

Celebration *Transfer* Protocol

Guest information and code of conduct for winery tours, dinner transfers, and private party transfers.

- ◆ Winery tours
- ◆ Dinner and gastronomy transfers
- ◆ Birthdays, bachelorette and bachelor parties
 - ◆ Wedding and party transfers
 - ◆ Private event transportation
 - ◆ All other services and events

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01 · WELCOME

Thank you for choosing us

VanBudapest.com has served the most discerning passengers of Budapest and Central Europe since 1988. It is our pleasure and our pride to accompany you on those special occasions that bring memorable moments, shared experiences, or festive celebrations.

This guide applies to a special type of service: winery tours, dinner and gastronomy transfers, and private event and party transfers. By their very nature, these trips differ from classic airport or business journeys — the rhythm is different, the atmosphere is different, and so is the risk profile.

That is precisely why we consider it important that every guest be aware of a few simple but defining rules in advance. These are not meant to restrict — they simply ensure that the journey remains safe, stylish, and memorable for everyone, and that we can continue to offer this type of service at the standard we are accustomed to.

Which trips does this apply to?

- Winery tours (Eger, Tokaj, Villány, Etyek, Szekszárd, Sopron, and other Hungarian or international wine regions)
- Dinner and gastronomy transfers
- Birthday, bachelorette, and bachelor party transfers
- Wedding and party transfers
- Group transportation connected to private events
- Any trip that, according to the order, involves alcohol consumption or a festive atmosphere



Our goal is simple: we want every one of your festive occasions to run smoothly, stylishly, and without a cloud — just as you would expect from a premium service provider.

02 · CODE OF CONDUCT — THE WELCOME LIST

What is fine — on board

Our goal is for your celebration to be stylish, relaxed, and carefree. The following activities are perfectly fine on board — however, the more important points must always be coordinated with the driver in advance.

This is perfectly fine

- ✓ **Drinking water** in the vehicle (the consumption of any other food or beverage requires prior coordination with the driver)
- ✓ Connecting your own music, at a volume agreed with the driver
- ✓ Conversation, singing together, a good atmosphere
- ✓ Small surprises, flowers, or discreet decoration for your party (arranged in advance)
- ✓ Sharing memories of previous celebrations along the way
- ✓ Flexible stops between the different venues of the program (arranged in advance)

We coordinate every detail during the quotation process — we are happy to tailor the trip to your program. On the next page, we have collected the forms of behavior that **do not fit** within the framework of our service.



02 · CODE OF CONDUCT — THE HARD STOPS

What is not acceptable

The following behavior is strictly prohibited on board. The driver may discontinue the service at any time if any of these items is seriously violated.

This is not acceptable — the driver may discontinue the trip immediately

- ✗ **Consumption of any alcoholic beverage in the vehicle — we apply zero tolerance.** The consumption of alcohol on board is ruled out, regardless of the vehicle category or the nature of the trip
- ✗ **Consumption of food or of any beverage other than water** — without prior coordination, no other food or beverage may be consumed in the vehicle
- ✗ **Smoking or vaping** inside the vehicle (cigarettes, e-cigarettes, IQOS, hookah — anything)
- ✗ **Drug** use or possession
- ✗ **Aggressive, threatening, or abusive behavior** toward the driver, fellow passengers, or third parties along the way
- ✗ **Assault** in any form — verbal or physical
- ✗ **Intentional or negligent damage to the vehicle** (kicking, hitting, breaking glass, tearing upholstery, ripping off parts)
- ✗ Boarding in a condition that foreseeably leads to **vomiting or other soiling**
- ✗ **Throwing objects** out of the vehicle while in motion
- ✗ **Indecent behavior offending public decency** (nudity, uncovered intimate areas)
- ✗ Traveling in heavily soiled, dirty, or foul-smelling clothing, or the lack of adequate personal hygiene
- ✗ Disregarding the driver's **safety instructions** (fastening seat belts, holding on, remaining seated)

*The above are not restrictions for their own sake — they are the conditions under which we are able to offer this type of service at all. For us, **three equally important considerations** come first: the safety of our passengers, the protection of our driver, and the preservation of the vehicle's condition and value. These conditions serve everyone's shared interest.*



03 · THE DRIVER'S RIGHTS

The driver's decision on site is binding

Our driver does not merely drive the vehicle — they are responsible for the safety and quality of the entire journey. To that end, they are entitled at any time to:

- **Refuse or discontinue the service** if any rule of conduct is seriously violated, or if safe and civilized onward travel is no longer possible
- **Call the police** immediately if they judge the situation to be dangerous, or if anyone assaults, threatens, or harasses them
- **Prepare an incident report** on any damage event or violation — the documentation in every case includes at least **photographs**, and, depending on the situation and the equipment available, video footage or dashcam recording as well
- **Request on-site settlement** in the event of damage — the continuation of the trip may depend on it

Every refusal of service is documented, and the Client subsequently receives written information about the details of the incident.

Police and criminal law consequences

In Hungary, assaulting, threatening, or harassing professional drivers while they are performing their work is a matter of criminal law — the police treat every such case as a criminal offense and may take immediate action.

Under certain circumstances — especially in the course of organized, business-like passenger transportation activity — such acts may **fall under a more severe classification** and may entail aggravated cases.

This means that the consequences are not limited to compensation — criminal proceedings, restraining orders, and other official measures can also be expected. Protecting our driver is our responsibility; the proper conduct of the passengers is the Client's responsibility.



04 · DAMAGE AND LIABILITY

What happens if damage or soiling occurs

The detailed tariff for every damage and cleaning item can be found in **Chapter XIII** of our General Terms and Conditions in force, with specific minimum amounts.

FULL FEE SCHEDULE — GTC CHAPTER XIII

vanbudapest.com/terms-and-conditions-and-privacy-policy/

The main principles in brief

- **Joint and several liability.** The Client is fully liable for the behavior of every passenger and for the damage they cause — regardless of whether the damage was caused intentionally or negligently.
- **On-site minimum fees apply** to the typical cases (smoking, vomiting, upholstery tears, glass breakage, technical damage, etc.). These are precisely set out in the GTC.
- **The final amount** comprises the actual repair cost, supplemented by an administrative surcharge. The minimum paid on site is deducted from the final invoice.
- **An incident report is prepared in every case.** The documentation includes photographs at a minimum, and — where available — video or dashcam recordings. It may be used in any official or insurance proceedings.
- **The service may be discontinued** in serious cases — the fee for the paid, remaining service time **is not refunded**, but is credited directly against the compensation for the damage.
- **Further compensation claims may be asserted for lost revenue and lost profit.** If, due to the damage, the vehicle **becomes unfit for further orders** owing to repair, cleaning, or inoperability, the resulting lost revenue and business loss are also the Client's responsibility.
- **Subsequent invoicing and debt collection** may be initiated if the Client does not settle the debt on site.

What qualifies as damage or soiling?

Any soiling, damage, or deterioration in the function or appearance of any part of the vehicle, its accessories, or its equipment — in particular: smoking, vomiting or bodily fluids, food stains, spilled drinks, scratches, breakage, tearing, or damage to any element of the vehicle.



05 · SECURITY DEPOSIT

The deposit — transparent, two-way protection

*For party, winery, and dinner transfers, we are entitled to request a security deposit before the trip. This is a **transparent instrument** that protects both parties and guarantees that the trip takes place in a calm, predictable atmosphere.*

How we determine the amount

The amount of the deposit is **always determined on the basis of individual assessment**. In the assessment, we take the following factors into account:

- The type and nature of the trip (winery day, evening party, multi-day program, etc.)
- The number of participants
- The category and value of the chosen vehicle
- The duration and venues of the program
- The risk factors we assess

When and how do we communicate it?

We always communicate the exact amount of the deposit **in writing, at the time of the quotation**. The deposit condition takes effect only if the Client expressly accepts it by accepting the quotation. We do not apply surprise, after-the-fact deposits.

Repayment

If **no damage, soiling, or other additional cost arises** during the trip, we repay the full amount of the deposit immediately — at the Client's choice:

- on site, in cash — directly at the close of the trip, or
- by bank transfer — within a short deadline

The deposit is not a penalty, nor is it a sign of distrust — it is a simple and clean mechanism that ensures both parties set off with peace of mind.



How to order this service

The ordering process is simple and transparent. The following six steps take you to your individual quotation, the confirmation, and finally the smooth execution of your journey.

1	Request a quote Request a quote by e-mail (info@vanbudapest.com) or through the booking form.
2	Individual quotation Based on your program, we prepare an individual quotation, which also includes the amount of any deposit.
3	Confirmation Once the quotation is accepted, we confirm the trip in writing and record the terms.
4	Advance coordination One day before the trip, we go over the details: meeting point, program, important information.
5	The journey Our driver awaits you at the agreed time — with punctual, discreet, professional accompaniment.
6	Closing At the end of the trip, the deposit is repaid (provided no damage event has occurred).



The complete contractual framework

This guide summarizes the most important information related to celebration transfers. The detailed rules — liability, fees, legal relationship, procedures, GDPR — are contained in the General Terms and Conditions in force, which can be downloaded and consulted on our website at any time.

GENERAL TERMS AND CONDITIONS

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What does the GTC expressly contain?

- The full fee schedule (damage, cleaning, technical damage) — Chapter XIII
- The detailed rules on passenger conduct — Chapter IX
- Cancellation and modification terms — Chapter VII
- Limitations of liability and compensation — Chapter XIV
- Privacy notice, dashcam, and confidential data processing — Chapter XV

By placing an order, the Client acknowledges having read and accepted the GTC.

THANK YOU

We wish you a carefree *experience*

We look forward to welcoming you on board — we stand ready to make your celebration an unforgettable, stylish journey.

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