



Terms of Supplementary (Extra) Services

Tour Guide · Coordinator · Personal Assistant · Personal Security Service

Annex to the General Terms and Conditions of VanBudapest.com

Effective: January 1, 2026

01 · SCOPE AND BASIC PRINCIPLES

This Annex applies to the services arranged or organized by VanBudapest.com (the Service Provider) on a supplementary basis, alongside the passenger transportation service, in particular:

- ◆ provision of a tour guide;
- ◆ an event and program coordinator;
- ◆ a personal assistant;
- ◆ a personal security service (bodyguard);
- ◆ a hostess, an interpreter, and other individually agreed event-support services.

The Service Provider typically performs the supplementary services through contracted, specialized partners (e.g., event-organizing, security, or tour-guide companies). The party contracting with the Client is in such cases still the Service Provider, who is answerable for the partner's performance in accordance with the GTC.

Supplementary services may be used exclusively on the basis of prior written coordination, according to an individual quotation; they have no public price list.

02 · ORDERING AND CONFIRMATION

- ◆ The supplementary service may be ordered together with the transfer or separately, in writing (by e-mail or through the booking form).
- ◆ The content, fee, and duration of the service, as well as the cancellation terms under this Annex (or the partner's differing terms), are recorded in the written quotation and confirmation.
- ◆ The order becomes final upon the Service Provider's written confirmation and the receipt of the fee (or of the required deposit).
- ◆ The fee for the supplementary service is payable in advance, together with the transfer, in accordance with Chapter VI of the GTC.

03 · CANCELLATION AND MODIFICATION TERMS

The Client acknowledges that the Service Provider books the supplementary services with third-party partners, whose own cancellation terms are binding on the Service Provider as well. In view of this, the following uniform cancellation regime applies to supplementary services — unlike the vehicle-category-based transfer cancellation tiers:

Time of cancellation (before the start of the service)	Refund
At least 7 calendar days in advance	100% refund (subject to the deduction of the transaction cost reimbursement under Section 7.2.4 (a) of the GTC)
Within 7 calendar days, or non-use (No-show)	No refund is possible

- ◆ Cancellation is valid exclusively in writing, by e-mail (info@vanbudapest.com), in accordance with Section 7.1 of the GTC.
- ◆ Partner deviation: if the given partner applies cancellation terms stricter than 7 days, the Service Provider communicates this in advance in the quotation/confirmation, and by accepting the booking it becomes governing for the Client.
- ◆ Modification (time, headcount, venue): may be requested free of charge at least 7 days in advance, subject to the partner's capacity; a modification within 7 days is possible only with the partner's consent and may qualify as a new order.

04 · SETTLEMENT INDEPENDENT OF THE TRANSFER

The cancellation of the passenger transportation (transfer) service is governed by Chapter VII of the GTC (vehicle-category tiers), while the cancellation of the supplementary service is governed by this Annex. **The two settlements are independent of each other.**

- ◆ Cancelling the transfer does not automatically mean cancelling the supplementary service — and vice versa; both must be cancelled expressly, in writing.
- ◆ If the Client cancels the entire package, the transfer fee is settled according to the tiers under Chapter VII, and the fee for the supplementary service according to Section 03 of this Annex — possibly with different refund rates.
- ◆ Example: for a package cancelled 5 days before the pickup time, a 50% refund may be due for the minibus transfer (GTC Section 7.2.2); for the tour guide ordered, however — being within the 7-day deadline — no refund is due any longer.

05 · CANCELLATION ON THE SERVICE PROVIDER'S OR THE PARTNER'S SIDE

- ◆ If the supplementary service fails for a reason arising on the partner's side (e.g., the tour guide falls ill), the Service Provider makes every effort to provide a substitute of the same standard.
- ◆ If substitution is not possible, the fee for the supplementary service is refunded to the Client in full (without deduction); the transfer service is not affected.

- ◆ The Service Provider's liability in connection with the supplementary service extends up to the amount of the fee actually paid for the given supplementary service, in line with Chapter XIV of the GTC.

06 · RULES OF CONDUCT AND CONFIDENTIALITY

- ◆ The passenger conduct rules under Chapter IX of the GTC, as well as — for celebration-type programs — the Celebration Transfer Protocol (Annex No. 2), also govern the conduct displayed toward the staff providing the supplementary service (tour guide, coordinator, assistant, security staff).
- ◆ Assaulting, threatening, or harassing the staff entails the consequences under Section 13.9 of the GTC; in such cases, the Service Provider or the partner may discontinue the service with immediate effect, without refunding the fee.
- ◆ The partners involved in the supplementary service and their staff are bound by confidentiality under Section 15.9 of the GTC; the Client's privacy and business secrets are protected along the entire service chain.

07 · CONTRACTUAL BACKGROUND

This Annex forms an inseparable part of the General Terms and Conditions of VanBudapest.com (GTC Sections 4.4 and 20.4). In matters not regulated in this Annex, the provisions of the GTC govern; with respect to the cancellation and modification terms of the supplementary services, this Annex qualifies as a special rule relative to Chapter VII of the GTC.

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

VanBudapest.com

EXCLUSIVE TRAVEL SOLUTIONS · SINCE 1988

info@vanbudapest.com · +36 70 753 6333 · www.vanbudapest.com