

VanBudapest.com

GENERAL TERMS AND CONDITIONS

Premium Road Passenger Transportation Service

Budapest, January 1, 2026

TABLE OF CONTENTS

- I. Preamble, Service Provider Details
- II. Definitions
- III. Legal Framework
- IV. Subject, Scope, and Exclusions of the Service
- V. Contract Formation, Ordering, Confirmation
- VI. Rates, Pricing, Surcharges, and Payment Terms
- VII. Cancellation, Changes, No-Show
- VIII. Waiting, Vehicle Dispatch, Delays
- IX. Passenger Conduct, Exclusion, Joint and Several Liability
- X. Luggage, Special Needs, Child Seats, Reduced Mobility
- XI. Multi-Day Trips, Availability, Accommodation and Board
- XII. Drivers' Driving and Rest Times (Safety)
- XIII. Damage, Soiling, Cleaning, Contractual Penalties
- XIV. Liability, Limitation of Liability, Service Limitations
- XV. Data Processing, Dashcam, Confidentiality
- XVI. Complaint Handling, Dispute Resolution, Jurisdiction
- XVII. Rights of the Client and Passengers, Quality Guarantees
- XVIII. Territorial Vehicle Access Restrictions, Permits, and Special Zones
- XIX. Special Rules for Major International and High-Volume Events
- XX. Final Provisions

GENERAL TERMS AND CONDITIONS (GTC)

VanBudapest.com – Premium 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 terms of the road passenger transportation services provided for consideration by VanBudapest.com as service provider (hereinafter: the "Service Provider" or the "Business"), performed on a non-scheduled basis pursuant to individual orders.

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

By placing an order, the Client confirms having read and accepted the GTC **made available** by the Service Provider on its website and/or in the confirmation e-mail.

1.2. Contact details of the Service Provider:

Name of the Service Provider:

Éva Szőke Kukláné E.V.

Budapest, Szendrő u. 50. 2/6 1126

Tax number: 48349633-1-43

Professional manager:

Tamás Kukla (professional qualification for passenger transportation by passenger car and professional manager's license)

Budapest, Szendrő u. 50. 2/6 1126

Certificate number: 017939, dated: June 1, 2007)

The Service Provider performs the service through its own organization or through contracted subcontractor partners holding the necessary licenses.

Trade name (brand name) of the Service Provider: VanBudapest.com

Customer service e-mail address: info@vanbudapest.com

E-mail address for legal matters: legal@vanbudapest.com

Phone number: +36 70 753 6333

Website: www.vanbudapest.com

1.3. Geographic scope of the Service:

The Service Provider carries out its activities primarily within the territory of Budapest, Hungary, and, based on the Client's individual needs, may also provide passenger transportation services throughout the entire territory of Hungary, as well as on international routes to or from the countries directly neighboring Hungary. The specific route, destination, and territorial undertaking are in every case determined on the basis of the individual order and its confirmation.

1.4. Governing law and jurisdiction:

These GTC and the legal relationships established between the Service Provider and the Client are governed by Hungarian law.

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

II. DEFINITIONS

- 2.1. **Client:** 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 Client:** the Client in the capacity of being legally and financially responsible for the conduct of all passengers, for any damage caused, and for ensuring the conditions of performance.
- 2.4. **Driver / Chauffeur:** an employee/agent of the Service Provider.
- 2.5. **Fleet:** premium-category passenger cars and minibuses (e.g., Mercedes-Benz E-Class/S-Class; Mercedes-Benz V-Class/Vito), as well as coaches chartered on demand.
- 2.6. **Fare:** the consideration for the Service; it does not include the separate fees/surcharges under these GTC (e.g., waiting, damage settlement, admin fee).
- 2.7. **Commenced time unit:** every commenced hour; the calculation is based on the exact time (hour and minute) at which the service actually commences.
- 2.8. **Waiting time:** the driver's availability outside of actual travel.
- 2.9. **No-show:** the client/passenger does not appear at the agreed pickup time and does not cancel in the proper manner.
- 2.10. **Force majeure:** an unforeseeable, unavoidable external cause (in particular: natural disaster, official closure, state event, strike, act of terrorism, epidemic, international conflict).
- 2.11. **Damage / Soiling / Vandalism:** the soiling, damaging, or 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 right to refuse to commence or continue the trip for safety/quality reasons.
- 2.13. **Consumer:** a natural person acting outside the scope of their profession, self-employment, or business activity (Section 8:1 (1) 3 of the Civil Code (Ptk.)).
- 2.14. **Business Client (Business):** a Client who orders the service within the scope of their profession, self-employment, or business activity, including business organizations as well as event-organizer, tour-operator, and intermediary partners. The mandatory consumer protection provisions benefiting consumers do not apply to Business Clients; in this respect, the parties may agree to deviate from the provisions of these GTC and from non-mandatory statutory rules.

III. LEGAL FRAMEWORK

- 3.1. The legal relationship of the parties is governed in particular by the following (as in force from time to time):
 - a) Act XLI of 2012 on Passenger Transport Services
 - b) Act V of 2013 (the Civil Code of Hungary – "Ptk.")
 - c) Government Decree 176/2015 (VII. 7.) on passenger transportation by passenger car for remuneration
 - d) Regulation (EC) No 561/2006 (driving and rest times – as applicable)
 - e) Government Decree 213/2012 (VII. 30.) (passenger transport by bus – where relevant)
 - f) Joint Decree 1/1975 (II. 5.) KPM-BM (the Hungarian Highway Code – "KRESZ")
 - g) Regulation (EU) 2016/679 (GDPR) and Act CXII of 2011 (the Hungarian Information Act)
 - h) the rules governing consumer contracts and distance contracts – where applicable.

- i) Act CLV of 1997 on Consumer Protection ("Fgytv.");
- j) Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses;
- k) Act CVIII of 2001 on Electronic Commerce Services ("Ektv.").

3.2. Should any provision conflict with a mandatory statutory rule, the mandatory rule prevails; the remainder of the GTC remains in force.

IV. SUBJECT, SCOPE, AND EXCLUSIONS OF THE SERVICE

4.1. Scope of services:

- a) airport transfers (BUD)
- b) transfers within the city (Budapest)
- c) intercity and international transfers (e.g., Vienna, Bratislava)
- d) event and special-occasion transfers
- e) individual, non-scheduled trips along routes/times agreed in advance
- f) small-group minibus transportation
- g) coach transportation

4.2. Premium standard: punctuality, discretion, safety, communication in English/Hungarian.

4.3. Not part of the service (express exclusions): concierge services, patient transport, standalone logistics/package delivery, airport "porter service," passport/document courier services, administrative proceedings before authorities.

4.4. Extra (supplementary) services

Supplementary services beyond passenger transportation – in particular tour guides, coordinators, personal assistants, and personal security services (bodyguards) – where the Service Provider arranges or provides such services, may be used exclusively on the basis of prior written agreement, subject to individual fee and cancellation terms. In addition to the general rules of these GTC, such services are governed by the provisions set out in the separate annex, in **Annex No. 3** of the GTC (Terms of Supplementary Services).

V. CONTRACT FORMATION, ORDERING, CONFIRMATION

5.1. Formation of the contract:

- a) Order (exclusively in writing, by e-mail to info@vanbudapest.com)
- b) Confirmation by the Service Provider (exclusively in writing, by e-mail from info@vanbudapest.com)
- c) The contract is formed upon the Service Provider's written confirmation. The contract is governed by the version of the GTC in force at the time of the confirmation (in line with Section 20.2).

5.2. Mandatory minimum data:

- name, phone number, e-mail
- pickup address and details

- destination address and details
- date, time
- number of passengers
- vehicle category
- special needs (child seat, reduced mobility, extra luggage)
- for airport transfers, the flight number (for delay handling)

5.3. The Service Provider is entitled to refuse an order if its conditions cannot be fulfilled (e.g., lack of capacity, safety risk).

5.4. Individual contract: the parties may deviate in writing; a deviation is valid only in writing.

5.5. Exclusion of the 14-day right of withdrawal (distance contracts)

A contract concluded by e-mail between the Service Provider and a Client qualifying as a consumer constitutes a distance contract.

Pursuant to Section 3 of Government Decree 45/2014 (II. 26.) on the detailed rules of contracts between consumers and businesses, only Sections 6 and 7 and Section 15 (1) and (2) of the Decree apply to passenger transportation services; therefore, the Client is not entitled to the 14-day right of withdrawal/termination without justification under Section 20 of the Decree. For services related to leisure activities and tied to a specific performance date or deadline, the right of withdrawal is also excluded by Section 29 (1) (I) of the Decree.

The cancellation and modification of orders are governed exclusively by the terms set out in Chapter VII of these GTC.

VI. RATES, PRICING, SURCHARGES, AND PAYMENT TERMS

6.1. Pricing principles, components of the fare

The fares applied by the Service Provider are based on predetermined, transparent pricing, the purpose of which is to maintain the premium service standard and to provide the Client with a predictable cost structure.

The base fare always includes:

- the distance traveled,
- the full duration of the service,
- justified waiting time,
- tolls and highway usage fees,
- the Meet & Greet service (where relevant),
- value added tax (VAT) and all other public charges.

The fare does not include, and the following may be charged as separate items:

- parking fees, which are in every case costs arising on site that cannot be precisely calculated in advance and are borne by the Client;
- the costs of an additional vehicle or luggage transport equipment made necessary through the Client's fault.

6.2. Current base rates (2026)

The Service Provider applies the following current base rates as of January 1, 2026.

The rates are indicative; the current and final fee is in every case fixed in the written confirmation.

Rate structure – EUR-based pricing

The Service Provider determines and invoices its fees in euros (EUR). If, at the Client's express request, invoicing is made in Hungarian forints (HUF), conversion is made at the official mid-rate published by the National Bank of Hungary (MNB) on the day of the order. The exchange rate fixed on the day of the order is not subsequently revalued on account of exchange-rate changes occurring up to performance or payment. This section applies to the settlement of payments between the parties; the conversion of the invoice's VAT base into forints is governed by the provisions of the VAT Act in force from time to time.

Current rates can be viewed on the website:

BUDAPEST AIRPORT TRANSFER RATES, TO DESTINATIONS WITHIN THE ADMINISTRATIVE BOUNDARIES OF BUDAPEST:

<https://vanbudapest.com/budapest-airport-pick-up-transfer-price/>

HOURLY SERVICE WITHIN THE ADMINISTRATIVE BOUNDARIES OF BUDAPEST:

<https://vanbudapest.com/price-bus-rental-cost-hourly-ride/>

For larger-volume, multi-day, or regular orders, individual pricing agreements and preferential rates are available, about which inquiries may be made exclusively in writing, at the e-mail address info@vanbudapest.com.

6.3. Pricing for peak times and peak periods

The Service Provider reserves the right to apply pricing different from the base rates during peak periods, in particular at the times of the following events:

- Christmas and New Year's Eve (year-end period),
- Easter,
- the Pentecost weekend
- all public holidays, not only international ones but also Hungarian national holidays (e.g., March 15, August 20),
- major sporting events (UCL Final, Judo World Championship, e-sports events)
- the Formula 1 Hungarian Grand Prix,
- the Hungarian round of MotoGP
- international or large-scale city events
- high-profile political events (foreign delegations, parliamentary elections, etc.).

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

The current price is in every case indicated in the final quotation, depending on capacity.

6.4. Rules of the hourly service

The hourly service is available exclusively within the administrative territory of Budapest.

For hourly bookings:

every order includes +1 logistics hour, which covers the vehicle's movement out of and back to the garage; for example: a 6-hour booking = 6 hours of active service + 1 hour of logistics movement, so payment for 7 hours is justified,

the driver remains at the Client's disposal for the entire duration of the program, waiting at the designated parking location.

The hourly rate includes:

- tolls,
- the Meet & Greet service,
- all taxes

The fee for overrunning, commenced additional hours differs 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 transfers (from the airport toward the city)

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

This period serves for luggage collection, customs clearance, and arrival at the meeting point.

Waiting in excess of one hour is subject to a surcharge (payable on site, in accordance with the prevailing rates of BUD international airport) and may affect the feasibility of the further service, especially in the case of longer journeys, with regard to the working and rest time rules applicable to drivers.

Departure transfers (from the city to the airport)

In addition to the base fare, a parking fee of EUR 3 is charged, covering a period of no more than 5 minutes, which includes passenger drop-off and the unloading of luggage, after which the vehicle immediately leaves the area.

For railway station transfers, the pickup procedure, the meeting point, and the waiting time are fixed by the Service Provider in the confirmation; in all other respects, the provisions of this section apply accordingly.

6.6. Luggage capacity and transport rules

Luggage may not be placed in the passenger compartment, with the exception of hand luggage.

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

Vehicles and luggage capacity

If the amount of luggage exceeds the vehicle's capacity and the Client has not indicated this in advance in writing, the excess luggage cannot be transported.

In such cases, a separate vehicle or luggage transport is required, the organization and cost of which are borne by the Client.

VEHICLE CAPACITIES — PASSENGERS AND LUGGAGE						
Category	Business E-Class	VIP S-Class	Premium V-Class	VIP Sprinter	Minibus Sprinter	Coach Bus
Max. passengers	3	3	6-7	8	14-20	49
Large checked suitcase (≈ 75×50×30 cm)	2	2	5	10	10	49
Cabin-size carry-on suitcase (≈ 55×40×23 cm)	2	2	5	10	10	49

6.7. Payment terms

The Service Provider's services are available exclusively with payment in advance.

Accepted payment methods:

- payment by bank card,
- bank transfer.

If the order is placed within 72 hours of the time of performance, exclusively bank card payment can be accepted.

Deposit payment policy:

- **For orders below EUR 5,000**, no deposit is applied; however, the parties may deviate from this by separate written agreement.
- **For orders of at least EUR 5,000**, a booking deposit of at least 50% may be applied.

For bookings made further in advance, several months ahead:

- Payment of the full amount is mandatory by the date set out in the written quotation, but no later than the 30th calendar day preceding the date of performance.
- The booking becomes final only upon receipt of the full amount.
- In the event of late payment, performance of the service may be refused and a surcharge may be applied.
- If the 50% deposit has already been paid, it is refunded in accordance with the cancellation terms.

If the Client makes payment after the deadline has passed and VanBudapest.com is no longer able to provide the service due to the delay, a handling fee is charged for the refund: **5% of the booking value, but a minimum of EUR 200**. This fee covers the penalties paid to external providers, the costs of bank transfers, and the administrative burdens associated with booking management. If the amount to be refunded is lower than this, the maximum refund is the amount actually available.

6.8. Invoicing

The Service Provider issues electronic invoices exclusively.

The invoice is issued in Hungarian or English, according to the Client's request, and is sent electronically.

For the issuance of invoices – including electronic invoicing – the Service Provider **does not charge a separate administration fee**; this does not affect the fees and costs chargeable under other sections of these

GTC (in particular the 20% administration fee under Section 13.6 and the damage fee schedule, as well as the cancellation/handling fees).

6.9. Late payment

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

- charge default interest,
- enforce debt collection costs,
- suspend or refuse further services.

If the 50% deposit has previously been paid but the full advance payment has not been received in the Service Provider's bank account by the **payment deadline** fixed in the quotation, or the payment cannot be credibly evidenced (transfer confirmation, or bank payment confirmation in the case of card payment), the service may be refused, and a handling fee is charged for the refund: **5% of the booking value, but a minimum of EUR 200**. If the amount to be refunded is lower than this, the maximum refund is the amount actually available.

If the Client makes payment after the deadline has passed and VanBudapest.com is no longer able to provide the service due to the delay, a handling fee is charged for the refund: **5% of the booking value, but a minimum of EUR 200**. This fee covers the penalties paid to external providers, the costs of bank transfers, and the administrative burdens associated with booking management. If the amount to be refunded is lower than this, the maximum refund is the amount actually available.

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, according to the Europe/Budapest time zone.

7.1.2. Cancellation exclusively by e-mail:

The Client acknowledges and accepts that a cancellation is valid exclusively in writing, by e-mail, at the following address: info@vanbudapest.com

The Service Provider does not accept as valid any cancellation made by phone, SMS, WhatsApp, social media platform, or any other channel.

7.1.3. Mandatory content elements:

The cancellation e-mail must contain at least:

- the booking ID / confirmation number,
- the Client's name,
- the pickup time and location,
- the vehicle category,
- and an unambiguous statement of cancellation.

7.1.4. Effect of the cancellation:

A cancellation is deemed received when it verifiably arrives in the Service Provider's e-mail system. It is the Client's responsibility to be able to prove, if necessary, that the cancellation was received (delivery confirmation, sent e-mail).

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

Due to the costs arising from reserving the vehicle, maintaining capacity, scheduling drivers, and operational preparation, the Service Provider applies different cancellation tiers by vehicle category.

The defined time intervals are calculated relative to the very first day of the ordered service and its exact time (hour and minute, Hungary time).

The percentage refund rates under this chapter apply subject to the deduction of the cost reimbursement or handling fee under Section 7.2.4.

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

- At least 72 hours before the confirmed pickup time: 100% refund
- Less than 72 but at least 48 hours in advance: 50% refund
- Less than 48 hours in advance, or No-show: no refund

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

- At least 7 calendar days in advance: 100% refund
- Less than 7 days but at least 72 hours in advance: 50% refund
- Less than 72 hours in advance, or No-show: no refund

7.2.3. Coaches and VIP Sprinters

- At least 3 weeks (21 calendar days) in advance: 100% refund
- Less than 3 weeks but at least 2 weeks (14 days) in advance: 50% refund
- Less than 2 weeks in advance, or No-show: no refund

Complex, multi-day orders (events, major events, longer-duration services)

A complex, multi-day order is any service in which the Client requires full-day and/or half-day availability over several consecutive days – in particular, but not exclusively, for a duration of one week or longer (e.g., events, major sporting or business events, multi-week programs).

For such orders, individual rules take effect, considering that the vehicles and drivers are reserved exclusively for the Client for the entire ordered period and are not available for the fulfillment of other orders during that time.

Cancellations and changes are assessed on a day-by-day basis, in a separate breakdown, in every case in accordance with the cancellation rules set out in the General Terms and Conditions in force, applied by vehicle category. The Client is not entitled to unilaterally cancel or modify the entire multi-day period in a single sum after the service has commenced. In such cases, no refund is possible. The Service Provider may,

however, consider a modification depending on capacity; the accommodation of changes cannot be expected, and a surcharge may be applied.

If, in the course of a service already commenced, the Client reduces the previously fixed time window and this does not result in overtime, the fee attributable to the remaining, unused time is not refunded.

Extension of the time window is possible exclusively as overtime, since the service is under commenced performance. Overtime is charged in every case according to the overtime rates set out in the GTC; subsequent repricing or restructuring of the daily schedule is not possible.

The purpose of these rules is to protect vehicle capacities, to maintain service reliability, and to exclude the possibility of the Client subsequently and unilaterally modifying the multi-day, jointly booked service period to the Service Provider's detriment.

7.2.4. Refund cost reimbursement and handling fee

(a) Transaction cost reimbursement (for every refund). Every refund is made subject to the deduction of the banking, card acceptance, and currency conversion costs actually incurred by the Service Provider. The amount of this cost reimbursement is **3% of the amount to be refunded, but at least EUR 20**. This item is not a penalty; it serves to cover the costs actually paid by the Service Provider to third parties (bank, card company); for larger orders, the percentage-based item ensures coverage of the actual transfer/conversion costs.

(b) Handling fee due to the Client's default. If the refund arises from the Client's default – in particular if the Client pays late, or if the Service Provider has already canceled/refused the service and the Client nevertheless transfers a payment – the handling fee is **5% of the booking value, but at least EUR 200**.

(c) Common rules. Only the fee under (a) or under (b) may be applied to any single refund; the two are not cumulative; in the event of the Client's default, (b) applies. If the amount to be refunded is lower than the fee to be deducted, the maximum refund is the amount actually available.

No transaction cost reimbursement under point (a) is deducted if the refund is made for a reason arising within the Service Provider's sphere of interest – in particular if the Service Provider cancels the service for technical reasons, lack of capacity, or by its own decision (Section 7.9.1), and the cancellation is not attributable to the Client's conduct or to force majeure. In such cases, the Client is entitled to the full amount (100%) of the fee paid.

7.3. Peak periods, peak times, major events (stricter cancellation regime)

The Client acknowledges that, due to demand and capacity constraints, the Service Provider may apply the stricter cancellation and refund rules set out in this section during peak periods.

7.3.1. Peak periods include, in particular:

- every Hungarian public holiday and the entire long weekend connected to it,
- the New Year's Eve / New Year period,
- the weekend of the Formula 1 Hungarian Grand Prix,
- major sporting events, festivals, international events (e.g., fully booked city weekends),
- and, as a general priority season: the period between May 1 and October 31 (peak season).

7.3.2. Refund rules for peak periods (strict regime):

- At least 30 calendar days in advance: 100% refund
- Less than 30 but at least 20 days in advance: 50% refund
- Less than 20 days in advance, or No-show: no refund

7.3.3. Priority rule in the confirmation:

The Client acknowledges that, in peak periods, the final applicable cancellation regime is always determined according to the terms fixed in the confirmation/quotation, and the Client accepts this by making the booking.

7.3.4. Booking recommendation:

During the peak season and at the times of 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. Airport transfers are also governed by the cancellation regime by vehicle category (Section 7.2), with the proviso that the following supplementary rules apply to flight-related events (delay/cancellation).

7.4.2. Cancellation "upon landing / after landing" is not acceptable:

The Client acknowledges that a cancellation communicated at or after the moment the flight lands may qualify as resource allocation already performed on the Service Provider's side; therefore, a cancellation made at such a time does not qualify as free of charge, and the refund may be limited or excluded under this chapter.

7.4.3. Flight cancellation – notification obligation and handling:

If the flight is canceled, the Client must report this without delay, but **no later than within 1 hour of becoming aware of the cancellation, and still before the confirmed pickup time**, by e-mail to the Service Provider (info@vanbudapest.com).

If the Client reports the cancellation within the deadline, the Service Provider – depending on capacity – endeavors to rebook/reschedule.

Rebooking is not an automatic entitlement: performance depends on capacity, driver scheduling, and statutory (driving/rest time) constraints.

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

If rebooking is not possible, the cancellation is settled according to the vehicle-category regime under Section 7.2, unless an extraordinary closure of a force majeure nature exists (see Section 7.7).

7.4.4. In the event of a delay:

Based on the flight number provided by the Client – where the service includes this – the Service Provider tracks the flight; however, the waiting and the on-site operation are not unlimited and may affect the feasibility of further services, especially due to longer journeys and the working and rest times applicable to the driver.

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

7.5.1. General principle:

Modification requests may be submitted exclusively by e-mail (info@vanbudapest.com). The Service Provider assesses modifications on the basis of capacity and operational feasibility.

7.5.2. Free-of-charge modification (default case):

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

7.5.3. Modification within 72 hours:

A modification within 72 hours is possible only depending on capacity. The Service Provider is entitled to reject the modification or to make it subject to settlement under the applicable cancellation rules (in particular where the modification affects the essential parameters of the service).

7.5.4. Material modification:

A material modification includes, in particular: a change of vehicle category, a significant increase in the number of passengers, the insertion of a new route/long-distance leg, multiple stops, or waiting of several hours. In such cases, the Service Provider is entitled to issue a new quotation.

7.6. Group bookings at preferential rates – recalculation of the rate reduction

If the Client books at a preferential group package rate (for example, for several transfers) and subsequently cancels part of the bookings, the Client acknowledges that:

- the remaining services may not necessarily be eligible for the original preferential rate,
- the extent of the rate reduction may be recalculated on the basis of the updated volume,
- and the refund amount may change accordingly.

The detailed principles of recalculating the rate reduction are fixed in the confirmation/quotation.

7.7. Extraordinary situations (force majeure-type restrictions)

In the event of extraordinary, wide-ranging restrictions (for example, border closures due to an epidemic, traffic bans, official lockdowns), the Service Provider may – weighing all circumstances of the case – provide a full or partial refund on an equitable basis.

The Client acknowledges that the Service Provider is entitled to examine the fact and impact of the extraordinary situation and to request supporting evidence.

7.8. Method and deadline of refunds**7.8.1. Method of refund:**

Refunds are made exclusively by the same method as the original payment (bank card / bank transfer).

7.8.2. Deadline:

The Service Provider completes the refund within no more than 30 calendar days.

The Client acknowledges that bank processing times may vary from country to country; the Service Provider strives in every case to complete refunds as soon as possible.

7.9. Cancellation by the Service Provider, substitution, and category handling**7.9.1. Cancellation by the Service Provider:**

In the event of force majeure, technical reasons, safety risks, or other causes beyond the Service Provider's control, the Service Provider is entitled to cancel the service. In such a case – if no performance takes place – the fee paid is refunded to the Client – **without the deduction under Section 7.2.4, in its full amount** – in accordance with Section 7.8.

7.9.2. Provision of a substitute vehicle (obligation to endeavor):

If, for an unforeseeable reason, the Service Provider is unable to provide performance with the originally confirmed vehicle, the Service Provider – to the extent possible – endeavors to provide a substitute vehicle.

7.9.3. Settlement of category differences:

If the Service Provider provides a vehicle of a lower category, the fee difference is refunded to the Client. If the Service Provider provides a vehicle of a higher category, the Service Provider does not charge the difference to the Client.

The above settlements are made within the deadlines under Section 7.8.

7.10. No-show (failure to appear) and its consequences**7.10.1. Definition of no-show:**

In the event of a no-show, the Client/passenger does not appear at the confirmed pickup time and has not previously canceled the booking in the proper manner (Section 7.1.2).

7.10.2. Payment of the fee and costs in the event of a no-show

In the event of a no-show, the Service Provider is entitled to retain the full fare (100%) or to invoice it; the Client is not entitled to any refund in this respect.

In addition, the Client must reimburse all evidenced, justified additional costs arising in connection with the no-show, in particular: parking fees (including airport parking), road and highway tolls, operational costs arising from the availability and downtime of the vehicle and the driver, and the fees paid to subcontractors/partners as a result.

Proper appearance at the pickup location is the Client's responsibility. If the Client/passenger does not appear at the confirmed time (**taking into account the grace period under Chapter VIII**) and does not indicate the delay in advance by e-mail, this qualifies as a no-show event.

7.10.3. Incident report, subsequent invoicing, and collection

The Service Provider is entitled to prepare an incident report and documentation of the no-show event (e.g., time, location, history of contact attempts), which it may provide to the Client electronically. The fee and additional costs arising from the no-show may also be invoiced by the Service Provider subsequently; in the event of non-payment, the Service Provider may charge default interest and debt collection costs, and may initiate collection (including legal) proceedings.

Annex VII/A – Priority public holidays and long weekends in 2026 (Hungary)**1) 2026 – Priority holiday periods (contiguous time windows)**

Period	Date	Length
New Year	January 1–4, 2026	4 days
Easter (Good Friday–Easter Monday)	April 3–6, 2026	4 days
Labor Day	May 1–3, 2026	3 days

Period	Date	Length
Pentecost	May 23–25, 2026	3 days
State Foundation Day (St. Stephen's Day)	August 20–23, 2026	4 days
National Holiday (1956)	October 23–25, 2026	3 days
Christmas–New Year (year-end peak period)	December 23, 2026 – January 2, 2027	peak period (in line with Section 6.3)

Note: In 2026, March 15 (Sunday) and November 1 – All Saints' Day (Sunday) fall on a weekend, so no long weekend arises; however, as "red-letter" public holidays they qualify as priority days.

2) Priority "red-letter" public holidays (2026, calendar list)

January 1 (Thursday) – New Year's Day · March 15 (Sunday) – National Holiday · April 3 (Friday) – Good Friday · April 6 (Monday) – Easter Monday · May 1 (Friday) – Labor Day · May 25 (Monday) – Whit Monday · August 20 (Thursday) – State Foundation Day · October 23 (Friday) – 1956 Revolution · November 1 (Sunday) – All Saints' Day · December 25 (Friday) – Christmas · December 26 (Saturday) – Christmas

The 4-day long weekends result from rearranged rest days (January 2, August 21, December 24), which are offset by working Saturdays (January 10, August 8, December 12).

Between May 1, 2026 and October 31, 2026, the Service Provider treats the entire period as peak season (high demand, events, tourism); therefore, during this period:

- capacity may be limited,
- the cancellation terms become stricter pursuant to Section 7.3.2,
- and the final terms are always those fixed in the confirmation.
- VII/B. Major events – for information purposes

The Service Provider is entitled to apply different provisions at the times of major events (e.g., the weekend of the Formula 1 Hungarian Grand Prix, the UCL Final, the Judo World Championship, etc.). The current terms are fixed in the quotation/confirmation.

VIII. WAITING, VEHICLE DISPATCH, DELAYS

8.1. Airport:

Waiting included in the base fee (€12): 60 minutes, counted from the landing; after 60 minutes: in accordance with the prevailing regulations and rates of BUD international airport, payable immediately on site.

If an arrival transfer departing from the airport requires a longer travel time and/or a greater distance (in particular, but not exclusively, in the case of a destination abroad), the service may be performed exclusively

in compliance with the working time, driving time, and tachograph obligations prescribed by the legislation in force.

The driver is required to wait at the airport for no more than 60 minutes from the actual landing of the aircraft. Thereafter, the driver is required to perform the service only up to the point in time until which the ordered destination remains reachable lawfully, safely, and in compliance with the rules.

If the Client or its passengers fail to appear in time following the landing, and as a result the performance of the service would, in whole or in part, result in a breach of statutory obligations, the driver is entitled to refuse the performance of the service in whole or in part.

In such a case, the driver immediately contacts customer service, and the decision is approved by the head of customer service. An official report is prepared of the incident, which is sent to the Client electronically.

A situation as described above qualifies as a no-show event, in which case 100% of the service fee is charged and no refund is possible, regardless of the payment of the airport or other ancillary costs incurred; in every further case, failure to appear after the 60 minutes and failure to give notice of the delay qualify as a no-show event, and 100% of the service fee is charged.

8.2. City/intercity:

Grace period: 60 minutes

Additional waiting: if the Client does not give notice of it, the Driver is entitled to leave the location, and 100% of the service fee is charged.

If the waiting occurs at the client's request, indicated to the driver in due time, no later than the moment of the original departure, the driver remains available within the paid service window, and from the end of the service window overtime is charged, **applying the overtime rates under Section 6.4 of the GTC.**

8.3. Delay on the Service Provider's side and its handling

8.3.1. Commitment to punctuality and its limits. The Service Provider makes every reasonable effort to keep to the confirmed pickup and travel times. The Client acknowledges, however, that owing to the nature of road passenger transportation, travel times may be affected by factors outside the Service Provider's sphere of interest and influence, in particular: traffic congestion, road accidents, road closures, traffic diversions, road construction or resurfacing, weather and visibility conditions, official measures or inspections, mass events or VIP security operations, as well as the obligation to comply with the statutory driving, working, and rest times. A delay occurring for such unavoidable causes or causes beyond the Service Provider's control **does not constitute a breach of contract by the Service Provider**, and no claim may be asserted against the Service Provider arising therefrom.

8.3.2. Appropriate timing is the Client's responsibility. Choosing a pickup time connected to a flight, a train, an event, or another time-bound engagement – with regard to normally foreseeable traffic conditions and with an adequate time reserve – is the Client's responsibility. The Service Provider recommends that the Client choose the pickup time with a reasonable margin relative to the planned departure/start time. If, at the Client's express request, the Service Provider performs with tighter timing, the resulting risk is borne by the Client.

8.3.3. Handling of delays attributable to the Service Provider. If the delay occurs exclusively for a reason attributable to the Service Provider's fault (not including the causes outside its sphere of interest under Section 8.3.1), the Service Provider primarily strives to perform the service as soon as possible and, where necessary – to the extent possible – to provide a substitute vehicle (Section 7.9.2). If, as a result, the service is

not realized in whole or in part, the Service Provider settles and refunds the value of the part actually not realized in accordance with Section 14.5.3.

8.3.4. Limits of liability. The Service Provider's liability arising from delays exists in every case within the limits set out in Chapter XIV. The Service Provider is not liable for the indirect and consequential damages under Section 14.3 (in particular damages arising from missing a flight, connection, program, or event, loss of profit, or alternative travel or accommodation costs), and its aggregate liability may not exceed the liability cap under Section 14.4. This limitation does not affect the Service Provider's liability that cannot be excluded by law (Section 6:152 of the Civil Code (Ptk.)).

IX. PASSENGER CONDUCT, EXCLUSION, JOINT AND SEVERAL LIABILITY

9.1. Mandatory rules of conduct: courtesy, cooperation on safety matters, zero tolerance for aggression, harassment, discrimination, smoking/vaping, and soiling; appropriate hygienic appearance (clean clothing, heightened personal hygiene, i.e., a well-groomed appearance).

9.2. Refusal of service (before departure or en route), in particular in the following cases:

- being under the influence of alcohol/drugs
- aggression/harassment
- incitement to illegal activity
- refusal to comply with safety rules
- vandalism/soiling,
- indecent behavior (nudity, traveling barefoot, failure to cover intimate body parts)
- in the case of inadequate personal hygiene (soiled, malodorous clothing, unkempt appearance).

Refusal is in every case based on objective safety, hygiene, or property protection grounds, with respect for the principle of equal treatment under Chapter XVII.

Consequence: full fare + costs incurred + damage settlement + 100% compensation of the lost period.

9.3. The Client's joint and several liability: the Client is fully liable for the acts of the passengers, for damages, and for non-payment.

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

10.1. Luggage – principles, capacity, and placement

The Client must state the quantity and type of luggage accurately at the time of booking. The Service Provider performs the service on the basis of the luggage capacity of the confirmed vehicle category.

Placing luggage in the passenger compartment is prohibited, with the exception of small hand luggage (e.g., handbag, laptop bag). All other luggage must fit in the luggage compartment. The detailed provisions on luggage rules and capacities are also set out by the Service Provider in Section 6.6; this chapter repeats them for the sake of clarity of bookings.

The Client is liable for any damage caused by the luggage or by the contents carried in the luggage – including, but not limited to, illegal and/or previously uncoordinated contents; the consequences and compensation thereof are governed by the rules set out in Chapter XIII of the GTC.

Vehicles and luggage capacity (indicative maximums)

(Large luggage: 75×50×30 cm / approx. 23 kg; Hand luggage: 55×40×23 cm)

The capacity by vehicle category is set out in the table in Section 6.6.

Note (mandatory rules):

a) If the number of luggage items exceeds the vehicle's capacity, a larger vehicle or a separate vehicle is required.

b) An on-site change of vehicle is not guaranteed.

c) If the excess luggage becomes apparent on site, without the Client's prior written notice, the Service Provider is entitled to refuse the transport of the excess luggage, and in such a case the organization and cost of a separate luggage transport solution are borne by the Client.

10.2. Oversized luggage and special equipment

Oversized luggage (e.g., ski equipment, golf bags, large musical instruments) may be transported exclusively upon prior written notice. In its absence, the Service Provider is not obliged to undertake the transport if it would jeopardize safe placement or the passengers' comfort.

10.3. Luggage liability and lost property

Passengers must keep their valuables (documents, cash, jewelry, electronic devices) under continuous supervision. As a general rule, the Service Provider is not liable for lost or unattended items.

The Service Provider records found items – where it notices them – and retains them for a reasonable period; the logistics costs of returning them may be borne by the Client.

10.4. Child seats, booster seats

A child seat/booster seat can be provided exclusively on the basis of a prior written request. It is the Client's responsibility to request a solution appropriate to the child's age and body weight. Any impediment to performance arising from an omitted or incorrect request falls to the Client's charge.

The Client acknowledges that the Service Provider's vehicles qualify as vehicles performing passenger transportation by passenger car, for which – in the same way as for taxis – Section 48 of the Hungarian Highway Code (Joint Decree 1/1975 (II. 5.) KPM–BM) permits, under the statutory conditions, the transportation of a child in the rear seat without a child restraint system (child seat/booster seat), with the use of the seat belt. The absence of a child seat/booster seat, or the failure to request one in advance, therefore does not constitute a breach of contract by the Service Provider, and the Service Provider bears no liability in this respect; at the same time, in the interest of the child's safety, the Service Provider recommends in every case that a child seat be requested in advance, in writing.

10.5. Reduced mobility, special assistance

In the case of reduced mobility, an assistive device (wheelchair, walking frame), or a need for lifting assistance or a ramp, prior written coordination is mandatory. The Service Provider is entitled to refuse performance if the safe and lawful performance of the service cannot be ensured.

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

11.1. Conditions of multi-day performance

In the case of a multi-day trip or multi-day availability, the Client must ensure the conditions for the driver's

lawful and safe rest (in particular: rest time, accommodation, secure parking), and must cooperate in the realistic scheduling of the program.

11.2. Provision of driver accommodation – minimum requirements and solution options

The accommodation serving the driver's lodging must meet at least the following requirements: a lockable, hygienic room with the use of a private bathroom, and the effective assurance of rest. The cost of the driver's accommodation, with full board, is borne by the Client. The Client must send the booking confirmation by e-mail 72 hours before the start of the service.

If the Client does not wish to arrange the driver's accommodation directly, the Client must indicate this in writing during booking. In such a case, the following solutions may be applied:

a) Driver replacement solution: the Service Provider replaces the driver during the program. The Client acknowledges that the travel costs of both drivers arising from the driver replacement (outbound and return travel) are borne by the Client and are fixed in the quotation.

b) Accommodation provided by the Service Provider: the Service Provider organizes the driver's accommodation; its cost is included in the quotation, and the Client must pay it together with the ordered service.

11.3. Daily per diem allowance, board, and the handling of "skipped days"

In the case of multi-day performance, the Client must pay the driver a daily per diem allowance in the amount of: EUR 50 / day.

The Client must also provide (or reimburse) the driver's full board, in particular the cost of three meals per day.

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

the driver's availability entails operational costs; therefore, the EUR 50/day per diem allowance, as well as the cost of accommodation and board, may continue to be borne by the Client;

in particular where the driver's temporary journey home and return would be more costly than the daily allowance and the related costs.

11.4. Parking and secure custody

During multi-day performance, the Client must ensure adequate, lawful, and safe parking and/or reimburse its cost. Where supervised parking is necessary, the cost is borne by the Client.

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 where exempt).

12.2. If the Client requests a route/timing that makes compliance with the rest times impossible, the Service Provider is entitled to:

- a) refuse it, or
- b) provide a second driver (double fee), or

c) propose a modified schedule.

If the Client does not accept the alternatives under points b) and c) either, and the service therefore cannot be performed lawfully, the failure of performance falls within the Client's sphere of interest, and the cancellation settlement under Chapter VII applies.

XIII. DAMAGE, SOILING, CLEANING, CONTRACTUAL PENALTIES

13.1. Liability and immediate damage settlement

The Client and the passenger(s) are fully and jointly and severally liable for any damage and/or soiling caused to the vehicle, its accessories, or the Service Provider's equipment, regardless of whether the act was **intentional or negligent**.

The Client acknowledges that, depending on the nature of the damage/soiling, the Service Provider is entitled to request immediate damage settlement.

If the damage/soiling impedes the safe or civilized continuation of the service, the Service Provider is entitled to suspend further performance until the damage is settled, or to discontinue the service. The Client acknowledges that the further movement of the vehicle depends in every case on its safe operability (depending on the extent and nature of the soiling/damage).

13.2. Contractual penalty and cleaning fees (EUR) – with on-site minimums

The Client acknowledges that the amounts below are minimum fees, which may be increased by further amounts based on the actual damage, the repair costs, the lost operating time, and the administration involved. The fees are in EUR.

Type of damage event	Minimum fee (EUR)	Note / settlement
Smoking or use of electronic cigarettes (vape)	€200	Odor removal, ozone treatment, lost operating time.
Liquid soiling (other than water — e.g., soft drinks, coffee, alcohol)	€200	Upholstery cleaning, interior cleaning.
Soiling caused by food residue	€150	Cleaning + odor removal.
Vomiting or bodily fluids (biohazard)	€450	Disinfection, mandatory loss of operating time, special treatment.
Physical damage (scratches, burn marks, impact marks on the bodywork or in the passenger compartment)	min. €350	On-site minimum of €350, payable immediately . Final amount: the actual repair cost invoiced by an official brand service center/repair shop + a 20% administration fee. The €350 paid on site is deducted from the final invoice.

Type of damage event	Minimum fee (EUR)	Note / settlement
Seat or upholstery tears	€300	Depending on the extent, further costs are possible (e.g., replacement of the entire seat cover).
Glass damage (broken windshield, side or rear window)	€300 – €500	Depending on the type of glass (standard, heat-insulated, panoramic). On-site minimum of €300, payable immediately . The actual repair cost + a 20% administration fee is charged. The €300 is deducted from the final invoice.
Technical damage (caused by a passenger — e.g., broken-off door handle, vandalized switch, damage to the infotainment system)	min. €300	On-site minimum of €300, payable immediately . If the vehicle is rendered inoperable as a result, the on-site fee of the recovery service (tow truck) is payable directly to the recovery provider. The actual repair cost + a 20% administration fee is charged. The €300 is deducted from the final invoice.

13.3. Incident report, evidence, electronic documentation

In the event of damage or soiling, the Service Provider is entitled to prepare an incident report, which may include, in particular:

- the time, location, and circumstances,
- photo and/or video documentation,
- witness details (if available),
- a brief description of the damage.

The Client acknowledges that the incident report, the photographs, and the related documents may be sent electronically, and the Service Provider may issue a separate damage invoice on which the fee items are itemized.

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

13.4. Tax content of the fees

The tax content of the fees related to the damage is indicated on the invoice issued.

13.5. Security deposit

The Service Provider is entitled – especially in the case of higher-risk orders (party, winery, dinner, bachelorette/bachelor party, wedding, and group event transfers) – to require the payment of a refundable security deposit before the start of the trip.

The amount of the deposit is determined by the Service Provider on the basis of individual assessment (based on the nature of the trip, the number of participants, the category and value of the vehicle, the duration of the program, and the assessed risk), and it is in every case communicated in advance, in writing, in the quotation. The deposit condition takes effect only if the Client expressly accepts it by accepting the quotation; the Service Provider does not apply retroactive, surprise security deposits.

If no damage, soiling, or additional cost arises during the trip, the Service Provider repays the full amount of the deposit **by the same method as the original payment**, without delay, but **no later than within 14 calendar days**. In the event of a damage event, the Service Provider is entitled to deduct from the deposit the amount of the damage, the cleaning/penalty fees, and the related costs, and to refund the remainder. The deposit does not limit the Service Provider's right to enforce actual damage exceeding the deposit.

13.6. Damage caused to a third party's (partner's) vehicle

The liability under this chapter also extends to any damage and soiling caused to the vehicle, accessories, and equipment of a subcontractor/partner engaged by the Service Provider for performance. In such a case, the Client must reimburse the full, evidenced damage and costs enforced by the third party against the Service Provider, as well as the Service Provider's 20% administration fee; the Service Provider may also enforce the claim directly against the Client.

13.7. Lost operating time and loss of revenue

If, due to damage or soiling caused by the Client/passengers, the vehicle requires cleaning, disinfection, or repair, or becomes inoperable, and as a result becomes temporarily unfit for the fulfillment of further orders, the Client must also compensate the Service Provider's evidenced damage arising therefrom, in particular the lost operating time and the revenue lost as a result, as well as – where the Service Provider provides a substitute vehicle for the ongoing service – its justified additional costs.

13.8. Refusal of on-site settlement and claims management:

In the event of a damage event, the Service Provider is entitled to request immediate (minimum) damage settlement on site; the continuation of the trip may be made conditional upon this. If the Client refuses the on-site settlement, the Service Provider is entitled to discontinue the service (the fee for the remaining, paid service time is not refunded but may be set off against the compensation), to use the security deposit, and to invoice the remaining amount subsequently. In the event of non-payment, default interest, debt collection costs, and legal proceedings may be pursued.

13.9. Criminal law consequences

The Client acknowledges that assaulting, threatening, or harassing the driver, fellow passengers, or third parties, as well as intentionally damaging the vehicle, may — beyond the civil law consequences — also constitute a criminal offense (in particular battery, disorderly conduct, harassment, vandalism). In such cases, the Service Provider is entitled to notify the police and to cooperate in the official proceedings.

XIV. LIABILITY, LIMITATION OF LIABILITY, SERVICE LIMITATIONS

14.1. General limits of the Service Provider's liability (delays, non-performance, external causes)

The Client acknowledges that, owing to the nature of road passenger transportation, it is not possible to guarantee travel times in advance to the minute. The Service Provider assumes no liability in particular for delays, route modifications, or impediments to performance arising from the following causes, provided that they are not attributable to the Service Provider's fault:

- a) Traffic and transportation circumstances: unexpected congestion, accidents, road closures, diversions, official inspections, police measures, parking restrictions.
- b) Weather and natural circumstances: adverse weather, snow, ice, storm, fog, flood, and their effect on

traffic.

- c) Official measures and extraordinary events: restrictions due to state delegations, demonstrations, strikes, epidemic measures, security restrictions connected to acts of terrorism.
- d) Conduct of third parties: rule violations by other drivers, the causing of accidents, vandalism, theft, or other damage caused by third parties (where the Service Provider is not at fault).
- e) Causes arising within the Client's/passenger's sphere of interest: delay at the pickup location, incorrect or incomplete address details, extra time due to excessive luggage, requests to change the route, lack of cooperation.

In the above cases, the Service Provider strives, to the extent possible, to reduce the delay, but the Client is not entitled to claim compensation for indirect damages arising from the delay (e.g., missed connections, canceled programs, business losses), unless a mandatory statutory provision expressly so requires.

14.2. The Service Provider's liability (fault, driver, and technical condition)

The Service Provider is liable for:

- a) damage caused intentionally or through gross negligence by the driver;
- b) damage arising from a serious technical fault of the vehicle that is attributable to the Service Provider's fault.

14.2.1. Technical condition – provability and timing:

The Service Provider is liable for damage arising from the technical condition of the vehicle exclusively where it can be proven that:

- the technical condition of the vehicle was objectively objectionable already at the commencement of the service (at dispatch/departure), and
- the objectionable condition stands in a causal relationship with the damage that occurred, and
- the fault existed for a reason attributable to the Service Provider (e.g., omitted or inadequate maintenance).

14.2.2. Handling of technical breakdowns en route:

If a technical breakdown occurs en route during the performance of the service, the Service Provider must:

- remedy the fault within a reasonable time, or
- provide a substitute vehicle where possible (depending on capacity), or
- if performance objectively cannot be continued, terminate the service and settle accounts in accordance with Section 14.5.3.

The Client acknowledges that, even in the event of a breakdown en route, the Service Provider does not assume liability to an extent exceeding the liability cap set out in these GTC or the limits of liability permitted by law.

14.3. Exclusion of indirect and incidental damages

To the extent permitted by law, the Service Provider's liability is excluded for indirect, consequential, or incidental damages, in particular: loss of profit, business losses, reputational damage, costs arising from missing a connection or program, alternative travel costs, accommodation costs, and the loss of tickets or admission fees.

14.4. Liability cap and settlement (fare maximum)

Within the statutory framework, the Service Provider's aggregate liability arising from a single order extends at most up to the amount of the fare actually paid for the given order.

The limitation under this section does not apply in cases where the limitation of liability is excluded by law: accordingly, the limitation does not extend to liability for damage caused intentionally, or for damage harming human life, physical integrity, or health (Section 6:152 of the Civil Code (Ptk.)).

14.5. Vehicle replacement, category difference, termination of the service The Client acknowledges that the Service Provider is entitled to replace the vehicle in the interest of the safe performance of the service, in particular in the event of force majeure, accident, technical breakdown, or official restriction.

14.5.1. Replacement with the same or a higher category:

The Service Provider is entitled to provide a vehicle of the same or a higher category. In the case of a higher category, the Service Provider does not charge the difference to the Client.

14.5.2. Replacement with a lower category:

If exclusively a vehicle of a lower category can be provided, the Service Provider refunds the fee difference to the Client in accordance with the applicable settlement and refund rules.

14.5.3. Withdrawal / termination in the absence of a replacement:

If a vehicle replacement is objectively not possible, the Service Provider is entitled to withdraw from the contract or to terminate the service. In such a case, the Service Provider settles and refunds the consideration for the part of the service actually not realized, within the mandatory statutory framework.

14.6. Passengers' personal belongings, valuables

As a general rule, the Service Provider is not liable for the passengers' personal belongings (luggage, documents, cash, electronic devices), unless the damage arises from intentional or grossly negligent conduct attributable to the Service Provider. Passengers must keep their valuables under continuous supervision.

14.7. Use of subcontractors and the Service Provider's responsibility

The party contracting with the Client is in every case the Service Provider. Where the Service Provider engages a subcontractor, partner, or vicarious agent for performance, it is liable for their conduct as if it had acted itself, and the Client may assert claims directly against the Service Provider. This section does not affect the limitations of the Service Provider's liability set out in these GTC.

XV. DATA PROCESSING, DASHCAM, CONFIDENTIALITY**15.1. General principles, documents, and the relationship to the Privacy Notice**

The Service Provider processes the personal data of the Client and the passenger(s) in accordance with the provisions of the data protection legislation in force from time to time – in particular Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and the applicable Hungarian legislation.

The Client acknowledges that the Service Provider publishes a detailed Privacy Notice on the website, which supplements the provisions of these GTC. In the event of any discrepancy between these GTC and the Privacy Notice, the more detailed provisions of the Privacy Notice prevail with respect to the individual data processing operations, subject to the primacy of mandatory statutory requirements.

In the course of data processing, the Service Provider applies in particular the following principles: lawfulness, fairness, transparency, purpose limitation, data minimization, accuracy, storage limitation, integrity and confidentiality, and accountability.

15.2. Scope of the data processed (typical data categories)

In connection with the provision of the service, the Service Provider may process in particular the following data:

- identification and contact data: name, phone number, e-mail address, home address;
- transport organization data: pickup and drop-off address, time, route, flight number (if relevant), number of passengers;
- special requests: child seat requests, luggage information, other service requests (e.g., pre-arranged in-vehicle amenities), which the Client provides voluntarily for the purpose of performance;
- invoicing data: billing name, address, tax number (in the case of legal persons/sole proprietors);
- complaint handling and legal claim enforcement data: e-mail exchanges, reports, evidence (e.g., time, location, contact history);
- security-purpose data (where applied): dashcam recordings (image, license plate, location, time), strictly tied to the lawful purposes.

The Service Provider does not routinely request or process special categories of data (e.g., health data); if the Client voluntarily discloses such data, it is taken into account exclusively to the extent strictly necessary for the performance of the service, and the Service Provider is entitled to ask the Client to refrain from disclosing unnecessary details.

15.3. Separation of data processing operations by legal basis (the "three-basket" system)

The Client acknowledges that the Service Provider separates its data processing operations by legal basis and purpose. The Service Provider may process personal data according to the following three main categories:

15.3.1. "Mandatory scope" – performance of the contract and legal obligations

Purpose: the organization and performance of the passenger transportation service, communication, invoicing, complaint handling, and the handling of legal claims.

Legal basis:

- performance of the contract (Article 6(1)(b) GDPR),
- in the case of invoicing and accounting data, a legal obligation (Article 6(1)(c) GDPR).

The Client acknowledges that these data processing operations are preconditions for the provision of the service; in their absence, the Service Provider is entitled to refuse the service, since the minimum data set necessary for performance is not available.

15.3.2. "Partner / subcontractor" – transfer of data to a vicarious agent

The Client acknowledges that the Service Provider may – for capacity, route, or operational reasons – engage a vicarious agent / subcontractor for the performance of the service.

Purpose: the performance of the service (identification necessary for the driver/partner, contact, pickup point, route).

Scope of the transferred data: exclusively the minimum necessary for performance (typically: name, phone number, pickup/drop-off address, time, route, number of passengers).

Legal basis: performance of the contract (Article 6(1)(b) GDPR).

The Service Provider endeavors to apply contractual terms with its partners/subcontractors under which the subcontractor:

- may use the data exclusively for the purpose of performance,
- may not use them for its own marketing purposes, may not save them, and may not contact the Client/passenger later for the purpose of "separate business,"
- applies appropriate security measures,
- does not retain the data beyond the necessary extent after performance.

15.3.3. "Marketing and extras" – service development vs. newsletter/promotions

The Service Provider handles marketing and related communication data processing separately.

a) Satisfaction measurement / review requests / service development

Purpose: quality assurance, improvement of the customer experience, prevention of individual complaints.

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

The Client is entitled to object to such contacts; the Service Provider handles objections reasonably, in accordance with the law.

b) Seasonal promotions / coupons / newsletter / direct marketing

Purpose: marketing communication (promotions, offers).

Legal basis: voluntary consent (Article 6(1)(a) GDPR).

Consent may be withdrawn at any time, without justification; withdrawal results in removal from the marketing list, but does not affect the data retention required for invoicing/legal obligations.

15.4. Retention periods (differentiated approach)

The Service Provider does not retain data longer than necessary and differentiates the retention periods by purpose and legal basis:

a) Invoicing and accounting data: to be retained for 8 years due to the applicable accounting and tax obligations (legal obligation).

b) Booking, contact, and performance data (which do not form part of the invoice): may be retained within the general limitation period, typically for 5 years (protection of legal claims, provability).

c) The satisfaction measurement / review request list: may be processed until objection/unsubscription, or until the purpose is achieved.

d) Data based on marketing consent: may be processed until the consent is withdrawn (unsubscription).

15.5. Dashcam (on-board camera) – purpose, legal basis, access, retention

The Service Provider is entitled to use on-board cameras (dashcams) in its vehicles for property and personal security purposes, as well as to ensure the enforceability of legal claims.

Purposes in particular:

- documenting accidents, incidents, vandalism, and aggressive behavior,
- clarifying disputed situations,
- evidencing legal claims (e.g., damage claims, official proceedings).

Legal basis: legitimate interest (Article 6(1)(f) GDPR), with the Service Provider striving in every case to observe data minimization and purpose limitation.

Retention period: as a general rule, the recordings are retained for no more than 30 days and are then automatically deleted, unless the retention of the recording is necessary due to an accident, damage, official proceedings, a complaint, or a legal dispute, in which case the retention lasts for the necessary period, strictly tied to the purpose.

Access: the recordings may be accessed exclusively by persons authorized to do so (e.g., management/operations/legal administration), with logged and restricted access.

The Client acknowledges that dashcam recordings are released to third parties exclusively where an appropriate legal basis exists (e.g., an official request, an insurer's claims handling, a legal dispute).

15.6. Data transfers to third parties

The Service Provider transfers personal data to third parties exclusively lawfully, tied to a purpose, and limited to the necessary minimum, in particular in the following cases:

- a) payment service providers and banking partners (processing of card payments/transfers),
- b) insurer(s) (claims handling),
- c) authorities (lawful requests, mandatory data disclosure),
- d) vicarious agents/subcontractors (pursuant to Section 15.3.2).

15.7. Data security and organizational measures

The Service Provider applies appropriate technical and organizational measures to ensure the confidentiality, integrity, and availability of personal data, including in particular:

- authorization management and access restriction,
- logging as necessary,
- data minimization and internal data management rules,
- the electronic storage of data in a secure environment.

The Client acknowledges that, owing to the nature of digital communication (e-mail), absolute freedom from risk cannot be guaranteed; however, the Service Provider strives to reasonably minimize the risks.

15.8. Data subject rights and enforcement (summary)

The Client/passenger is entitled, in particular:

- to request information about the data processing,
- to request access and rectification,
- in certain cases, to request erasure or restriction,
- to object to data processing based on legitimate interest,
- to withdraw their consent at any time (in the case of marketing).

The Client may submit data subject requests via the Service Provider's contact details; the Service Provider handles the requests within the statutory deadlines.

15.9. Confidentiality

The Service Provider, the drivers, and the contributors involved in performance must treat confidentially all personal, business, or other confidential information concerning the Client/passengers that comes to their knowledge in the course of performing the service.

The confidentiality obligation extends in particular to routes, meeting points, travel destinations,

communication contents, and all information that may affect the privacy or business interests of the Client/passenger.

15.10. Remedies related to data processing

Data subjects may turn with a complaint concerning the processing of their personal data to the National Authority for Data Protection and Freedom of Information (NAIH):

NAIH – registered seat:

1055 Budapest, Falk Miksa utca 9-11.;

mailing address: 1363 Budapest, Pf.: 9.;

phone: +36 (1) 391-1400;

e-mail: ugyfelszolgalat@naih.hu;

website: www.naih.hu.

Data subjects may also turn to the courts in the event of a violation of their rights. The action may – at the data subject's choice – also be brought before the regional court competent for the data subject's place of residence or place of stay.

XVI. COMPLAINT HANDLING, DISPUTE RESOLUTION, JURISDICTION

16.1. Submitting a complaint

The Client may communicate a complaint concerning the Service Provider's activities or the service provided orally or in writing. Owing to the nature of its operations, the Service Provider operates its customer service electronically, in writing, and does not maintain a live telephone customer service; it therefore asks that the Client submit the complaint, where possible, in writing, at the legal@vanbudapest.com e-mail address. The Client may also communicate an oral complaint in person to the driver during the performance of the service, or via the legal@vanbudapest.com address, in the form of a **voice recording (voice message)**; an oral complaint communicated in this way is – unless the Service Provider remedies it immediately – recorded by the Service Provider in a written record and assessed in the same manner as a written complaint, pursuant to Section 16.2.

The Service Provider asks that the Client report any objection concerning the service – in the interest of an effective, evidence-based investigation – within 7 calendar days of performance, where possible. This deadline is not preclusive and does not affect the Client's statutory rights to enforce claims. The Client acknowledges that the investigability of objections reported with significant delay may be limited (e.g., due to the 30-day deletion cycle of the on-board camera recordings).

16.2. Complaint handling and response deadline

The Service Provider examines the complaints submitted and responds to them in writing, on the merits, in a verifiable manner, within **30 days** of receipt.

If the complaint is rejected, the Service Provider informs the Client in writing as to which authority's or conciliation board's proceedings the Client may initiate with the complaint, indicating the registered seat, the telephone and internet contact details, and the mailing address of the competent body (see Section 16.5).

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

Upon the parties' mutual agreement, the legal dispute may also be resolved out of court, prior to court proceedings.

In such a case, the parties apply a 14-day consultation (mediation) period, the purpose of which is the amicable, mutually acceptable resolution of the dispute.

16.4. Jurisdiction and competence

Legal disputes arising from these General Terms and Conditions are governed by Hungarian law.

The parties – in the case of a consumer legal relationship, taking into account the applicable statutory limitations – may stipulate the competence of the courts of Budapest.

16.5. Consumer disputes – Conciliation Board

A Client qualifying as a consumer may, in the event of a consumer dispute, turn to the conciliation board competent for their place of residence or place of stay. The board competent for the Service Provider's registered seat:

Budapest Conciliation Board (Budapesti Békéltető Testület)

Address: 1016 Budapest, Krisztina krt. 99. I. emelet 111.

Mailing address: 1253 Budapest, Pf.: 10.

E-mail: bekelteto.testulet@bkik.hu

Phone: +36 (1) 488-2131

Website: bekeltet.bkik.hu

The nationwide contact details of the conciliation boards can be found at bekeltetes.hu. The Service Provider is subject to a duty of cooperation in the proceedings. This section applies to Clients qualifying as consumers (not acting in a business capacity).

16.6. Online dispute resolution and cross-border cases

The Client acknowledges that the European Commission's former online dispute resolution (ODR) platform was discontinued on July 20, 2025, and is therefore no longer available.

In the event of a consumer dispute, a domestic Client may turn to the conciliation board under Section 16.5. A consumer residing in another Member State of the European Union (cross-border) may turn to the European Consumer Centre Hungary for free assistance:

European Consumer Centre Hungary – mailing address: 1536 Budapest, Pf.: 324.; e-mail: info@magyarefk.hu; website: www.magyarefk.hu.

XVII. RIGHTS OF THE CLIENT AND THE PASSENGERS, QUALITY GUARANTEES

The provisions of these GTC of an expressly consumer protection nature (in particular the sections concerning the conciliation board and consumer dispute resolution) apply exclusively to the Consumer.

17.1. The right to fair treatment and professional service

The Client and the passengers are entitled to have the Service Provider perform the service courteously, respectfully, discreetly, and in a professional manner. In performing the ordered service, the Service Provider does everything in its power to ensure that the journey is safe, civilized, and predictable.

17.2. Discretion and respect for privacy

Discretion is a fundamental principle of the Service Provider's operations. The Client is entitled to expect that, during the journey, the driver and the Service Provider's staff treat the information that comes to their

knowledge confidentially and do not share the details of the journey with unauthorized persons – except as required by statutory obligations.

This principle applies equally to business trips, events, sporting events, private transfers, and tourist journeys.

17.3. Equal treatment and inclusive service

The Service Provider provides the service to every Client without discrimination. The Service Provider does not differentiate on the basis of, among others, age, origin, sex, religion, gender identity, sexual orientation, nationality, or any other protected characteristic.

The Client is entitled to have the Service Provider adapt the service to individual needs to the extent compatible with the law and the safety rules (e.g., child seat, luggage handling, special pickup point).

17.4. The right to a safe vehicle in impeccable condition

The Client is entitled to have the Service Provider perform the service with a vehicle that is safe, clean, and in civilized condition, and to have the service comply with road safety and quality requirements.

The Service Provider's strict passenger conduct and damage settlement rules are not ends in themselves: their purpose is to ensure that every passenger – especially the passengers of the next order – receives the same premium, clean, and undisturbed service.

Example (quality protection): if a passenger severely soils the vehicle (e.g., vomiting), the disinfection and cleaning of the vehicle may cause downtime of up to several days. The damage and cleaning rules ensure that the vehicle's quality can be restored quickly, and that the next passenger does not suffer a disadvantage due to another passenger's fault.

17.5. The right to accurate information and confirmation

The Client is entitled to have the essential terms of the service (time, pickup location, vehicle category, fare, special terms) confirmed by the Service Provider in writing, and to receive reasonable information during performance about the material circumstances affecting the journey (e.g., modifications due to traffic causes or road closures).

17.6. The right to submit a complaint, to an investigation, and to fair settlement

The Client is entitled to submit a complaint, and is entitled to have the Service Provider investigate the complaint within the deadline under Section 16.2 and – in the case of a well-founded complaint – to apply a fair settlement within the framework of the law and the contract.

The Service Provider's objective is the out-of-court, civilized resolution of disputes, wherever possible.

17.7. Limits of the service – the balance of rights and safety

The Client acknowledges that the exercise of the above rights, owing to the nature of the service, applies in harmony with the road safety rules, the legislation, and the Service Provider's quality standards.

The Service Provider strives in every case to maintain a proportionate and fair balance between the Client's interests and the safe performability of the service.

17.8. Fleet and drivers – insurance and suitability

The Service Provider warrants that, for the performance of the service, it uses exclusively vehicles holding a valid official roadworthiness certificate and the compulsory motor vehicle liability insurance (KGFB) required by law, as well as drivers who are entitled by law to transport passengers and are appropriately trained and

vetted. The Service Provider subjects its vehicles to regular maintenance and cleaning in order to maintain the premium quality standard.

XVIII. TERRITORIAL VEHICLE ACCESS RESTRICTIONS, PERMITS, AND SPECIAL ZONES

18.1. General provisions – territorial and official regulations

The Client acknowledges that certain urban, historical, touristic, or specially protected areas of Hungary may be subject to vehicle entry, stopping, or parking restrictions, compliance with which is possible exclusively in possession of an official or municipal permit.

These restrictions are not based on the Service Provider's decision but are applied on the basis of:

- municipal decrees,
- official regulations,
- traffic management regulations in force.

The Service Provider is entitled to undertake entry into such areas only in possession of a permit, or – in the absence of a permit – to propose an alternative pickup or drop-off point.

18.2. Downtown vehicle access rules

Certain downtown zones (in particular historical districts, pedestrian zones, traffic-calmed areas) can be accessed exclusively with restricted or permit-based entry.

The Client acknowledges that:

- the type and fee of the permits may differ by vehicle category,
- the costs related to entry permits are in every case indicated in advance, in the written quotation,
- on-site, immediate permit requests or fee modifications are not guaranteed.

18.3. Special regulation concerning the Buda Castle area

18.3.1. Passenger cars and premium MPVs

(S-Class, E-Class, V-Class)

The use of the following pickup and drop-off points may be subject to a permit, according to the regulations in force:

- Hilton Hotel – main entrance
- the surroundings of the Fisherman's Bastion
- Parking exclusively in the designated outer zones

The actual possibility of stopping depends in every case on the current traffic and official conditions.

18.3.2. Sprinters and coaches

For larger vehicles (Sprinter, minibus, coach), entry into the Buda Castle area is possible exclusively with a separate permit and only at the following designated points:

- Dísz tér
- Palota út
- Hilton Hotel lower entrance
- the lower level of the Fisherman's Bastion

The duration of entry and stopping may be limited; parking is generally not permitted.

18.4. Fee content of the permits and administration

The fee for entry permits – where included in the quotation – may cover the following costs:

- municipal or official fees,
- administration and processing costs,
- the parking fees related to the permit (if applicable).

The Client must indicate the need for obtaining permits in writing at least 3 business days before performance. The issuance of a permit depends on the decision of the authority or municipality having competence; therefore, the Service Provider does not guarantee obtaining the permit – even where the request is submitted within the deadline; for requests indicated with less lead time than the deadline, obtaining the permit is typically not feasible.

18.5. Future and other territorial restrictions

The provisions of this chapter apply not exclusively to the Buda Castle or downtown Budapest, but also govern every area in Hungary or abroad where:

- an entry permit,
- a special traffic regulation,
- a restriction connected to an event or a security measure is in effect.

The Service Provider reserves the right to expand this chapter in the future with further areas, zones, or regulations.

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

19.1. General provisions – major events

The Client acknowledges that, at the times of certain international, high-volume, major sporting, cultural, or business events, the Service Provider applies stricter booking, payment, cancellation, and performance terms that differ from the general rules of these GTC. Such events include, in particular:

- permanent events held every year: the Formula 1 Hungarian Grand Prix, the Hungarian round of MotoGP;
- periodic, occasional events: the UEFA Champions League Final, as well as other large-scale international sporting, cultural, or business events.

At the times of such events, vehicle capacity is typically limited, the traffic and official regulations are extraordinary, and performance involves increased logistical and security risks.

19.2. Event-specific terms and annexes

The detailed terms in force from time to time for the individual events – in particular the date of the event, the rates, the payment and cancellation terms, the content of the fee, and the on-site vehicle entry/access rules – are set out in the annex belonging to the given event, which forms an inseparable part of these GTC, as well as in the written quotation/confirmation. In the event of a discrepancy – with respect to the given event – the provisions of the annex and of the confirmation prevail, supplementing the general rules of these GTC.

19.3. Booking, availability, and payment (major events)

- The vehicle booking becomes final exclusively upon receipt of the full amount or of the required deposit; the quotation is of an informative nature and does not in itself constitute a capacity reservation.
- Availability is on a "first paid – first served" basis.
- The payment and cancellation terms are fixed in the annex belonging to the given event and in the confirmation; these may be stricter than the general cancellation regime under Chapter VII.
- If the remaining amount is not paid by the deadline, the Service Provider is entitled to cancel the booking automatically and to handle the amount already paid in accordance with the applicable cancellation terms.

19.4. Force majeure (major events)

By way of derogation from Section 7.7, if the major event is officially canceled by the organizers due to force majeure, the service fee already paid is refunded, less the applicable administration/handling fee.

19.5. On-site access and permits issued by third parties

The Client acknowledges that, at the venues of certain events, vehicle entry, parking, and access are subject to separate permits falling within the competence of the organizer or of a third party (e.g., the official hospitality agency, or the track or stadium operator) (e.g., in the case of the Formula 1 Paddock Club, a Chauffeur Pass and a Car Parking Pass). Obtaining these permits is exclusively the Client's responsibility; the Service Provider is not entitled to issue, replace, or guarantee them. These rules form part of the official protocol of the organizer/third party and do not constitute the Service Provider's own policy.

19.6. Formula 1 Hungarian Grand Prix

The detailed service terms and rates applicable for the given year to the Formula 1 Hungarian Grand Prix are set out in the annex to these GTC entitled "Formula 1 Hungarian Grand Prix – Service Terms."

XX. FINAL PROVISIONS**20.1. Publication of the GTC**

These General Terms and Conditions are available on the Service Provider's official website: www.vanbudapest.com – under the "[Terms & Conditions / GTC](#)" menu item.

20.2. Amendment of the GTC

The Service Provider is entitled to unilaterally amend these GTC.

The amendments apply exclusively to newly created bookings.

Orders already confirmed are in every case governed by the version of the GTC in force at the time of the confirmation.

20.3. Partial invalidity

Should any provision of these GTC be deemed invalid, contrary to law, or unenforceable in whole or in part, this does not affect the validity and applicability of the remaining provisions of the GTC.

20.4. Entire agreement

The entire content of the legal relationship between the Service Provider and the Client is constituted jointly by the following documents:

- these General Terms and Conditions,
- the annexes to these GTC (in particular the rate annexes, the **Formula 1 Hungarian Grand Prix annex** and the **Celebration Transfer Protocol** and the **Extra Services annex**), which form an inseparable part of the GTC,
- the written order confirmation,
- as well as any individual agreement or contract that may be concluded.

20.5. Governing language

The Hungarian-language version of these GTC is governing.

The English-language version is of an informative nature only, unless the parties expressly agree otherwise in writing.

20.6. Interpreter and translation costs, translation liability

In view of the linguistic precedence under Section 20.5, if any party requires a language other than Hungarian, an interpreter, or a translation in proceedings arising from these GTC, its provision and its cost are borne by that party; this does not burden the Service Provider.

The Service Provider publishes the foreign-language versions solely for information purposes, and assumes no liability for the consequences arising from their translation errors, inaccuracies, or divergent interpretations.