

GENERAL TERMS OF
CONTRACT
(GTC)
OF THE
AIRSOFT ARENA HUNGARY
KORLÁTOLT FELELŐSSÉGŰ
TÁRSASÁG
„THE LONGEST DAY 4”



2024. 01. 01.

Preamble

This document refers to <https://airsoftarena.hu/aleghosszabbnap/> (hereinafter: **website**) operated by **Airsoft Arena Hungary Korlátolt Felelősségű Társaság** (hereinafter: **Service Provider**) and the services sold by it. It contains the General Terms and Conditions (hereinafter: **GTC**) necessary for the order and use by the consumer.

A general contractual condition is a contractual condition that the Service Provider has unilaterally determined in advance without the involvement of the other party (the Consumer) for the purpose of concluding several contracts, and which the parties have not individually negotiated. These Terms and Conditions become part of the contract if the Service Provider has made it possible for the other party (Consumer) to familiarize themselves with its content prior to the conclusion of the contract or purchase, and if it has been accepted by the other party.

Dear Consumer, we would like to inform you that in these General Terms and Conditions, the general contractual condition that differs significantly from the usual contractual practice is **highlighted separately**.

Attention! In view of the above, we specifically ask the esteemed Consumer to read this document carefully, bearing in mind that at the time of placing the order, he declares that he has read all points of the General Terms and Conditions carefully, that he understands and accepts the contents without any objections, and that he applies them to himself as in accordance with his will.

If the Consumer does not wish to accept these GTC or consider them binding, then do not use the Service and please leave the page.

A contract created on the basis of this document will not be filed, it will only be concluded in electronic form, in Hungarian, and is not considered a written contract. The service provider declares that it does not submit to the provisions of the code of conduct, but does everything that is expected of it in order to create and strive for clean and fair competition.

1. The Service Provider

Name of Service Provider:	Airsoft Arena Hungary Korlátolt Felelősségű Társaság
Registered office:	1121 Budapest, Mese köz 3. fszt. 1.
Location:	1165 Budapest, Margit utca 114. 33. ép. (Ikarus Park, 33-as épület)
Tax number:	27410378-2-43
Company registration number:	01-09-388974
E-mail:	airsoftarena@gmail.com
Represented by:	Zsolt Okrutay managing director

Name of DPO:	Dr. Krisztián Antal LL.M. (Twenty-One Consulting Kft.)
Abbreviated name:	Twenty-One Consulting Kft.
Registered office:	1132 Budapest, Váci út 50. 1. em. 8. ajtó
Tax number:	29190801-2-41
Company registration number:	01-09-382820
Represented by:	Dr. Krisztián Antal managing director
E-mail:	info@21consulting.hu
Activities performed:	Data protection officer service

2. General provisions

2.1 The scope of these GTC covers the services and legal relationships listed on the Service Provider's website (<https://airsoftarena.hu/aleghosszabbnap/>), as well as all separate contracts concluded with the Service Provider, which are concluded by the Service Provider and the Consumer, and in this they contract for separate services and agree on further details. An inseparable part of every such contract is the General Terms and Conditions, as well as the Service Provider's current Data Management Information.

2.2. Due to its individual, original nature, the content of these Terms and Conditions is protected by copyright. The Service Provider is exclusively entitled to exercise related property rights.

2.3. Questions not regulated in these Terms and Conditions, as well as the interpretation of these Terms and Conditions, are governed by Hungarian law, in particular Act V of 2013 on the Civil Code ("Ptk") and certain issues of electronic commercial services and services related to the information society CVIII of 2001 (Elker. tv.) Act and 45/2014 on the detailed rules of contracts between the consumer and the business. (II. 26.) The relevant provisions of the Government Decree. We inform you that the mandatory provisions of the relevant legislation apply to the parties without special stipulations.

2.4. These GTC is effective from day 01 January 2024 and will remain in effect until revoked. The Service Provider is entitled to unilaterally amend the General Terms and Conditions. In any case, the Service Provider publishes the amendment to the General Terms and Conditions on the Website.

2.5. The Service Provider may refuse the Service to anyone without reason, and is not bound by any obligation to enter into a contract.

2.6. The resale of services purchased from the Service Provider outside the European Union is prohibited without the written permission of the Service Provider.

3. Range of purchasable services and ordering process

3.1. During his visit to the website, the consumer receives unambiguous, detailed information about the nature of the service provided by the Service Provider, the related obligations of the Service Provider and the Consumer, as well as the entitlements affecting the Service Provider and the Consumer, the consideration for the services, without any obligation to pay and/or order. , on the management of personal data, as well as on the legal framework for the use of the information received.

3.2. In addition, the Service Provider also provides the Consumer with further detailed information on its own social media platforms, and in advance and continuously provides the Consumer with the opportunity to ask questions and obtain information both on the Website and at its headquarters, location, telephone and e-mail address, as well as social on media surfaces.

3.3. In view of what is described in points 3.1 and 3.2, the Service Provider declares that it demonstrates all the behavior that can be expected of it in general and in particular in order to ensure that the Consumer is informed in detail about the service provided by the Service Provider, even before a contractual relationship is established between them.

3.4. In the case of shopping on the Website, after detailed information and selection of the appropriate option ("fighting side"), the services marked with the "Add to cart" button can be ordered online up to the indicated and available quantity beyond all doubt.

3.5. The prices displayed for the service are unit prices in HUF and include the statutory VAT.

3.6. Separate packaging and delivery costs will not be charged, given that no document (e.g. voucher) is created in the physical space in connection with the service.

3.7. On the Website, the Service Provider displays the name and description of the service (combatant site) in detail, displays an image to further illustrate the individual requirements and related information. The images displayed on the service's data sheet may differ from reality, they are shown as illustrations.

3.8. The service provider is not responsible for the difference between the image displayed on the website and the actual appearance of the service (experience).

3.9. The Service Provider has placed a mandatory gaming regulation on its Website (hereinafter the Regulations). Knowing, understanding and accepting it is always the responsibility of the Consumer.

3.10. The Service Provider provides the Regulations in a clearly visible and easily accessible place both on its website, at its headquarters, site, social media platforms, and at the venue of the event.

3.11. The Regulation is not an annex to these GTC, but its familiarization, understanding, acceptance, acknowledgment and full compliance by the Consumer is a mandatory element of the contractual performance of the contract between the Consumer and the Service Provider, with the fact that if either party violates the provisions of the Regulations, it constitutes a breach of these GTC and may result in the consequences of termination of the contract.

3.12. If a promotional (e.g. early bird) price is introduced, the Service Provider will fully inform Consumers about the promotion and its exact duration.

3.13. The consumer places the selected service in the basket. The consumer can view the contents of the basket at any time by clicking on the "my basket" icon.

3.14. If the Consumer wants to add additional services to the basket, he selects the "continue shopping" button. If you do not wish to purchase additional services, click the Continue to cart button and check the number of services you wish to purchase. You can delete the contents of the basket by clicking the "X" (delete) icon.

3.15. After finalizing the quantity, the contents of the basket are automatically updated

3.16. The system used by the Service Provider does not consider the purchase intention of the services placed in the basket as final, therefore, before the Consumer finalizes his order, it may happen that the given service/services have already been purchased in the meantime and are therefore no longer in stock, therefore the Service Provider does not assume responsibility.

3.17. In order to finalize the order, the Consumer clicks the "Proceed to Checkout" button.

3.18. On the Cashier page, the Consumer purchases without registration by entering his personal data, of which the range of personal data required for the order has been highlighted, which is provided in the Service Provider's separate, always valid Privacy Policy.

3.19. During the order process, before confirming the order, you have the opportunity to change or correct the data provided. The Service Provider assumes no responsibility for the accuracy of the data provided by the Consumer. Based on this data, it issues the invoice and delivers the service to the address indicated as the delivery address.

By placing his order, the Consumer acknowledges that the Service Provider is entitled to charge the Consumer for damages and costs resulting from the incorrect data provided by the Consumer. The Service Provider assumes no responsibility for failed performance due to incorrect data entry.

3.20. In the event that the Consumer notices in the confirmation e-mail that he has entered incorrect data, he must notify the Service Provider immediately, within 24 hours.

3.21. After sending the order, the consumer receives a confirmation by e-mail, which is considered information from the Service Provider, namely that the order is being processed. If this confirmation is not received by the Consumer within the expected deadline depending on the nature of the service, but no later than 48 hours after the Consumer's order has been sent, the Consumer will be released from the binding offer or contractual obligation. The order and its confirmation shall be deemed to have been received by the Service Provider or the Consumer when it becomes available to him. The Service Provider excludes its responsibility for confirmation if the confirmation is not received on time because the Consumer entered the wrong e-mail address during registration, or because the storage space belonging to his account is full, he is unable to receive messages.

3.22. If there is an error or deficiency in the services or prices on the Website, the Service Provider reserves the right to make corrections. In such a case, after recognizing or modifying the error, the Consumer will be informed of the new data immediately. The Consumer can then confirm the order once more, or it is possible for either party to withdraw from the contract.

3.23. During the summation of the order and in the confirmation e-mail, the total amount to be paid, indicated on the sent fee request form, includes all costs.

3.24. Date of sale: CXXVII of 2007 on general sales tax. according to the law, the successful completion of the bank transfer of the consideration for the service to the Service Provider is considered to be the date of completion.

3.25. If the Service Provider does not fulfill its obligations under the contract because the service specified in the contract is not available, it is obliged to inform the Consumer of this immediately, and to refund the amount paid by the Consumer immediately, but no later than within 14 days. Fulfilling this obligation does not exempt the Service Provider from other consequences of breach of contract.

3.26. The Service Provider assumes no responsibility if the purchase cannot be completed due to system overload, interruption of the Internet connection, or any other technical error or obstacle that cannot be blamed on the Service Provider.

3.27. It is a mandatory condition of the order that the Consumer knows, understands, accepts and accepts these Terms and Conditions, the related Regulations published by the Service Provider and the related Data Management Notice published by the Service Provider as binding. The Service Provider draws the Consumer's attention to the fact that it has provided the Consumer with every possible opportunity to read the above documents, so the Service Provider does not assume responsibility for any damages resulting from the lack of knowledge or understanding of the contents of the documents. Even after completing the order, the consumer can learn about the contents of all documents in detail.

3.28. If the Consumer does not comply with the provisions of point 3.27 and does not accept the documents and their detailed content contained in point 3.27, the Service Provider cannot and is not obliged to provide services to the Consumer.

3.29. By starting the use of the Service, an online contract is created between the Consumer and the Service Provider, according to the conditions contained in these GTC.

3.30 The Consumer concludes the contract entitling him/her to use the services of the website (in the case of certain packages) by filling out the electronic Consumer form or by electronic means on an interface suitable for concluding an electronic contract indicated by the service provider.

3.31. Correction of data entry errors: Consumers can always go back to the previous phase, where they can correct the entered data, before completing the usage process.

3.32. The contract is established from the day when the Consumer has filled out the electronic registration form completely and accepted the provisions of the General Terms and Conditions and the Service Provider's Data Management Information, and the Service Provider has confirmed the service. The Service Provider sends an electronic letter to the Consumer about the activation of the service, i.e. the creation of the contract, as well as the further necessary steps.

3.33. The Consumer acknowledges that if he/she has entered false information on the form, or if he/she has not entered his/her own information, the contract is invalid. In case of invalidity, the Consumer is obliged to pay the fee for the services used to the Service Provider and the Service Provider will not refund the amount already paid.

3.34. The Service Provider undertakes to continuously provide its Services to the Consumer, as long as the Consumer fulfills the conditions for using the services in accordance with the provisions of these General Terms and Conditions.

3.35. In order to activate the services, in the case of fee-based services, the fee must be received by the Service Provider. The Service Provider undertakes that after receipt of the fee, its service is available to the Consumer.

3.36. For the paid service, the consumer is obliged to pay the service fee included in the current tariff of the Service Provider as well as the occasional discount.

3.37. The payment of the fee is deemed completed when it or the requested advance payment is fully credited to the Service Provider's account. An additional condition for fulfillment is that the fee payer is the same as the Consumer on the Service Provider's account.

3.38. The consumer is obliged to provide all information deemed absolutely necessary for the performance of the contract by the Service Provider by the time specified individually by the Service Provider. In the absence of this, the Service Provider will not start the Service, and will not be liable for loss of time and loss resulting from the Consumer's fault.

4. Method of payment

4.1. Payment is made by bank transfer. After processing the order, the Service Provider's automatic invoicing system sends the Consumer a fee request containing the data required for the transfer.

4.2. After the transfer of the consideration for the service to the Service Provider has taken place and the consideration has been received on the account of the Service Provider, the Service Provider sends an invoice to the Consumer and provides the Consumer with information about the success of the purchase in an acceptance e-mail message attached to the invoice.

5. Deadline for completion

5.1. The deadline for completion is 7 days from the confirmation of the order and the sending of the fee request. The Service Provider will notify the Consumer of the deviation from this deadline by e-mail.

5.2. The performance deadline shall be forfeited if the Consumer does not pay the Service Provider the consideration stated in the fee request in accordance with the fee request and the related detailed information, the Service Provider will refuse to provide the service to the Consumer.

6. Liability issues

6.1. The Service Provider is not responsible for malfunctions or access errors that cannot be attributed to the Service Provider or that were performed with the assistance of another Service Provider.

6.2. The Service Provider makes every effort to ensure that the data displayed on its website (price, availability, description, etc. of products) are as accurate as possible. 145/2014, the Service Provider is responsible for any errors that may occur. (II. 26.) government decree and the provisions of the Civil Code are governing.

6.3. If, due to a system error, the price of a product appears incorrectly on the website or is incorrectly stated in the confirmation of the reservation, the Service Provider will notify the Consumer of this and cancel such reservations. The Consumer has the option to book the service again at the correct price after being informed.

7. Denial of Service

7.1. The Service Provider has the right to unilaterally, partially or completely suspend the Service without terminating the contract, even if the Consumer exhibits behavior that, according to the special provisions of these General Terms and Conditions, would otherwise give rise to immediate termination.

7.2. The partial or complete suspension or termination of the Service for the above reasons or the termination of the contract by the Service Provider does not exempt the Consumer from paying the fees for the Services already used before and/or during the date of termination or termination.

8. Right of withdrawal

8.1. In view of the nature and complexity of the service provided by the Service Provider and the additional special sectoral legal and other obligations related to it, the Consumer may not exercise the right of withdrawal.

8.2. If the Consumer wishes to use the right of withdrawal because he believes that a circumstance has arisen on the Service Provider's side that makes it no longer possible to fulfill the contract, he can use this GTC no. 1. declaration sample, which must be delivered to the Service Provider without delay.

8.3. The Service Provider examines the request for cancellation and notifies the Consumer of its decision within 14 (fourteen) days.

9. Violating behavior and breach of contract

9.1. The service provider considers the good reputation, honor, physical and mental health and safety of the participating players, partners, contributors and visitors to the events, events and games organized and conducted by it to be of the utmost importance. Within this framework, it carries out a number of business and operational processes, which processes have been examined and audited, their compliance is constantly updated and all security and organizational measures are taken to guarantee the safety of the participants and their rights and living conditions listed above.

9.2. With regard to point 9.1, the Service Provider has adopted strict special rules and, if necessary, due to the nature of Airsoft, is entitled to introduce additional safety rules during the event, which do not constitute a violation of these Terms and Conditions by the Service Provider. If the adoption of additional rules becomes justified, the Service Provider will inform the Consumers about them without delay.

9.3. The Service Provider has placed a mandatory gaming regulation on its Website (hereinafter the Regulations). Knowing, understanding and accepting it is always the responsibility of the Consumer.

9.4. The Service Provider provides the Regulations in a clearly visible and easily accessible place both on its website, at its headquarters, on its premises, on social media platforms, and at the venue of the event, and also provides oral briefings on the main points to the Consumers.

9.5. The Regulation is not an annex to these GTC, but its familiarization, understanding, acceptance, acknowledgment and full compliance by the Consumer is a mandatory element of the contractual performance of the contract between the Consumer and the Service Provider, with the fact that if either party violates the provisions of the Regulations, it constitutes a breach of these GTC and may result in the consequences of termination of the contract.

9.6. Subject to the provisions of point 9.5, the Service Provider declares a zero tolerance for all safety rules adopted by it, as well as generally widespread in Airsoft, so in particular, but not exclusively, the presence without mandatory eye protection in the designated areas where eye protection is mandatory, endangering the physical integrity and health of others, or offending against violators beyond the generally accepted measure (regular hit) in Airsoft. The Service Provider also declares zero tolerance towards users of all uncontrolled, unlicensed pyrotechnics or other flammable, fire and explosive devices. Pyrotechnic devices can only be used with the separate prior permission of the Service Provider, which permission is confirmed in writing by the Service Provider to the Consumers. The Service Provider does not assume responsibility for damages resulting from the use of unauthorized pyrotechnics, fire and explosive devices, and will take the strictest possible action against the person responsible for the damage.

9.7. Subject to the provisions of point 9.5, the Service Provider also declares zero tolerance towards those Consumers who, with their verbal or non-verbal communication and behavior, seriously injure the other participants (Consumer, organizer, organizer, contributor, staff, authority, etc.), their good reputation, honor, morals, religious, gender, political, sexual orientation, ascendant, descendent and collateral relatives, as well as their behavior and communication do not conform to the form and human behavior generally prevalent in Airsoft, as well as expected and prescribed in advance by the Service Provider in the Regulations standards.

9.8. In view of the provisions of clauses 9.6 and 9.7, the Service Provider is entitled;

9.8.1. to call on the offending Consumer to comply with the rules

9.8.2. limit the offending Consumer's participation in the game to a specified time ("sits out for 1 hour, 2 hours")

9.8.3. to ask the violating Consumer to stop playing immediately and to remove him from the event area ("go home").

9.9. The Service Provider is unilaterally entitled to all decisions related to the provisions of clauses 9.5-9.8, against which decision the Consumer may later file a complaint based on the provisions of clause 12 of these General Terms and Conditions. The Service Provider records the incident.

9.10. Taking into account the nature of the event, the size of the event area, and the number of participants, the Service Provider is entitled to expand and delegate the rights contained in this clause to additional persons (players, organizers, facilitators, trustees, referees, etc.) by informing the Consumers in advance, and authorized persons may not independently exercise the Service Provider's right contained in point 9.8.3, they may only make a proposal to the Service Provider.

9.11. All participants are obliged and entitled to stay in the area of the event at their own risk, without unreasonably disturbing others, soberly, in a manner and form generally accepted in Airsoft. The Service Provider, or the person designated by him without a doubt, is entitled to draw the attention of the Consumer to the demonstration of humane, sane and considered behavior, including, in particular, but not exclusively, waste management, tent placement, environmental protection, designation of faeces and urine discharge, listening to music, etc.

9.12. The Service Provider is entitled to determine the area of the event, as well as the special rules established in each area (e.g.: eye protection), and, if necessary, to make additional rules, of which it will immediately inform the Consumers. In relation to certain areas deemed dangerous, you can issue additional strict rules and warnings to the Consumers during the entire duration of the event.

9.13. All participants may use the event area and the gaming event elements placed by the Service Provider at their own risk, and stay in the event area at their own risk. The Service Provider provides the Consumers with detailed information about the dangers of the event and the event area, which the Consumers are obliged to take note of and to make sure of them beyond any doubt. In addition, the Service Provider provides the Consumers with the opportunity to (again) make sure of the dangerous parts of the event area after prior request, in addition to wearing a hit marker. The Service Provider shall not be liable for any damage arising from or in connection with the violation of the provisions of this clause.

9.14. If the Service Provider, or by him, the 9.10. a person appointed pursuant to point 10 takes action against the Consumer, the Consumer is not entitled to a refund of the consideration for the service, considering that any violation of the rules is considered a violation of these Terms and Conditions, in view of which the Service Provider is not obliged to refund the fee.

10. Copyrights

10.1. The Service Provider reserves all rights on the website <https://airsoftarena.hu/> and <https://airsoftarena.booked4.us/public/>, as well as the services, documents, materials, any details thereof and the services created during the provision of its services, or with regard to the contents and samples appearing in them, as well as the distribution of the website.

10.2. In the future, the Legal Declaration of the Service Provider, which is in force at all times, shall be the governing document, which is published on the Service Provider's website.

11. Data protection

The Service Provider's privacy policy, which is valid at all times, is available by clicking on the following link: <https://airsoftarena.hu/adatvedelmi-tajekoztato/>, as well as at the Service Provider's headquarters and premises and at the location of the event.

12. Settlement of legal disputes

12.1. The consumer expressly acknowledges that her contractual declaration, i.e. booking on the Website, entails a payment obligation.

12.2. The service provider is entitled to use a contributor (e.g. co-organizer, trustee, track judge) to fulfill his obligations. You are fully responsible for its illegal behavior, as if you had committed the illegal behavior yourself.

12.3. If any part of these Terms and Conditions becomes invalid, illegal or unenforceable, this does not affect the validity, legality and enforceability of the remaining parts.

12.4. The consumer is obliged to treat the reservation identifier (reservation number) received from the Service Provider and all information received in connection with the reservation as confidential, and is fully responsible for the transfer of this information to a third party and the resulting damage.

12.5. If the Service Provider does not exercise its right under the General Terms and Conditions, the failure to exercise the right cannot be considered a waiver of the given right. A waiver of any right is only valid if expressly stated in writing. The Service Provider and the Consumer try to settle their disputes amicably. In the event of a consumer dispute, the consumer can also initiate the procedure of the conciliation board operated by the county (capital) chambers of commerce and industry.

More information about Conciliation Boards: <http://www.bekeltetes.hu>

Contact details of the regionally competent Conciliation Boards="Békéltető Testület":

Baranya Vármegyei Békéltető Testület

7625 Pécs, Majorosy Imre u. 36.
+3672 507-154
info@baranyabekeltetes.hu

Bács-Kiskun Vármegyei Békéltető Testület

6000 Kecskemét, Árpád krt. 4.
+3676 501-525, +3676 501-500
bekeltetes@bacsbekeltetes.hu

Békés Vármegyei Békéltető Testület

5600 Békéscsaba, Penza ltp. 5.
+3666 324-976
bekeltetes@bmkik.hu

Borsod-Abaúj-Zemplén Vármegyei Békéltető Testület

3525 Miskolc, Szentpáli u. 1.
+3646 501-090, 501-871
bekeltetes@bokik.hu

Budapesti Békéltető Testület

1016 Budapest, Krisztina krt. 99.
+361 488-2131
bekelteto.testulet@bkik.hu

Csongrád-Csanád Vármegyei Békéltető Testület

6721 Szeged, Párizsi krt. 8-12.
+3662 554-250
E-mail cím: bekelteto.testulet@csmkik.hu

Fejér Vármegyei Békéltető Testület

8000 Székesfehérvár, Hosszúséta tér 4-6.

+3622 510-310

bekeltetes@fmkik.hu

Győr-Moson-Sopron Vármegyei Békéltető Testület

9021 Győr, Szent István út 10/a.

+3696 520-217

bekelteto.testulet@gymkik.hu

Hajdú-Bihar Vármegyei Békéltető Testület

4025 Debrecen Vörösmarty u. 13-15.

+3652 500-710

bekelteto@hbkik.hu

Heves Vármegyei Békéltető Testület

3300 Eger, Hadnagy utca 6. földszint

+3636 416-660

bekeltetes@hkik.hu

Jász-Nagykun-Szolnok Vármegyei Békéltető Testület

5000 Szolnok, Verseghy park 8.

+3620 373-2570

bekeltetotestulet@iparkamaraszolnok.hu

Komárom-Esztergom Vármegyei Békéltető Testület

2800 Tatabánya, Fő tér 36.

+3634 513-010

bekeltetes@kemkik.hu

Nógrád Vármegyei Békéltető Testület

3100 Salgótarján, Mártírok útja 4. fsz 14.

+3632 520-860

nkik@nkik.hu

Pest Vármegyei Békéltető Testület

1055 Budapest, Balassi Bálint utca 25. IV/2.

+361-792-7881

pmbekelteto@pmkik.hu

Somogy Vármegyei Békéltető Testület

7400 Kaposvár, Anna utca 6.

+3682 501-000

skik@skik.hu

Szabolcs-Szatmár-Bereg Vármegyei Békéltető Testület

4400 Nyíregyháza, Széchenyi u. 2.

+3642 420-180

bekelteto@szabkam.hu

Tolna Vármegyei Békéltető Testület

7100 Szekszárd, Arany J. u. 23-25.

+3674 411-661

kamara@tmkik.hu

Vas Vármegyei Békéltető Testület

9700 Szombathely, Rákóczi Ferenc u. 23.

+3694 312-356

vmkik@vmkik.hu

Veszprém Vármegyei Békéltető Testület

8200 Veszprém, Radnóti tér 1. Pf.: 220

+3688 412-150

info@bekeltetesveszprem.hu

Zala Vármegyei Békéltető Testület

8900 Zalaegerszeg, Petőfi utca 24.

+3692 550-513

zmbekelteto@zmkik.hu

Online dispute resolution platform:

On the website created by the European Commission, after the Consumer registration, by filling out the application on the page, the Consumer can settle his legal disputes related to the online reservation without initiating court proceedings. This is also a way to enforce consumer rights without distance limitations.

The Consumer can make a complaint about the service purchased online.

On this online dispute resolution platform, the Consumer and the Service Provider have the opportunity to choose which dispute resolution body they will entrust with handling the complaint.

The online dispute resolution platform is available at the following website:

<https://webgate.ec.europa.eu/odr/main/?event=main.home.show&lng=HU>

Budapest, 2024. 01. 01.

Annex 1.

Withdrawal/Cancellation declaration form

(fill in and return only in case of intention to withdraw/terminate the contract)

To: [...]

I/we, the undersigned, declare that I/we exercise my/our right of withdrawal/termination with respect to the contract for the provision of the following service: [...]

Date of conclusion of contract: [...]

Name of the consumer(s):

Address of the consumer(s):

Signature of the consumer(s): (only in the case of a statement made on paper)

Dated

Annex 2.

Concepts

Parties: Service Provider and Consumer together.

Consumer: an adult natural person who has reached the age of 18 acting outside the scope of his economic activity or profession.

Consumer Contract: a contract, one of whose subjects is a Consumer.

Warranty: in the case of the Consumer Contract, the Civil Code. according to;

- a guarantee that goes beyond the legal obligation, or as a Consumer, for the proper performance of the contract
- mandatory warranty based on legislation.

Contract: The conclusion of a sales contract between the Service Provider and the Consumer using the webshop and e-mail.

Absentee contract: a contract for the purchase or provision of the service that is the subject of the contract, which is concluded without the simultaneous physical presence of the parties, using a means of communication between those who are absent, within the framework of a distance selling system

Absentee communication tool: a tool suitable for making a contractual declaration in the absence of the parties, e.g. Internet access device, form, catalog, telephone.

Service: Movable movable property in the inventory of the Website that is intended for sale, can be taken into possession, and is the subject of a Contract.