7.3.2. Highlighted period refund rules (strict policy):

30 days or earlier: 100% refund

20–29 days: 50% refund

0–19 days and No-show: no refund

7.3.3. Priority rule in the confirmation:

The Customer acknowledges that during highlighted periods, the final applicable cancellation policy is always determined by the conditions recorded in the confirmation/offer, and by booking the Customer accepts them.

7.3.4. Booking recommendation:

In peak season and during major events, booking at least 2–3 weeks in advance is strongly recommended.

7.4. Airport transfers – cancellation, flight cancellation, rebooking (special rules)

7.4.1.

For airport transfers, the vehicle-category cancellation policy applies (Section 7.2), with the following supplementary rules for flight-related events (delay/cancellation).

7.4.2. Cancellation “at landing / after landing” not acceptable:

The Customer acknowledges that cancellation communicated at the moment of landing or thereafter may qualify as a performance resource already reserved, therefore such cancellation is not considered free of charge and refund may be limited or excluded.

7.4.3. Flight cancellation – notification obligation and handling:

If the flight is cancelled, the Customer must notify the Service Provider immediately, but no later than the scheduled departure time of the flight, by email to info@vanbudapest.com.

If notified in time, the Service Provider will attempt rebooking/rescheduling subject to capacity.

Rebooking is not an automatic entitlement; it depends on capacity, driver scheduling and statutory limits (driving/rest times).

If rebooking is possible, the parties record the new time in writing.

If rebooking is not possible, settlement follows the vehicle-category policy under 7.2, unless a force majeure type extraordinary closure applies (see 7.7).

7.4.4. Delay:

The Service Provider may track the flight based on the flight number provided—where included in the service—however waiting and on-site operations are not unlimited and may affect subsequent services, especially due to longer routes and drivers' working/rest time constraints.

7.5. Change requests (time, pickup location, route, vehicle)

7.5.1. General principle:

Change requests may be submitted exclusively by email (info@vanbudapest.com). The Service Provider decides based on capacity and operational feasibility.

7.5.2. Free change (standard case):

Changing pickup time or location is free of charge if received at least 3 days (72 hours) before the confirmed pickup time.

7.5.3. Changes within 72 hours:

Changes within 72 hours are possible only subject to capacity. The Service Provider may reject the change, or condition it on settlement under the applicable cancellation rules (especially if the change affects essential parameters).

7.5.4. Material change:

Material change includes in particular: vehicle category change, significant passenger increase, adding long-distance routing, multiple stops, multi-hour waiting. In such cases the Service Provider may issue a new quotation.

7.6. Discounted group bookings – recalculation of discount

If the Customer books a discounted package price (e.g. multiple transfers) and later cancels part of the bookings, the Customer acknowledges that:

remaining services may not qualify for the original discount,

the discount may be recalculated based on the updated quantity,

the refund amount may change accordingly.

Detailed principles are recorded in the confirmation/offer.

7.7. Extraordinary situations (force majeure-type restrictions)

In extraordinary, widespread restrictions (e.g. border closure due to pandemic, traffic ban, official lockdown), the Service Provider may, based on equitable consideration of all circumstances, provide full or partial

refund.

The Customer acknowledges the Service Provider may examine the fact and impact of such circumstances and request evidence.

7.8. Method and deadline of refund

7.8.1. Method:

Refunds are made exclusively via the original payment method (card / bank transfer).

7.8.2. Deadline:

Refunds are made no later than within 30 business days.

Bank processing times may vary by country; the Service Provider will always strive for prompt completion.

7.9. Service Provider cancellation, substitution and category handling

7.9.1. Service Provider cancellation:

In force majeure, technical failure, security risk or other reasons beyond the Service Provider's control, the Service Provider may cancel. If no performance occurs, the paid fee will be refunded according to 7.8.

7.9.2. Substitute vehicle (best efforts):

If the Service Provider cannot provide the originally confirmed vehicle due to unforeseeable reasons, it will use best efforts to provide a substitute vehicle.

7.9.3. Settlement for category difference:

If a lower category vehicle is provided, the fee difference is refunded.

If a higher category vehicle is provided, the Service Provider does not charge the difference. Settlement follows 7.8 deadlines.

7.10. No-show and consequences

7.10.1. Definition:

No-show occurs if the Customer/Passenger does not appear at the confirmed pickup time and does not cancel properly (7.1.2.).

7.10.2. Payment and costs:

In case of No-show, the Service Provider may retain the full fee (100%), and the Customer must reimburse justified additional costs, including:

parking fees (including airport parking),

operational costs,

costs resulting from vehicle/driver downtime.

7.10.3. Subsequent invoicing and collection:

The Customer acknowledges that additional costs may be invoiced subsequently and collection proceedings may be initiated in case of non-payment.

VII/A. ANNEX – 2026 HIGHLIGHTED PUBLIC HOLIDAYS AND LONG WEEKENDS (HUNGARY)

The following table summarizes major public/holiday periods and related long weekends in 2026. Interpretation: where an official rest day or weekend connects to a holiday, the entire period qualifies as highlighted.

1) 2026 – Highlighted holiday periods (continuous windows)

2) Highlighted “red-letter” public holidays (calendar list)

3) General highlighted season

Between May 1, 2026 and October 31, 2026 the Service Provider considers the entire period a highlighted season (high demand, events, tourism), therefore:

capacity may be limited,

cancellation terms tighten according to 7.3.2,

final terms are always those recorded in the confirmation.

VII/B. HIGHLIGHTED EVENTS – FOR INFORMATION PURPOSES

The Service Provider may apply different provisions during highlighted events (e.g. Formula 1 Hungarian Grand Prix weekend, UCL final, Judo World Championship etc.). Current terms are recorded in the offer/confirmation.

VIII. WAITING, PICKUP, DELAY

8.1. Airport:

Base waiting fee (€12) includes: 60 minutes waiting, calculated from landing

After 60 minutes: payable immediately on-site according to BUD airport rules and pricing

If the ordered departing airport transfer requires longer travel time and/or greater distance (especially including foreign destinations), performance is possible only in compliance with statutory working time, driving time and tachograph obligations.

The driver is obliged to wait at the airport for up to 60 minutes from the actual landing time. Thereafter, the driver is obliged to perform only until the time when the ordered destination can still be reached legally, safely and in compliance with regulations.

If the Customer or passengers do not appear on time after landing and, as a result, performance would partly or fully lead to violation of statutory obligations, the driver is entitled to refuse performance partly or fully.

In such a case, the driver contacts customer service immediately, and the decision is approved by the customer service manager. An official report is prepared and sent electronically to the Customer.

The above constitutes a No-show event, in which case 100% of the service fee is charged and no refund is available, regardless of payment of airport or other ancillary costs.

In all other cases, failure to appear after 60 minutes and failure to notify delay: qualifies as No-show and 100% of the service fee is charged.

8.2. City/intercity:

Grace period: 60 minutes

Further waiting: if not indicated by the Customer, the Driver may leave the location; 100% of the service fee is charged.

If waiting is at the Customer's request and is communicated in time (at the latest by the moment of original departure), the driver remains available within the paid service time window; after the end of the service window, extra hour (overtime) is charged according to Section 6.4.

IX. PASSENGER CONDUCT, EXCLUSION, JOINT AND SEVERAL LIABILITY

9.1. Mandatory conduct rules:

Courtesy, cooperation with safety rules, zero tolerance for aggression, harassment, discrimination, smoking/vaping, contamination, appropriate hygiene (clean clothing, enhanced personal hygiene, well-groomed appearance).

9.2. Refusal of service (before departure or during the ride) in particular:

alcohol/drug intoxication

aggression/harassment

incitement to illegal activity

refusal of safety rules

vandalism/contamination

Consequence: full fare + incurred costs + damage settlement.

indecent behavior (nudity, barefoot travel, uncovered intimate areas)

inadequate personal hygiene (dirty, smelly clothing, unkempt appearance)

9.3. Customer's joint and several liability:

The Customer is fully liable for passengers' actions, damages and non-payment.

X. LUGGAGE, SPECIAL REQUESTS, CHILD SEATS, REDUCED MOBILITY

10.1. Luggage – principles, capacity and placement

The Customer must provide accurate information about luggage quantity and type at booking. The Service Provider performs based on the luggage capacity of the confirmed vehicle category.

Placing luggage in the passenger compartment is prohibited except small hand luggage (e.g. handbag, laptop bag). All other items must fit in the trunk. Detailed rules are also stated in 6.6; this chapter repeats them for clarity.

The Customer is liable for damage caused by luggage or contents transported in luggage, including (but not limited to) illegal and/or not pre-agreed contents; consequences and rules are detailed in Section XIII.

Vehicles and luggage capacity (indicative maximums)
(Large luggage: 75×50×30 cm / approx. 23 kg; Hand luggage: 55×40×23 cm)

Notes (mandatory rules):

- a) If luggage exceeds capacity, a larger vehicle or separate vehicle is required.
- b) On-site vehicle swap is not guaranteed.
- c) If excess luggage is discovered on-site without prior written notice by the Customer, the Service Provider may refuse transport of the excess luggage and organization/cost of separate luggage solution is borne by the Customer.

10.2. Oversized luggage and special equipment

Oversized items (e.g. ski equipment, golf bags, large instruments) may be transported only with prior written notice. Without it, the Service Provider is not obliged to accept if safe placement or passenger comfort is endangered.

10.3. Luggage responsibility and lost & found

Passengers must continuously supervise valuables (documents, cash, jewelry, electronic devices). As a general rule, the Service Provider is not liable for lost, unattended items.

Found items—if noticed—are recorded and kept for a reasonable time; return logistics costs may be borne by the Customer.

10.4. Child seats / booster seats

Child seats/boosters are provided only upon prior written request. The Customer is responsible for requesting the proper solution based on the child's age and weight. Obstacles due to missing/incorrect requests are borne by the Customer.

10.5. Reduced mobility, special assistance

For reduced mobility, assistive devices (wheelchair, walker), lifting or ramp needs, prior written coordination is mandatory. The Service Provider may refuse if safe and lawful performance cannot be ensured.

XI. MULTI-DAY TRIPS, AVAILABILITY, ACCOMMODATION AND MEALS

11.1. Conditions of multi-day performance

For multi-day trips or availability, the Customer must ensure lawful and safe rest conditions for the driver (rest time, accommodation, safe parking) and cooperate in realistic scheduling.

11.2. Driver accommodation – minimum requirements and options

Accommodation must at least meet: lockable, hygienic room, private bathroom access, real rest ensured. Driver accommodation costs with half-board are borne by the Customer. The Customer must email the booking confirmation within 72 hours before the start of the service.

If the Customer does not wish to arrange accommodation directly, they must indicate this in writing during booking. Then:

- a) Driver swap solution: the Service Provider swaps drivers; both drivers' travel costs (to/from) are borne by the Customer and recorded in the offer.
- b) Accommodation arranged by Service Provider: the Service Provider arranges accommodation; cost is included in the quotation and must be paid together with the ordered service.

11.3. Per diem, meals, “skipped days”

For multi-day performance, the Customer must pay a per diem: EUR 50/day.

The Customer must also provide (or reimburse) full meals, especially three meals per day.

If the program is organized so that on a given day the Customer does not use the driver's active service but the multi-day performance continues, the Customer acknowledges:

driver availability has operational costs; therefore the EUR 50/day per diem and accommodation/meals may still be charged;

especially if temporary return travel and re-travel of the driver would be more costly than per diem and related costs.

11.4. Parking and guarding

The Customer must provide lawful and safe parking during multi-day performance or reimburse its cost. If guarded parking is needed, the cost is borne by the Customer.

XII. DRIVERS' DRIVING AND REST TIMES (SAFETY)

12.1.

Due to the primacy of road safety, the Service Provider applies the principles of Regulation (EC) No 561/2006 as an internal standard (even if exempt).

12.2.

If the Customer requests a route/time that makes compliance with rest times impossible, the Service Provider may:

- a) refuse, or
- b) provide a second driver (double charge), or
- c) propose a modified schedule.

XIII. DAMAGES, CONTAMINATION, CLEANING, PENALTY FEES

13.1. Liability and immediate settlement

The Customer and Passenger(s) are jointly and severally liable for any damage or contamination caused in the vehicle, its accessories or the Service Provider's equipment, regardless of intent.

Depending on the nature of the damage/contamination, the Service Provider may request immediate settlement.

If the damage/contamination prevents safe or civilized continuation, the Service Provider may suspend performance until settlement or interrupt the service. The Customer acknowledges that further travel depends on safe operability in all cases.

13.2. Penalty and cleaning fees (EUR) – on-site minimums

The amounts below are minimum fees and may be increased based on actual damage, repair cost, downtime and administration. Fees are in EUR.

13.3. Report, proof, electronic documentation

In case of damage/contamination, the Service Provider may prepare a report including:

time, place, circumstances,

photo/video documentation,

witness data (if available),

short description.

The Customer acknowledges the report and documentation may be sent electronically and the Service Provider may issue a separate damage invoice detailing items.

Refusal to sign the report does not exclude enforcement of the Service Provider's claim.

13.4. Tax content

Tax content of damage-related fees is indicated on the issued invoice.

XIV. LIABILITY, LIMITATION OF LIABILITY, SERVICE LIMITATIONS

14.1. General limits of the Service Provider's liability (delay, cancellation, external causes)

The Customer acknowledges that due to the nature of road passenger transport, exact minute-by-minute guarantees of travel time are not possible. The Service Provider is not liable for delays, route changes or obstacles not attributable to it, including:

- a) traffic conditions, accidents, closures, diversions, authority checks, police measures, parking restrictions;
- b) weather and natural conditions (snow, ice, storms, fog, flood and their traffic impact);
- c) authority measures and extraordinary events (delegations, demonstrations, strikes, epidemiological measures, terrorism-related restrictions);
- d) conduct of third parties (other drivers' violations, vandalism, theft or other third-party damages not attributable to the Service Provider);
- e) reasons within Customer/Passenger sphere (late at pickup, incorrect/incomplete address, excess luggage, route change request, lack of cooperation).

In such cases the Service Provider strives to mitigate delay, but the Customer may not claim indirect damages (missed connections, missed programs, business loss), unless mandatory law explicitly provides otherwise.

14.2. Service Provider liability (fault, driver, technical condition)

The Service Provider is liable for:

- a) intentional or grossly negligent damage caused by the driver;
- b) damages caused by serious technical failure attributable to the Service Provider.

14.2.1. Technical condition – proof and timing

Liability for technical-condition damage applies only if it is provable that:

the technical condition was objectively defective at the start of performance, and

causally linked to the damage, and

existed for reasons attributable to the Service Provider (e.g. missed/inadequate maintenance).

14.2.2. Handling technical failure during the ride

If technical failure occurs during performance, the Service Provider must:

remedy within reasonable time, or

provide substitute vehicle if possible (subject to capacity), or

if objectively not continuable, terminate service and settle under 14.4.

The Customer acknowledges that even in case of technical failure the Service Provider does not assume liability exceeding the caps in these GTC or statutory limits.

14.3. Exclusion of indirect and consequential damages

To the extent permitted by law, the Service Provider excludes liability for indirect, consequential or ancillary damages, including lost profit, business loss, reputational damage, missed connections/programs, alternative travel costs, accommodation costs, loss of tickets/entries.

14.4. Compensation cap and settlement (fare maximum)

Within legal limits, the Service Provider's total liability from one order is capped at the amount of fare actually paid for that order.

This limitation does not apply where limitation is excluded by law (especially death/personal injury, or intentional damage by the Service Provider/driver).

14.5. Vehicle replacement, category difference, termination

For safe performance, the Service Provider may replace vehicles, especially in force majeure, accident, technical failure or authority restrictions.

14.5.1. Same or higher category

The Service Provider may provide same or higher category. For higher category, no extra charge.

14.5.2. Lower category

If only lower category is available, fee difference is refunded under applicable rules.

14.5.3. If replacement not possible

If replacement is objectively not possible, the Service Provider may withdraw/terminate. The Service Provider settles and refunds the unperformed part within mandatory legal limits.

14.6. Passengers' personal items and valuables

As a general rule the Service Provider is not liable for passengers' personal items (luggage, documents, cash, electronics) unless damage results from intentional or grossly negligent conduct attributable to the Service Provider. Passengers must supervise valuables continuously.

XV. DATA PROCESSING, DASHCAM, CONFIDENTIALITY

15.1. Principles, documents and relationship to the Privacy Notice

The Service Provider processes personal data under applicable data protection laws, especially GDPR and relevant Hungarian legislation.

The Customer acknowledges that the Service Provider publishes a detailed Privacy Notice on the website, supplementing these GTC. If there is a discrepancy, the more detailed provisions of the Privacy Notice apply for specific processing activities, subject to mandatory law.

The Service Provider applies principles of lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, and accountability.

15.2. Categories of data processed (typical categories)

The Service Provider may process in particular:

identification/contact: name, phone, email, address;

trip organization: pickup/drop-off, time, route, flight number (if relevant), passenger count;

special requests: child seat, luggage info, other requests voluntarily provided;

invoicing: billing name, address, tax number (for legal entities/sole traders);

complaints/legal claims: emails, reports, evidence;

security data (if applied): dashcam recordings (image/audio, plate number, location, time) strictly for lawful purposes.

The Service Provider does not routinely request or process special category data (e.g. health). If the Customer voluntarily shares such data, it is considered only to the necessary extent and the Service Provider may request omission of unnecessary details.

15.3. Separation by legal basis (“three-basket” system)

15.3.1. “Mandatory” – contract performance and legal obligations

Purpose: organizing and performing transport, communication, invoicing, complaint handling, legal claims.

Legal basis:

performance of contract (GDPR Art. 6(1)(b)),

legal obligation for invoicing/accounting (GDPR Art. 6(1)(c)).

These processing activities are prerequisites; without them the Service Provider may refuse service.

15.3.2. “Partner/subcontractor” – data transfer to performance assistant

The Service Provider may use performance assistants/subcontractors due to capacity/route/operational reasons.

Purpose: performance (identification/contact for driver/partner).

Transferred data: minimum necessary (typically name, phone, pickup/drop-off, time, route, passenger count).

Legal basis: contract performance (GDPR Art. 6(1)(b)).

The Service Provider aims to contract partners so that the subcontractor:

uses data only for performance,

does not use for own marketing, does not store/contact later for “side deals”,

applies appropriate security,

does not retain beyond necessity after performance.

15.3.3. “Marketing and extra” – service development vs. newsletter/promos

a) Satisfaction measurement / review request / service development

Purpose: quality assurance, improving experience, preventing complaints.

Legal basis: legitimate interest (GDPR Art. 6(1)(f)).

The Customer may object; objections are handled reasonably and lawfully.

b) Seasonal discounts / coupons / newsletter / direct marketing

Purpose: marketing communications.

Legal basis: consent (GDPR Art. 6(1)(a)).

Consent may be withdrawn anytime without reasons; withdrawal removes from marketing list without affecting invoicing/legal retention.

15.4. Retention periods (differentiated approach)

a) invoicing/accounting: 8 years (legal obligation)

b) booking/contact/performance data not part of invoice: within limitation period, typically 5 years

c) satisfaction list: until objection/unsubscribe or until purpose achieved

d) marketing-consent data: until withdrawal (unsubscribe)

15.5. Dashcam – purpose, legal basis, access, retention

The Service Provider may use dashcams for property and personal security and evidencing legal claims.

Purposes include:

documenting accidents/incidents/damage/aggression,

clarifying disputes,

evidence for legal claims.

Legal basis: legitimate interest (GDPR Art. 6(1)(f)), with data minimization and purpose limitation.

Retention: generally up to 30 days then automatic deletion, except if needed for accident, damage, authority procedure, complaint or dispute, in which case retained only as necessary and purpose-bound.

Access: only authorized persons (management/operations/legal), with logged, restricted access.

Disclosure to third parties only with proper legal basis (authority request, insurer, dispute).

15.6. Data transfer to third parties

Personal data is transferred only lawfully, purpose-bound and minimized, especially to:

- a) payment providers and banks,
- b) insurer(s),
- c) authorities,
- d) performance assistants/subcontractors under 15.3.2.

15.7. Data security measures

Appropriate technical and organizational measures, including:

access control,

logging as needed,

data minimization and internal policies,

secure electronic storage.

Email communication cannot be absolutely risk-free, but risks are minimized reasonably.

15.8. Data subject rights (summary)

The Customer/Passenger may:

request information,

request access and rectification,

in certain cases request erasure/restriction,

object to legitimate-interest processing,

withdraw consent anytime (marketing).

Requests can be submitted via Service Provider contacts; handled within statutory deadlines.

15.9. Confidentiality

The Service Provider, drivers and contributors must treat as confidential any personal, business or other confidential information learned during performance. This includes routes, meeting points, destinations, communications and any information affecting privacy/business interests.

XVI. COMPLAINT HANDLING, DISPUTE RESOLUTION, JURISDICTION

16.1. Filing complaints

The Customer may submit complaints exclusively in writing to: legal@vanbudapest.com.
Complaint deadline: 7 calendar days from performance, as a business standard.

16.2. Handling and response

The Service Provider investigates properly submitted complaints and provides a substantive written response within 30 business days.

16.3. Out-of-court dispute resolution (mediation)

By mutual agreement, disputes may be resolved out of court. In this case, the parties apply a 14-day negotiation (mediation) period.

16.4. Jurisdiction and venue

Hungarian law governs disputes arising from these GTC.
Subject to consumer-law limitations, the parties may stipulate jurisdiction of Budapest courts.

XVII. CUSTOMER AND PASSENGER RIGHTS, QUALITY GUARANTEES

17.1. Right to fair treatment and professional service

Customers and passengers are entitled to courteous, respectful, discreet and professional performance. The Service Provider does everything reasonably possible to ensure safe, civilized and predictable transportation.

17.2. Discretion and privacy

Discretion is a core principle. The Customer is entitled to confidential handling of information learned during travel, and that travel details are not shared with unauthorized persons except where required by law.

17.3. Equal treatment and inclusive service

The Service Provider provides service without discrimination (age, origin, gender, religion, gender identity, sexual orientation, citizenship or any other protected characteristic).

Within legal and safety limits, the Service Provider may adapt to individual needs (child seat, luggage handling, special pickup point).

17.4. Right to safe, clean and proper vehicle condition

The Customer is entitled to a safe, clean and cultured vehicle meeting safety and quality requirements. Strict conduct and damage rules protect premium service for all passengers.

Example (quality protection): severe contamination (e.g. vomiting) may cause multi-day downtime. Damage/cleaning rules ensure quick restoration so subsequent passengers are not disadvantaged.

17.5. Right to accurate information and confirmation

The Customer is entitled to written confirmation of key terms (time, pickup, vehicle category, fare, highlighted conditions) and reasonable information during performance about material circumstances (traffic, closures, changes).

17.6. Right to complaint investigation and fair settlement

The Customer may submit complaints and is entitled to investigation within reasonable time, and fair settlement within legal/contract limits. The Service Provider aims for out-of-court resolution where possible.

17.7. Service limits – balance of rights and safety

Exercise of rights must align with road safety rules, legal requirements and quality standards. The Service Provider strives for proportionate and fair balance between Customer interests and safe feasibility.

XVIII. TERRITORIAL ACCESS RESTRICTIONS, PERMITS AND SPECIAL ZONES

18.1. General provisions

Certain Hungarian urban/historic/touristic/protected areas may be subject to access/stop/parking restrictions requiring permits. These are based on:

municipal decrees,

authority rules,

traffic regulation.

The Service Provider may undertake access only with permits, or propose alternative pickup/drop-off points.

18.2. Downtown access rules

Some downtown zones (historic districts, pedestrian areas, traffic-calmed zones) may be limited/permit-based.

The Customer acknowledges:

permit type/fee may vary by vehicle category,

permit-related costs are indicated in the written offer,

on-site immediate permit requests or fee changes are not guaranteed.

18.3. Special rules for Buda Castle area

18.3.1. Passenger cars and premium MPVs (S-Class, E-Class, V-Class)

Drop-off/pickup points may require permits, depending on current rules:

Hilton Hotel – main entrance

Fisherman's Bastion area

Parking only in designated outer zones

Actual stop availability depends on current traffic/authority conditions.

18.3.2. Sprinters and coaches

For larger vehicles, access to Buda Castle area:

only with special permit, and only at designated points:

Dísz Square

Palota Road

Hilton Hotel lower entrance

Fisherman's Bastion lower level

Stop duration may be limited; parking is generally not permitted.

18.4. Permit fee content and administration

Permit fees may include:

municipal/authority fees,

administration/handling costs,

permit-related parking fees (if applicable).

Permit needs must be notified in writing at least 3 business days before performance. Within or after this deadline, permit procurement is not guaranteed.

18.5. Future/other restrictions

This chapter applies not only to Buda Castle/downtown Budapest but to any area in Hungary or abroad where:

access permits,

special traffic rules,

event/security-related restrictions

apply. The Service Provider may expand this chapter in the future.

XIX. SPECIAL RULES FOR MAJOR INTERNATIONAL AND HIGH-VOLUME EVENTS AND OTHER SPECIAL PROVISIONS

(Formula 1 Hungarian Grand Prix, UEFA Champions League Final, Coupon Promotions)

19. General provisions – highlighted events

The Customer acknowledges that during certain major international/high-volume sports, cultural or business events (especially, but not limited to Formula 1 Hungarian Grand Prix) the Service Provider applies different, stricter booking, payment, cancellation and performance terms.

During such events:

vehicle capacity is limited,

traffic/authority regulation is extraordinary,

performance involves increased logistics and security risks.

19.1. FORMULA 1 HUNGARIAN GRAND PRIX 2026

19.1.1. Event definition

Formula 1 Hungarian Grand Prix 2026

Event dates: July 24–26, 2026

Venue: Hungaroring, Mogyoród

These provisions apply to the full event period and related pre-/post-operational periods.

19.1.2. Booking and availability

Booking becomes final only after receipt of full payment or required deposit.

A quotation is informational and does not by itself reserve capacity.

Availability is allocated on a “first paid – first served” basis.

No liability for bookings where payment does not arrive by deadline.

19.1.3. Payment terms – highlighted event

The Customer may choose:

100% full prepayment at booking, or

50% deposit, with the remaining amount paid no later than June 2, 2026.

If the remaining amount is not paid by deadline, the Service Provider may cancel automatically and handle the deposit under cancellation terms.

19.1.4. Cancellation terms – Formula 1 Hungarian Grand Prix 2026

In case of cancellation, an admin fee of 5%, minimum EUR 200 applies.

Refund is made via the original payment method.

19.1.5. Changes

Hotel address and pickup time may be changed free of charge until July 4, 2026, subject to capacity.

After July 4, changes only with prior written approval.

19.1.6. Daily and multi-day services – pricing

For the Formula 1 event, the following daily fees apply:

Private Transfers to Hungarian Grand Prix 2025 | VanBudapest.com

19.1.7. The fee includes

Published prices include:

max 10 hours availability per day ending upon return to Budapest,

Budapest – Hungaroring – Budapest round trip,

P1, P2 or P3 parking/access fees,

motorway fees, local taxes, VAT,

Meet & Greet,

driver waiting in the parking closest to the gate on the ticket.

Time beyond 10 hours: EUR 80 / commenced hour, payable in cash directly to the driver.

19.1.8. Hungaroring and Paddock Club access – legal statement

The Customer acknowledges:

access to Paddock Club requires Chauffeur Pass + Car Parking Pass,

these permits are not within the Service Provider's competence,

obtaining permits is the Customer's responsibility via official hospitality agencies.

The Service Provider cannot issue/replace/guarantee such passes.

19.1.9. Force majeure

If the event is officially cancelled due to force majeure, paid service fees are refunded minus administrative handling costs.

19.2. UEFA CHAMPIONS LEAGUE FINAL – SPECIAL SERVICE TERMS (UEFA Champions League Final 2026)

19.2.1. Event Definition

This subsection applies to services related to the UEFA Champions League Final 2026.

- Event period: 26 May 2026 – 2 June 2026
- Match venue: Puskás Aréna, Budapest
- Match date: 30 May 2026

The provisions of this section shall apply to the full service period connected to the event, including without limitation arrival services, match-day services, hourly standby services, stadium transfers and departure services.

19.2.2. Quotations and Booking Principles

All quotations issued by the Service Provider are indicative only and do not in themselves constitute a vehicle reservation or capacity hold.

Vehicles are secured only upon receipt of payment.

All vehicle allocation is handled strictly on a first-paid, first-served basis.

In the absence of payment, vehicle availability cannot be guaranteed and may change at any time.

19.2.3. Booking Confirmation and Payment Terms

A booking becomes final only upon written confirmation and receipt of the required payment.

The following payment structures are available:

- a minimum 50% non-refundable deposit, or
- 100% full prepayment

Vehicles are blocked only upon receipt of 50% or 100% payment.

If a booking is confirmed with a 50% deposit, the remaining 50% must be paid no later than 31 March 2026.

19.2.4. Cancellation Terms – UEFA Champions League Final 2026

Cancellations are accepted in writing only, by email.

Refunds shall be governed as follows:

- From 16 March 2026 to 5 April 2026: 50% of the total booking value is refundable
- From 6 April 2026 to 15 April 2026: 25% of the total booking value is refundable
- From 16 April 2026 to 6 May 2026: 10% of the total booking value is refundable
- From 7 May 2026 onward: no refund shall apply

19.2.5. Handling Fee

All refunds, regardless of the applicable refund tier, shall be subject to a handling fee.

The handling fee shall be:

- 5% of the total booking value,
- with a minimum amount of EUR 200

The handling fee covers banking charges, exchange rate fluctuations and administrative processing costs, and shall in all cases be deducted from the refundable amount.

19.2.6. Force Majeure

If the main event, namely the UEFA Champions League Final 2026, is officially cancelled by the organisers due to force majeure, 100% of the paid service fee shall be refunded, subject to deduction of the standard handling fee set out in this section.

19.2.7. UEFA Stadium Access Information

The Client acknowledges that the following traffic, access and security regulations are based on official UEFA rules and do not form part of the Service Provider's own internal policy:

- a 500–800 metre security zone is expected around Puskás Aréna
 - private vehicles are not permitted within the restricted security area
 - the official drop-off / pick-up zone is expected to be located approximately 400 metres from the stadium gates
 - entry to the stadium requires a valid match ticket and photo identification
 - after the match, return pickup will take place from the same or another designated official pickup point, and additional waiting time should be expected
 - final traffic and route maps are expected to be published by UEFA approximately 10–14 days before the match
 - direct stadium parking is permitted only with an official UEFA entry or access permit, if such permit is issued in connection with the ticket holder
-

19.2.8. Important Legal Notice

The Service Provider is not authorised to obtain, issue or provide UEFA access permits, parking permits or any special vehicle entry permissions.

All access and security rules referred to above form part of UEFA's official safety protocol and shall not be interpreted as the Service Provider's own commercial or operational policy.

19.2.9. Additional Operational Notice

The Client acknowledges that during the event period, vehicle availability, traffic routes, waiting times and passenger pick-up / drop-off points may be affected by official organiser, police or authority measures.

The Service Provider shall perform its services on the basis of the official information available at the relevant time.

19.3. COUPON REDEMPTION POLICY

(VanBudapest.com – hourly services within Budapest)

19.3.2. Purpose and scope

This policy defines conditions for publicly published coupon codes.

Applies only to hourly vehicle services within Budapest administrative boundaries, under these terms.

By using a coupon, the Customer accepts:

these GTC,

Booking and Cancellation Rules,

and the Privacy Notice.

19.3.3. Coupon name and validity

WINTER20 coupon

Discount: 20%

Validity: Jan 1, 2026 – Feb 28, 2026

Applicable only if service starts within this interval. Expired coupon cannot be applied later.

Discount is capacity-based and available only while vehicles are available.

19.3.4. Eligibility and minimum use

Hourly services only

Minimum booking: at least 6 hours active + 1 logistics hour (minimum 7 hours)

Booking must be placed at least 72 hours before service starts

Valid only within Budapest administrative boundaries

19.3.5. Multi-day and combined orders

Multi-day: validity determined by first day; discount applies to full booking value.

Combined: if order includes at least one Budapest 6+1 hourly service, coupon applies to full order value including add-on services within the same order.

19.3.6. Coupon entry and validation

Discount is not automatic.

Coupon code must be provided in “Notes / Notes / Coupon code” field.

No retroactive application. One coupon per booking; coupons cannot be combined.

19.3.7. Discount limits and restrictions

Discount is percentage off final booking amount.

Not redeemable for cash; no residual value.

Max total booking value eligible: EUR 10,000.

Above EUR 10,000 coupon not applicable; individual pricing applies.

Not applicable to third-party costs (tickets, authority fees).

19.3.8. Cancellation, changes, rescheduling

General cancellation/change terms apply.

Rescheduling only if:

new time has capacity, and

new date remains within original coupon validity.

Refunds calculated based on discounted amount.

Coupon cannot be carried over or transferred.

19.3.9. Public nature, transferability, abuse

Coupon is public, not name-based, shareable.

Sharing does not guarantee capacity or priority.

Unauthorized copying/manipulation/abuse prohibited.

If abuse suspected, Service Provider may invalidate coupon and refuse service.

19.3.10. Capacity and force majeure

In highlighted periods capacity may be exhausted; coupon cannot be applied and cannot be moved to another period.

Force majeure does not automatically extend validity; handling follows general terms.

19.3.11. Invoicing and transparency

Invoice shows discounted final total by default. Detailed discount breakdown available upon request.

Invoicing/payment follow confirmation and GTC.

19.3.12. Effective date

This coupon policy enters into force on January 1, 2026 and forms an inseparable part of the GTC.

XX. FINAL PROVISIONS

20.1. Publication of the GTC

These GTC are available on the Service Provider's official website: www.vanbudapest.com under "Terms & Conditions / ÁSZF".

20.2. Amendment of the GTC

The Service Provider may amend these GTC unilaterally. Amendments apply only to newly created bookings. For already confirmed orders, the GTC in force at the time of confirmation apply.

20.3. Partial invalidity

If any provision is partially or fully invalid/unlawful/unenforceable, this does not affect validity and applicability of the remaining provisions.

20.4. Entire agreement

The full content of the legal relationship consists of:

these GTC,

the written order confirmation,

any individual agreement/contract.

20.5. Governing language

The Hungarian version prevails.

The English version is for informational purposes only, unless the parties expressly agree otherwise in writing.

The Company shall not be held liable for any inaccuracies, errors, or misinterpretations arising from translations of this document.