

Terms and conditions

Valid from date: 2023-11-21

Train tickets

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BUSINESS TERMS AND CONDITIONS OF PASSENGER TRANSPORTATION CONTRACTS OF MAHART PASSNAVE

Tickets of VOLÁNBUSZ Co.

EXCERPT FROM DOMESTIC TRAVEL CONDITIONS OF VOLÁNBUSZ Co. Ltd.



Tickets of SZKT Ltd

TERMS AND CONDITIONS OF TRANSPORT For using the local, scheduled public transport vehicles of the city of Szeged

EXTRACT OF THE GENERAL TERMS & CONDITIONS (DOMESTIC TRAVELS)

Valid from 9 December 2018

TICKET PURCHASE

The passenger must have a valid ticket or pass (hereinafter: ticket) at the start of the journey. Purchase of ticket in advance is possible from 60 days before the date of the planned journey. Most of the domestic tickets can be purchased online, and as an e-train-ticket can be printed at home or be presented on the display of an electronic device.

The ticket is valid for travelling within the indicated validity period. Seat reservation and TELEVONAT ticket are valid only on the train specified on the ticket.

With a ticket valid for journeys below 100 km or with an e-train ticket an ongoing journey can be completed after the expiration of the ticket, if the passenger boards a direct train to the destination of the ticket within the validity of the ticket.

The e-train-ticket entitles to travel only the person, whose identification data has been provided at the time of purchase in the online ticket purchase system. The before mentioned data must be legible on the e-train-ticket; and the QR code can be scanned.

The passenger must keep the ticket until the end of journey – until leaving the station – and must present it to the inspecting officer.

Domestic tickets are not valid for international journey on direct international trains or coaches; for this journey an international ticket must be purchased.

TRAINS WITH SURCHARGE

When travelling on a train marked as train with surcharge in the official timetable, the passenger must also pay the required surcharge. Depending on the train, the type of surcharge can be fast-train supplement, seat reservation, IC-supplement or IC-supplement with seat reservation. Advance purchase of surcharges is possible the same way as with tickets.

STOPOVER

Unlimited number of stopovers can be made within the validity period of the ticket, unless otherwise stated in the regulation of certain discounts. The ticket must be countersigned by the conductor (before leaving the train) or by the station personnel on duty (within 1 hour after leaving the train) in case of stopover. Failing to make the ticket countersigned results an invalid ticket. A stopover does not lengthen the validity of the ticket.

Stopover is not allowed with e-train-ticket.

PET CARRIAGE

Small pets that do not require medical examination for carriage can be carried free-of-charge in 2nd class coaches in proper (closed) transport box. Pet ticket must be bought for dogs travelling together with the passenger – with the exception of assistance and police dogs. Except for assistance dogs, no animals are allowed in the 1st class coaches and in the dining car. Carrying pets on trains and coaches with obligatory seat reservation or supplementary ticket + seat reservation is not allowed, or may only be possible on more strict conditions which strict conditions can be found on the website of MÁV-START Zrt.

REFUND

For not used or partially used ticket the passenger can claim the refund of the fare or fare difference before the validity of the ticket expires. Refund of tickets with regional discount can be claimed before the ticket's validity starts. A proof of cancellation of travel must be obtained when refunding a ticket: at the departure station when cancelling the complete journey; or at the station of finishing the journey when cancelling a part of the journey. An administration fee is usually applied in case of refund.

Refund of online purchased and not collected tickets can be claimed online before the above mentioned deadlines. When refunding online purchased tickets, the fare for the route not travelled less the applied administration fee will be transferred back to the bank account linked to the bank card or to the account linked to the payment method used for the purchase; cash refund is not possible.



Refund of e-train-tickets can only be claimed online, by no later than 1 hour before the validity of the ticket begins.

COMPENSATION, FIXED-RATE COMPENSATION

The passenger is entitled to compensation, when a domestic train with obligatory surcharge has been delayed due to the error of the railway company, and proven damages incurred. The passenger is also entitled to fixed-rate compensation in case of the delay of a train with obligatory surcharge.

The claim of fixed-rate compensation shall be submitted to the Client Service of MÁV-START Co. In certain cases governed by the General Terms & Conditions, the fixed-rate compensation can be paid at a designated ticket office. The passenger must attach the original ticket and the surcharge. MÁV-START does not pay the fixed-rate compensation, if its value is less than HUF 1000. More than 1 claim of the same passenger will be paid as their total value exceeds HUF 1000.

If the railway company fails to provide a seat to a passenger with valid seat reservation or supplementary ticket + seat reservation, the passenger is entitled to claim the refund of the price of seat reservation or supplementary ticket + seat reservation.

PENALTIES

A passenger travelling without a ticket, with an invalid or insufficient ticket, or violating the rules of behaviour, must pay penalty specified in Volume 1. of Railway Fare Tables above the fare or fare difference.

DISCOUNTS

The descriptions and the regulations of the discounts available for the passengers can be found in the Tariff of MÁV-START Co., and in the terms & conditions of the special discounts. These discounts can be used for domestic travels only. Eligibility for free-of-charge travel does not apply for seat reservation and supplementary tickets. MÁV-START is obliged to verify the eligibility for the discount, therefore the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the railway personnel; proof of identity may also be required.

Invoice of discounted ticket can only be issued with the name of the person eligible for the discount, unless otherwise stated in the regulation of the discount.

COMPLAINT MANAGEMENT

Any questions, comments or complaints regarding our services, or in order to reclaim lost items and baggage, please contact the Client Service of MÁV-START Co. by one of the following ways. Disabled persons and persons with reduced mobility shall contact the same availabilities to request assistance for journey planning:

- ▶ mailing address: MÁV-START Co., Client Service, P.O Box 56, Budapest, H-1426 Hungary

- ▶ telephone: +36 (1) 3 49 49 49,
- ▶ telefax: 06 (1) 511 20 93,
- ▶ e-mail: eszrevetel@mav-start.hu,
- ▶ by filling the online form on www.mavcsoport.hu website,
- ▶ personally at the railway stations.

ACCESS TO THE GENERAL TERMS AND CONDITIONS

This description is for information purposes only, and applies only to the services of MÁV-START Co. In case of dispute the full Hungarian text of the General Terms & Conditions and the Tariff Regulations takes precedence. The full Hungarian text of the General Terms & Conditions and the Tariff Regulations can be viewed on the website of MÁV-START Co. (www.mavcsoport.hu).

The Book of Complaints and the full Hungarian text of the General Terms & Conditions are available at the ticket offices for those interested.

Based on Article (1) §69 / A of the Act CLXXXIII. of 2005, compliance with the legal provisions concerning the rights of passengers is controlled by the Ministry of Construction and Transportation, Railway Administration (mailing address P.O. Box: 89, Budapest, H-1442 Hungary; e-mail:igazgatasiszerv.vasut@ekm.gov.hu), which is competent to act in cases of infringements of passenger rights established in the 782/2021 EU Regulation of Passenger Rights.

MÁV-START Co.

MÁVDIREKT: +36 (1) 3 49 49 49

EXCERPT FROM THE TERMS & CONDITIONS OF E-TRAIN-TICKET PURCHASED FROM MÁV APPLICATION

Valid from 9 December 2018

DESCRIPTION OF E-TRAIN-TICKET

E-train-tickets are personalised, non-transferable tickets valid for a defined route. The Ticket entitles only the person named on it to travel on the indicated route. Identity and eligibility for discount must be proven at ticket checking.

To purchase an e-train-ticket, an electronic invoice must be requested at the time of purchase.

VALIDITY

- ▶ Ticket, express-train supplement, 1st class supplementary ticket, pet ticket, bicycle ticket:
 - Valid within the indicated time-period on the ticket
 - An ongoing journey can be completed after the expiration of the ticket, if the passenger boards a direct train to the destination of the ticket within the validity of the ticket.
- ▶ IC supplement / seat reservation, TELEVONAT ticket:
 - Valid only on the day and train specified on the ticket.



TICKET PRESENTATION

The e-train-ticket purchased from MÁV application can only be displayed within the application or if the system allows, otherwise. For ticket inspection, the ticket shall be presented using the application on the screen of the device running the application or if the system allows, otherwise.

It is the passenger's responsibility to ensure that he/she is able to present the ticket at the time of inspection.

STOPOVER

Stopover with an e-train-ticket is not allowed.

REFUND

E-train-ticket purchased from the MÁV application can only be refunded from the application, by no later than 1 hour before the validity of the ticket begins.

The request for is recorded. The actual refund is processed 7 days after the validity of the ticket to be refunded has expired, and the ticket has not been used for travelling. The refund is

credited back to the bank account / payment method used for booking.

Administration fee:

- Ticket, express-train supplement, 1st class supplementary ticket, pet ticket, bicycle ticket: 10%
- IC supplement / seat reservation:
 - within 24 hours before departure of the train: 10%
 - more than 24 hours before departure of the train: none
- The tickets marked for refund request are not valid.

OTHER

This excerpt is based on the current version of the Terms and Conditions ticket purchase from MÁV application. In case of a conflict the full Hungarian text of the regulation will take precedence. All other cases not regulated hereby governed by the provisions of the General Terms&Conditions and the Tariff Regulations of MÁV-START.

MÁV-START Co.



MÁVDIREKT: +36 (1) 3 49 49 49

EXCERPT FROM THE TERMS & CONDITIONS OF THE DISCOUNTED, TRAIN-BOUND E-TRAIN-TICKET PURCHASED FROM MÁV APPLICATION

Valid from 10 November 2017

DESCRIPTION OF THE TICKET

Discounted, train-bound e-train-tickets are personalised, non-transferable tickets valid for a defined route on the defined train(s). The Ticket entitles only the person named on it to travel on the indicated day, train(s) and route. Identity and eligibility for discount must be proven at ticket checking.

To purchase a discounted e-train-ticket, an electronic invoice must be requested at the time of purchase.

VALIDITY

Valid only on the day and train(s) specified on the ticket.



TICKET PRESENTATION

The discounted e-train-ticket purchased from MÁV application can only be displayed within the application or if the system allows, otherwise. For ticket inspection, the ticket shall be presented using the application on the screen of the device running the application or if the system allows, otherwise.

It is the passenger's responsibility to ensure that he/she is able to present the ticket at the time of inspection.

STOPOVER

Stopover with a discounted e-train-ticket is not allowed.

REFUND

E-train-ticket purchased from the MÁV application can only be refunded from the application, by no later than 1 hour before the validity of the ticket begins.

The request for is recorded. The actual refund is processed 7 days after the validity of the ticket to be refunded has expired, and the ticket has not been used for travelling. The refund is

credited back to the bank account / payment method used for booking.

Administration fee:

- Ticket, express-train supplement, 1st class supplementary ticket, pet ticket, bicycle ticket: 10%
- IC supplement / seat reservation:
 - within 24 hours before departure of the train: 10%
 - more than 24 hours before departure of the train: none
- The tickets marked for refund request are not valid.

OTHER

This excerpt is based on the current version of the Terms and Conditions ticket purchase from MÁV application. In case of a conflict the full Hungarian text of the regulation will take precedence. All other cases not regulated hereby governed by the provisions of the General Terms&Conditions and the Tariff Regulations of MÁV-START.

MÁV-START Co.

MÁVDIREKT: +36 (1) 3 49 49 49

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EXTRACT OF THE GENERAL TERMS & CONDITIONS OF MÁV-HÉV AND THE TERMS & CONDITIONS OF HÉV TICKETS AND PASSES PURCHASED ONLINE

TICKET PURCHASE

The passenger must have a valid ticket or pass (together hereinafter referred to as fare product). Some of the fare products can be purchased online (using MÁV application or the web ticketing surface at jegy.mav.hu) and must be presented as a printed copy, or on the display of an electronic device upon inspection.

The fare products are valid for travelling only within the indicated validity period.

The passenger must keep the purchased fare product until the end of the journey – until leaving the station – and must present it to the inspector.

DEFINITION OF ELECTRONIC HÉV-TICKETS

Electronic HÉV-tickets (tickets for Budapest suburban railway lines, purchased online, using the MÁV application or the web ticketing surface of MÁV-START) are non-transferable and are valid within a specific time period, for a specific route.

The electronic HÉV-ticket entitles to travel only the person, whose identification data has been provided at the time of purchase in the online ticket purchase system, the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the railway personnel; proof of identity may also be required. Electronic HÉV-tickets are not restricted to a specific train, passengers may travel on any available HÉV suburban train within the validity period. During the online purchase of the ticket, the passenger has to choose a certain train, this choice determines the start of the validity of the ticket.

The electronic HÉV-ticket can only be used by the passenger, whose identification data has been provided at the time of purchase, and whose data is shown on the electronic ticket.

It is not possible to buy an electronic HÉV-ticket without applying for an electronic invoice as well.

DEFINITION OF ELECTRONIC HÉV-PASSES

Electronic HÉV-passes (passes for Budapest suburban railway lines, purchased online, using the MÁV application) are non-transferable and are valid within a specific time period.

The electronic HÉV-pass entitles to travel only the person, whose identification data has been provided at the time of purchase in the online ticket purchase system, the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the railway personnel; proof of identity may also be required.

It is not possible to buy an e-HÉV-ticket without applying for an electronic invoice as well.

VALIDITY

Electronic HÉV-tickets purchased online are valid for the service area of MÁV-HÉV Co. Validity of the online ticket is 4 hours from the scheduled departure time of the selected train. The electronic HÉV-ticket entitles the holder to travel on any HÉV suburban railway train on the route specified by the ticket in one direction, for one single, uninterrupted journey. (Travel is possible with not just the selected train, but also with any later departures within the validity period of the ticket.) Electronic HÉV-passes are available with any starting date. They are valid from 00:00 midnight on the indicated day until 02:00 AM of the same day of the following month.

INSPECTION OF E-HÉV-TICKETS

E-HÉV-tickets purchased via the MÁV application can be downloaded to the application and are also sent to the e-mail address given by the passenger, in pdf format. The pdf ticket can be printed without limitations (however, the number of copies does not have an impact to the number of travel entitlements). (For the readability, it is recommended to print the ticket in A4 size, to a white or natural colour paper sheet, in good quality.) During inspection, tickets downloaded to the MÁV application have to be presented on the screen of the device running the application, while pdf tickets can be presented as printed copies, or on the screen of an electronic device. It is the passenger's responsibility to ensure that the ticket is ready to be shown at least one of the above-mentioned ways and the barcode is readable.

INSPECTION OF E-HÉV-PASSES

E-HÉV-passes purchased via the MÁV application can be downloaded to the application. During inspection, the e-HÉV-pass has to be presented on the screen of the device running the application. It is the passenger's responsibility to ensure that the ticket is ready to be shown and the barcode is readable.

REFUND

Online purchased e-HÉV-tickets or e-HÉV-passes are not to be exchanged, they can only be refunded. Refund of e-HÉV-tickets can only be claimed online, by no later than 30 minutes before the start of the validity of the ticket. Refund of e-HÉV-passes can only be claimed before the start of validity. The request for refund is recorded. The actual refund is processed 7 days after the validity of the ticket/pass to be refunded has expired, and the ticket has not been used for travelling. The refund is credited back to the bank account/payment method used for booking. Administration fee of the tickets is 10%, administration fee of the passes is 250 HUF. The tickets and passes marked for refund request are not valid.

PET CARRIAGE

Small (no bigger than hand-luggage-size) pets can be carried free-of-charge in proper (closed) transport box. Pet ticket must be bought for dogs travelling together with the passenger – with the exception of assistance and police dogs. The transportation fee of a dog equals to the full-price HÉV train ticket of the given route, but at maximum it is the price of one BKK single ticket.

Electronic pet tickets can be purchased online only for journeys outside of Budapest. Passengers need to be in possession of their dog's valid vaccination certificate, which must be presented to the staff on duty, if requested.

TRANSPORTING BIKES

At least up to 4 bikes are allowed in the designated area in the middle car of each train (check the on-board display to see the exact number), only one bike per passenger is allowed. For bicycle transportation an additional, validated BKK single ticket or a bicycle pass is needed. Electronic tickets for bicycle transportation can be purchased online only for journeys outside of Budapest.

PENALTIES

A passenger travelling without a ticket, a pass with an invalid or insufficient ticket or pass, or violating the rules of behaviour, must pay penalty specified in the Article VI. 2. of General Terms & Conditions of MÁV-HÉV Co. Ltd.

DISCOUNTS

Descriptions and regulations of the discounts available for the passengers can be found in the Tariffs and in the Terms & Conditions of the special discounts of MÁV-HÉV Co. Ltd., The BKK Centre for Budapest Transport is obliged to verify the eligibility for the discount, therefore the passenger must show or provide the document (e.g. certificate, voucher) proving the eligibility for the discount by request of the ticket inspector; proof of identity may also be required. Invoice of discounted ticket can only be issued with the name of the person eligible for the discount, unless otherwise stated in the regulation of the discount.

COMPLAINT MANAGEMENT

Any questions, comments or complaints regarding the services of MÁV-HÉV or BKK Centre for Budapest Transport (hereinafter BKK) should be forwarded to BKK. Any questions, comments of complaints regarding the MÁV application, the on-line ticket-purchase system or IT problems should be forwarded to MÁV-START Co. or to MÁV-HÉV Co. Ltd. in the following ways:

Contact to MÁV-HÉV Co. Ltd.:

- ▶ e-mail: mav-hev@mav-hev.hu

Contact to MÁV-START Co. (only in connection with online ticketing):

- ▶ mailing address: MÁV-START Co., Client Service, P.O Box 56, Budapest, H-1426 Hungary;
- ▶ telephone: +36 (1) 3 49 49 49;

- ▶ telefax: +36 (1) 511 20 93;
- ▶ e-mail: eszrevetel@mav-start.hu;
- ▶ by filling the online form on www.mavcsoport.hu website;
- ▶ personally at the Client service points at selected railway stations.

Contact to BKK:

- ▶ BKK Call Centre +36 1 3 255 255
- ▶ BKK postal address: Postal address: 1241 Budapest, Pf. 200

More contact information: <https://bkk.hu/en/about-bkk/contacts/>

Scheduled departure and arrival times indicated in the timetables in MÁV application may be subject to change at times of certain traffic disruptions. In these cases BKK and MÁV-HÉV are not liable for any loss and damage caused by the diversions of the schedule or the cancellation of the train services.

This description is for information purposes only, and applies only to the services of MÁV-HÉV Co. Ltd. In case of dispute the full Hungarian text of the General Terms & Conditions and the Tariff Regulations takes precedence. The full Hungarian text of the General Terms & Conditions and the Tariff Regulations can be viewed on the website of MÁV-HÉV Co. Ltd. (www.mav-hev.hu).

The Book of Complaints and the full Hungarian text of the General Terms & Conditions are available at BKK Customer Service Centers for those interested.

Based on Article (1) §69 / A of the Act CLXXXIII. of 2005, compliance with the legal provisions concerning the rights of passengers is controlled by the Ministry of Construction and Transportation, Railway Administration (mailing address P.O. Box: 89, Budapest, H-1442 Hungary; e-mail: igazgatasiszerv.vasut@ekm.gov.hu), which is competent to act in cases of infringements of passenger rights established in the 782/2021 EU Regulation of Passenger Rights.

MÁV-HÉV Co.



TERMS AND CONDITIONS OF PASSENGER TRANSPORTATION CONTRACTS OF MAHART PASSNAVE SZEMÉLYHAJÓZÁSI KFT.

ON INTERNATIONAL AND DOMESTIC HYDROFOILS, SCHEDULED BOATS AND CHARTER BOATS

1.) Scope of the Regulation

These Business Terms and Conditions are based on the terms of the agreement between MAHART PassNave

Személyhajózási Korlátolt Felelősségű Társaság (hereinafter: PassNave Kft, registered office: 1056 Budapest, Belgrád

rakpart, International Port, company registration number: 01-09-268781) and its legally contracted partners of

passenger transportation (individuals and groups on scheduled services as well as charter passengers, hereinafter

jointly as: passenger), unless PassNave Kft and the passenger agree differently in the contract that governs their legal

relationship. Passenger transportation by PassNave Kft is regulated by Act V of 2013 on the Civil Code (hereinafter: 'Civil

Code'), Act XLII of 2000 on Water Transport, Act CLV of 1997 on Consumer Protection, Government Decree 261/2008 (03

November) on the Terms and Conditions of Passenger Transportation (hereinafter: 'TCPT') and the present Business

Regulations, with the understanding that PassNave Kft is not involved in public passenger transportation.

2.) Start of legal relationship

A passenger transportation contract and, based on that, a legal relationship of passenger transportation begins when

the passenger:

buys a ticket (either in person, from a ticket machine or online), or

orders passenger transportation in writing, and the order is confirmed.

In case a third party orders transportation and other related services on behalf of a passenger, PassNave Kft will not

check whether the third party is a legal representative of the passenger(s). With the order, the third party becomes a

legally contracted partner of PassNave Kft, in line with the regulations of Section 6:136 of the Civil Code.

In the case of a person travelling without a ticket, at the moment of commencement of embarkation onto the ship,

based on the implicit behaviour, the passenger relationship is established between PassNave Kft. and the person

commencing the boarding.

3.) Obligations of PassNave Kft.

PassNave Kft has the obligation to transport any passenger with a valid ticket, at the indicated time and on the given

service, provided that

passenger transportation has not been banned by any law or decree;

transportation is possible with the boat available;

transportation is not obstructed by any circumstance attributable to the passenger or that cannot be avoided

or averted by PassNave Kft (force majeure).

PassNave Kft shall inform passengers about any circumstance that prevents transportation or any restrictions imposed

by authorities on site at ports, on its website and, when necessary, through press or radio announcements, or in case of

having personal contact information, by telephone or email. The service may be cancelled after the announcement,

however passengers are entitled to a full refund of the fare (purchase price) in such cases.

In case of scheduled domestic services, if the boat cannot begin and/or continue its journey towards its destination

due to any type of obstacle, and the obligation of transportation cannot be fulfilled by a substitute boat, the passenger

is entitled to a refund of the fare for the cancelled part of the trip or they can ask to be transported back to the point of

departure and request the refund of their entire fare, unless the transportation obstacle was caused by events outside

of the control of PassNave Kft (force majeure).

If a substitute vehicle is used, PassNave Kft will not charge a supplementary fee, but at the same time, will also not

refund fares.

Cases of force majeure include:

river barrage,

accident involving another water vehicle,

collision with another vehicle caused by the error of the other vehicle,

authority measures,

closing of borders,

disarming bombs or explosives,

extreme weather conditions,

strike,

low water,

flotsam hazard,

closing of ports,

quarantine, epidemic,

any hindrance caused by a passenger,

criminal act,

act of terrorism,

sickness of boat crew,

sudden sickness of a passenger,

army manoeuvre or training exercise,

war, acts of war,

mine risk,

bridge or water construction works,

malfunction of a canals, locks or sluice gates,

leaking of water into the hull of the boat due to external forces,

fire,

any other unavoidable external cause.

The travel fare is always refunded at the point of sale where the passenger originally purchased their ticket (or in case

of a retailer, at the retailer's premises).

PassNave Kft will accept no further claims beyond the travel obstacles listed above.

4.) Passenger liabilities

At the port (boat dock), passengers and their escorts can only enter areas open to them.
Persons excluded from

passenger transportation are not allowed to enter the area of the port (boat dock),
furthermore, items excluded from

passenger transportation are prohibited within the area.

On the boat, passengers can only access the areas open to them. Escorts without a valid ticket,
except for the escorts

assisting disabled passengers, are not allowed on board.

In the port (boat dock) as well as on board the vessel, any behaviour that inconveniences other
passengers or disrupts

the work of the ports (boat docks) or our staff, as well as smoking in prohibited areas, is
forbidden. Smoking is not

permitted in enclosed passenger spaces as well in other enclosed areas of the boat (e.g.
toilets).

Passengers must keep their tickets for the whole duration of the trip, and must show them to
the ticket inspector of

PassNave Kft., along with any discount entitling identification they may have.

Passengers must not defile, contaminate or damage the boat dock (port), the boat or its
facilities. Passengers who defiles,

contaminates or damages the boat dock (port), the boat or its facilities, shall bear the costs
associated with cleaning and

disinfecting, as well as the costs for all damages caused. Once on board, passengers must adhere to all security and safety

instructions of the boat's captain.

PassNave Kft can only fulfil its obligations regarding passenger transportation if the passenger presents both a specified

form of ID valid for international travel and a valid ticket.

PassNave Kft will not be held liable for damages arising from failure to meet any of the above requirements.

In case of an accident occurring on water or an incident on the water transportation, the passenger must follow the

instructions of the boat's crew.

The passenger must adhere to all effective rules and regulations concerning travel, as well as the laws of the destination

country. Any costs and damages incurred as a result of failure to do so will be borne by the passenger.

If the passenger does not fulfil official obligations or is not present on time for departure, PassNave Kft is only bound to

fulfil its passenger transportation obligation if in doing so it does not jeopardise its obligations towards other

passengers, e.g. scheduled departure of the boat.

Passengers can take their seats in order of boarding.

5.) Travel restriction, exclusion from travel

The following passengers may be excluded from travelling:

who are drunk or are under the influence of drugs;

who behave in an offensive manner, or act in any way that disturbs other passengers;

who are suffering from infectious disease;

whose behaviour affects or jeopardises the safety of transportation, the safety or health of themselves or

other passengers, or the safe condition of the boat or its facilities;

who violate other provisions on passenger conduct;

who travel with an invalid ticket or without a ticket, and do not purchase one during ticket inspection; or do

not present a ticket or discount certifying identification despite being asked;

who may defile the vessel, the clothing of other passengers or their luggage, with their own clothing, luggage

or by any other means;

who boards the boat with a hand luggage item that is prohibited.

If any of the above takes place after departure, the captain of the boat has the authority to ask the passenger to

disembark at the nearest port.

On the boat, disabled passengers and children under the age of 14 can only travel with an

escort. Boarding the boat

without an escort is considered as a declaration that the passenger in question is over the age of 14.

Passengers who get sick or suffer an accident during their trip are transported to the nearest port by PassNave Kft,

where they can receive the required medical assistance.

If a disease is suspected to be contagious, PassNave Kft will do its best to separate the sick passenger from other

passengers.

Passengers who are expelled from the boat or excluded from the trip due to their own fault are not entitled to a refund

of their fare or other charges, e.g. bicycle transport costs, and can claim their cabin baggage only at final destination

port, if the returning of which is not possible during the scheduled stand-by period of the vessel.

PassNave Kft. can exclude passengers from travelling if the maximum passenger limit of the vessel is reached.

6.) Timetable, duration of trips

Scheduled boats of PassNave Kft travel according to an official, published timetable (scheduled services). The shortest

duration of travel between ports is determined by PassNave Kft. PassNave Kft is liable for damages caused by its failure

to keep the timetable only if the delay occurs because of negligence on the part of PassNave Kft.

7.) Transportation fares, luggage fees

Transportation fares are published by PassNave Kft pursuant to the provisions of the prevailing legislation. Port charges

are included in the official fare, as published by PassNave Kft and its partner companies (port operators).

The price of the ticket includes the fees of the following services:

transportation fare for the section of the trip shown on the ticket,

all port charges for the section of the trip shown on the ticket,

passenger accident insurance from the time of boarding to disembarking,

on domestic hydrofoil and other scheduled services: transportation fee of 1 piece of hand luggage, weighing

a maximum of 12 kg, for the given section of the trip per person.

8.) Booking (except for international event hosting hydrofoil boats)

Tickets can be purchased online or in person at designated national and international ticket offices by cash or by

credit card.

Tickets can be booked in advance in person, by fax, by e-mail or by post. Bookers making a reservation must provide

the exact date and time of travel and the names of the passengers, as well as a contact address and phone number, so

that passengers can be informed, even with short notice, if necessary prior to their trip. In addition, in the case of an

advance ticket exchange for an international journey, information on the nationality of the passenger must also be

provided.

When all the data listed above is received, PassNave Kft will confirm reservations within 2 working days. Without

confirmation the agreement between the parties is not established.

Payment is required for booking tickets for the domestic scheduled hydrofoil boat service. Passengers and groups paying

by cash are required to pay for their tickets at the specified window at least one hour before departure, otherwise their

booking will be cancelled. Passengers and groups paying by bank transfer are required to initiate the transaction in time

to allow for the payment to be deposited to the bank account of PassNave Kft by 12:00 on the day (or by 12:00 on the

last business day) before the day of their journey. If the payment is not received by the specified deadline, the booking is

automatically cancelled. PassNave Kft is entitled to sell the booked but unpaid seats to other passengers.

Boarding for the domestic scheduled hydrofoil boat service ends 10 minutes before departure.

The journey can be rescheduled up to 24 hours before departure; no amendments can be made to the journey in the 24-

hour period before departure.

The booking conditions provided in this section do not apply to the ticket distributors contracted by PassNave Kft, please

see their booking conditions in the applicable service contract.

These booking terms and conditions do not apply to contracted retailers of PassNave Kft, their own booking terms and

conditions are included within their in contracts.

Tickets can be amended up to 24 hours prior to departure.

9.) Travel discounts for scheduled services

For scheduled domestic hydrofoil services:

Discounts for children (between the age of 2 and 14) and promotional discounts offered are available, the discount

amounts of which are published in the official price list of PassNave Kft.

For scheduled domestic excursion and tour boats:

Discounts for children (between the age of 2 and 14), students and pensioners, as well as promotional discounts offered

are available, the discount amounts of which are published in the official price list of PassNave Kft.

A student discount can be applied for students with a valid Hungarian full-time student card or International Student

Identity Card (ISIC).

Senior discount can be granted to a Hungarian pensioner or a person aged 65 or over from EU member states.

10.) Transportation of baggage and hand luggage

Each passenger can carry 1 hand luggage that weighs no more than 12 kg, the dimensions of which do not exceed

56x45x25 cm (and which does not obstruct boarding, disembarking or free passage within the passenger space of the

boat), furthermore, one pushchair, umbrella, walking stick or hand held musical instrument on all boats of PassNave Kft

free of extra charge.

Only hand luggage may be carried aboard scheduled services and on domestic scheduled or event hosting hydrofoil

services.

Objects that could cause injury, damage or contamination, as well as objects that are prohibited by any law or decree to

transport, will not be permitted aboard.

The provisions that apply to the maximum weight and dimensions of hand luggage and pricing cannot be applied to

wheelchairs and other movement aiding equipment of disabled passengers. Passengers with disabilities must be safely

seated for their own safety and well-being, and the well-being of the other passengers. They may travel if their

equipment fits into the space designated to them, and the combined weight of the disabled passenger and their

equipment does not exceed 200kg.

Passengers are responsible for their own hand luggage on board. PassNave Kft does not assume liability for any loss,

disappearance or theft etc., furthermore damage, regardless of the reason.

The provisions of the Government Decree on the Terms of Passenger Shipping (VSZF) will govern any aspects of luggage

handling not regulated or not thoroughly detailed in these Business Regulations.

A limited number of bicycles, bicycle trailers, electric bicycles and tandem bicycles can be transported only on specific

services at an additional cost.

11.) Transportation of live animals

Live animals are not authorised to be carried for hygienic reasons. Exception to this are support dogs as specified in

Section 2 of Decree 27/2009 (XII. 3.) by the Ministry of Social and Labour Matters on the training, certification, and

applicability of support dogs as well as police dogs. These animals are carried free of charge. Support dogs specified in

the above-mentioned Decree are authorised to be carried without muzzles, provided that they are equipped with signs

identifying them as support animals.

12.) Cancellation conditions (termination)

a.) In case of all services of the company (except for event hosting hydrofoil services):

When cancelling pre-purchased (fares and bicycle tickets) or reserved tickets, the cancelling party is to pay a

cancellation fee (penalty fee) as follows:

for trips cancelled within 2 hours of departure, or when the passenger is a no show, 100% of the fare is to be

paid as penalty;

for trips cancelled more than 2 hours but less than 21 days prior to departure, the fare is refunded minus a

20% administration fee;

for trips cancelled more than 21 days prior to departure no penalty fee applies and PassNave refunds the

fare and the prepaid deposit.

These cancellation terms and conditions do not apply to contracted retailers of PassNave Kft, their own booking terms

and conditions are included within their in contracts.

The price of return tickets cannot be partially refunded after departure, i.e. following the completion of the journey

towards the destination.

If cancellation is made by the passenger, and the refund of the fare in cash is not possible at the

ticket office, the cost of

the bank's transfer charges is to be borne by the passenger.

When requesting a refund of the price of a ticket or equivalent document the passenger already received earlier, the

passenger must return the unused and undamaged ticket, present the receipt and give proof of identity.

b.) In case of event hosting hydrofoil services (domestic and international):

The party cancelling pre-paid tickets (including fare and baggage fees) or reserved seats is to pay the following

penalties:

for trips cancelled within 7 days of departure, or if the passenger is a no show, 100% of the fare is to be paid

as a penalty,

for trips cancelled more than 8 but less than 15 days prior to departure, the fare is to be refunded minus a

50% administration fee;

for trips cancelled more than 16 but less than 29 days prior to departure, the fare is to be refunded minus a

25% administration fee;

cancelling trips more than 30 days prior to departure carries no charge, and the transportation fare or

deposit is to be refunded by PassNave Kft.

In case of event hosting boats with domestic or international destinations, the present Business Regulations are to be

applied with the following modifications:

PassNave Kft acts as an excursion organiser in case of passenger transportation programmes not on water.

PassNave Kft reserves the right to make modify hotel bookings or programmes, within the same category. In case

of programmes in Vienna, the arrival, departure and programme times may also be subject to change.

Passengers must purchase and collect reserved programme tickets in person at least 30 days prior to departure at a

designated ticket office, or pay by using another payment method by that time (by bank transfer or by providing a credit

card authorisation).

c.) In case of tickets purchased from a ticket machine or online:

In case of tickets purchased from a ticket machine or online, depending on the type of service, the following shall be

added to the cancellation terms and conditions:

ticket refunds are subject to a 20% handling fee

after deduction of the handling fee the transfer of the fare to be refunded is not initiated by the transportation

service provider, but will be credited back to the party requesting the refund of the ticket by the service provider's bank

modification of the travel dates of purchase tickets carries no additional charge

in case of changes to other parameters of the purchased ticket (e.g. changes in the type of vessel or the service,

reduction in the number of passengers), - as these are only possible by returning the ticket and its re-issuance - the

refund process described above takes place.

13.) Chartering boats

The charter tariffs officially published by PassNave Kft are valid for all chartered boat rentals. Catering services are

available exclusively through PassNave Kft.

If the hirer of the chartered boat intends to use ports that are not operated by PassNave Kft, separate port charges shall

apply. PassNave Kft will provide information of these charges during chartering.

The hourly stand-by fee for excursion and event hosting boats is 50% of the given boat type's hourly chartering fee (the

discount stand-by time can be no more than twice the duration of the trip). In case of rural trips, the rental fee includes

3 hours of stand-by time at the destination; for further stand-by, 50% of the hourly chartering fee of the given boat type

shall apply. (Wedding events are an exception to this rule, with the stand-by time and associated fees being determined

on an individual basis).

Stand-by fee in case of hydrofoils: for 1 day trips with chartered boats, no stand-by fee is charged; for trips taking several

days, the costs of stand-by periods and those of other related charges (cost of accommodation for crew, etc.) are

calculated on an individual basis.

If the party hiring the boat does not board the chartered vessel within one hour of the

confirmed time of departure, and

does not inform PassNave Kft about obstacles preventing boarding, PassNave Kft has the right to use the chartered

vessel for other purposes. In such cases, the terms and conditions of cancellation within 24 hours take effect.

a.) Booking chartered boats:

Chartered boats can be booked in person or in writing (mail, fax, or e-mail). Orders must include:

the names of passengers or group of passengers,

the number of passengers,

nationality of the passengers (only for international travel),

boat type,

the port of departure and arrival, as well as any landing request during the trip

the date of the journey, time of departure and arrival (year, month, day, hour, minute),

other services required,

the hirers specifications relating to other services.

PassNave Kft confirms orders within three working days in writing, and the contract is then drawn up with the

confirmed content.

b.) Terms and conditions of cancellation (termination) for chartered boat bookings:

When a chartered boat trip is cancelled, the hiring party is to pay the following percentages of the chartering fee as a

penalty:

for trips cancelled within 24 hours of departure: 100% of the chartering fee;

for trips cancelled between 24 and 48 hours prior to departure: 50% of the chartering fee;

for trips cancelled between 48 hours and 21 days prior to departure: 30% of the chartering fee;

for trips cancelled more than 21 days prior to departure no penalty fee applies.

Cancellation is calculated from the arrival of the written cancellation request to PassNave Kft. Only the hiring party

whose name is listed on the voucher, or an authorised representative, can cancel or modify the booking.

In case of cancellation by the hiring party, the cost of the bank's transfer charges relating to the refund are to be borne

by the cancelling party. If the chartered boat cannot depart due to unforeseen circumstances (force majeure), both

parties will be exempted from cancellation fees and penalties. In such cases, the full chartering fee is refunded by

PassNave Kft within 30 days.

c.) Submitting feedback (complaints) regarding chartered trips:

Any complaints by the hiring party in connection to any of our services should be submitted to PassNave Kft in writing

by 4 pm on the day following the conclusion of the trip.

Failure to meet this deadline will result in the loss of rights. Complaints can also be submitted in writing to the captain

of the boat before departure, during the trip or immediately after the trip.

14.) Catering services, sales activities

Snack bar and other catering type services are available and may be organised exclusively through PassNave Kft.

Sales activities at the boat docks (ports) or on the boats are only allowed with the permission of PassNave Kft;

nevertheless, the permission of PassNave Kft does not substitute the necessary official permits otherwise required.

15.) Advertising

PassNave Kft is the exclusive owner of all interior and exterior surfaces and advertisement media on its boats (in case

of events as well). A prior written agreement is required for the use of these surfaces.

16.) Inspection, penalty fee

The passenger must be in possession of a valid ticket or travel certificate (hereinafter together referred to as: 'ticket')

at the start of the journey. The passenger is obligated to keep their valid ticket for the entire duration of the journey as

well as during disembarkation, and to present it to the ticket inspector of PassNave Kft. for inspection, together with the

discount entitling document. If it is necessary to determine the legitimate entitlement for the travel discount or if it is

necessary for the inspection procedure, the passenger must provide proof of their identity.

The ticket inspector of PassNave Kft. is entitled to check the passenger's right to travel, the validity of the tickets, the

legality of the travel discounts and the compliance with these Business Regulations at any time during the journey,

including boarding and disembarkation.

The ticket inspector of PassNave Kft. is entitled to obtain the data necessary for the identification of passenger travelling

without paying the travel fare, for checking the personal travel entitlement of the individual, and for verifying the

legitimacy of the use of travel discounts of the travelling passenger.

The inspection detailed in this chapter is carried out in accordance with the terms and conditions of the Data Security

and Privacy Policy published on the website of PassNave Kft.

The passenger who

does not have a valid ticket,

purchased a ticket for the incorrect route, or

wrongfully uses a travel discount,

shall be required to pay the full fare for the route and a penalty fee in addition to the fare. If the place of departure or

destination of the passenger cannot be established, the passenger must pay the fare valid from the point of departure

of the vessel to the destination or from the point of departure for the entire route of the vessel together with the penalty

fee.

In the event of a violation of the travel conditions, the ticket inspector of PassNave Kft. will immediately create a report

of the circumstances of the case. For effective inspection, the ticket inspector of PassName Kft. is entitled to delay

docking or the continuation of the journey for a short time.

A passenger who is required to pay a penalty fee must provide proof of identity and address to the inspector. If the

passenger refused to provide proof of identity, the inspector may request police intervention or exclude the passenger

from travelling.

The travel fare and the penalty fee specified in the report can be paid in cash at the ticket offices or the docks operated

by PassNave Kft. or by bank transfer to bank account number of PassNave Kft. indicated in the report. In the case of a

bank transfer the payment obligation shall be considered fulfilled when the amount of the specified travel fare and

penalty fee is credited on the bank account of PassNave Kft.

If the debtor does not pay the travel fare and penalty fee amount specified in the report within 8 days of the travel date,

PassNave Kft. shall call on them to provide payment with the setting of a new deadline. If the passenger still does not

fulfil their obligation within the new deadline, PassNave Kft. shall initiate legal action for the recovery of the claim. The

costs of the latter must also be borne by the debtor.

In case of travel with an invalid ticket, the amount of a full fare ticket must be paid together with the penalty fee, which

is three times the full ticket fare. In the case of a ticket purchased for an incorrect route or a wrongfully used travel

discount, the difference between the purchased ticket and the full fare ticket must be paid together with the penalty fee,

which is three times the amount of the difference.

17.) Liability

PassNave Kft assumes liability for damages arising during the transportation of passengers in line with these Business

Regulations. The regulations of the Civil Code on enterprises will govern such cases. PassNave Kft's liability for damages

extends to 150% of the purchased ticket or the contracting fee.

If passenger transportation is affected or prevented by a force majeure specified in these Business Regulations, or not

specified but constituting as such, PassNave Kft is not liable for the aborted services or any failure in fulfilling the

passenger transportation contract due to the above reasons, but will refund the purchased ticket fares within 30 days.

PassNave Kft is not responsible for fragile or perishable goods in the luggage of passengers or for damages caused by

these goods, and will not be held liable for damages caused by inadequate packing.

18.) Complaint submission and handling rules

Any complaint or notification (hereinafter: 'complaint') arising from the legal relationship of the passenger and the

transporting company must be communicated without delay, or by no later than 48 hours following the complaint

causing incident, so that PassNave Kft. is able to take the necessary steps to remedy the situation, or to clarify the basis

of the claim and if possible instantly resolve it. Failure to meet this deadline will result in the loss of rights. The passenger

shall be liable for any damage that results from late notification.

a.) Verbal complaint

Complaint handling location of PassNave Kft.: 1056 Budapest, Belgrád rakpart, International Port, Customer

service Opening hours: M-F: from 08:00 to 16:00.

The verbal complaint must be investigated immediately by PassNave Kft. and remedied as necessary. If the client is in

disagreement with the way their complaint is handled, or the immediate investigation of the complaint is not possible,

PassNave Kft. shall write up a report on the complaint without delay, indicating also its position, and shall provide a

copy of this report to the passenger directly. In all other cases, PassNave Kft. acts in accordance with the rules applicable

to written complaints.

b.) Written complaint

A complaint may be submitted through the following channels, complete with the copy of the ticket and any other

receipts generated:

- by post to the complaint handling address of PassNave Kft.: 1056 Budapest, Belgrád rakpart,

International Port

- by e-mail to the ertekesites@mahartpassnave.hu e-mail address

- written in the customers' books at the boat docks

- by completing the report form on board the boat

For complaints submitted in writing PassNave Kft. provides a response, complete with reasoning, within thirty days.

PassNave Kft. informs the passenger of the remedies available in their complaint closing reply, and also provides the

contact details for the Consumer Protection Authority and the conciliation body.

If a passenger's complaint is rejected, they may turn to a conciliation body. The conciliation body is an independent

body operating alongside the County (Budapest) Chamber of Commerce and Industry. The conciliation body having

competence based on the passenger's address or their place of residence shall conduct the procedure. The procedure of

the conciliation body may only be initiated after the passenger has attempted to settle the disputed matter with the

affected company directly. The passenger may initiate the procedure with a written request duly submitted to the

chairman of the conciliation body. The conciliation body is responsible for the settlement of consumer disputes

occurring outside of court proceedings.

Following the cessation of the Hungarian Authority for Consumer Protection, the first instance consumer protection

authority tasks were transferred to 197 district offices, therefore since 1 January 2017, passengers can primarily turn

to the district offices with their complaints.

19.) Subcontractor

PassNave Kft has the right to use subcontractors for transportation services. If PassNave Kft transfers the operation of

passenger transportation to any other contractor, these Business Regulations and the terms and conditions of the

individual contracts shall remain in effect.

20.) Ban on assignment

Rights derived from the passenger transportation contract cannot be transferred to a third party without informing

PassNave Kft in writing beforehand.

21.) Statute of limitations

All claims against PassNave Kft in connection with the passenger transportation contract shall be forfeited after 6

months at the latest, unless the present Business Regulations stipulate otherwise.

22.) Rights and legal disputes

Any disagreements are to be settled in accordance with Hungarian law.

With regard to any dispute that arises from the violation, termination or validity of an agreement or contract concluded

under these Business Regulations, the Parties shall submit themselves to the exclusive decision of the competent court

based on the registered office of the Company.

Terms of individual contracts between PassNave Kft and hirers or passengers take precedence over the present

Business Regulations.

23.) Publication of Business Regulations

PassNave Kft. publishes the current Business Regulations in its entirety on its website (available at:

www.mahartpassnave.hu), which can also be freely downloaded. PassNave Kft. provides access to the Business

Regulations in the ticket offices and boat docks during opening hours.

EXCERPT FROM DOMESTIC TRAVEL CONDITIONS OF VOLÁNBUSZ Co.

PURCHASING OF TICKETS AND SEASON TICKETS

The bus service can only be used with a valid ticket, season ticket or other proof of travel entitlement.

Purchased passes are valid only in case they contain the information required for verification.

The price of a ticket, return ticket or season ticket for the relation and direction of the journey is determined on the basis of the kilometer distance indicated in the timetable and the general fares – every kilometer started counts as a whole kilometer.

When setting fares for a relation, the full price fare-kilometer zone corresponding to the relation and direction of the journey shall be taken into account. Mandatory prebooking has been introduced at some bus stations, so that passengers can only start their journey on the bus with tickets purchased at ticket offices of the stations concerned, at the vending machines or on the internet.

The ticket must be kept for the entire duration of the journey and presented to the person entitled to check.

Tickets can be requested in advance no earlier than 30 days before the scheduled travel date.

Tickets can be purchased at the ticket offices of the company, at sales partners, on its website for certain national services and on board of the buses.

The ticket may only be used for travel within the period of validity indicated on it and only for the route, distance, service and duration for which it was issued or validated (managed).

Intercity monthly passes are valid from 0:00 on the first day of a given month to 24:00 on the 5th of the following month, the 30-day passes are valid from 0:00 of the calendar day indicated on the pass to 24:00 of the day preceding the same calendar day of the following month, the first half-monthly passes are valid from 0:00 on the 4th to 24:00 on the 20th, and the second half-monthly passes are valid from 0:00 on the 19th to 24:00 on the 5th of the following month.

SUPPLEMENT TICKET

On some national bus services with a surcharge, it is mandatory to buy a supplement ticket. The purchase of a supplement ticket is obligatory for all passengers except those with a season ticket, children under 3, and an escort of a war disabled, a war widow and a person shown in war orphans ID.

STOPOVER

In case of a stopover, the ticket and the supplement ticket will become invalid for the rest of the journey.

With a pass issued for a relation the journey can also be started, terminated or interrupted at intermediate stations or stops of the validity relation.

TRAVEL CONDITIONS FOR PEOPLE WITH DISABILITIES AND PERSONS WITH REDUCED MOBILITY

The company provides people with disabilities with equal access to scheduled bus services.

It is not entitled to travel without an escort a helpless person applying for travel in a wheelchair or mobility aid or a person unable to travel without an escort.

The travel or booking of a person with a disability on the basis of this condition can only be refused, in case

- ▶ required by law or regulation to meet health and safety requirements, or
- ▶ their safe travel, delivery or removal is not possible due to the design of stations, bus stops or vehicles intended to be used during the journey.

It is forbidden to travel on the bus with an electric moped or in a moped.

CARRYING OF ANIMALS

Dogs must be muzzled and on a leash and may be transported at the owner's liability (with the exception of guide and police dogs). A fee corresponding to the distance travelled is payable for dogs. The weight and size of carriers used for other animals (tanks, cages, baskets, boxes, etc.) may not exceed the dimensions of hand baggage. VOLÁNBUSZ Co. Ltd. may exclude from travel any animals that disturb other passengers with their behaviour and shall hold the animal's owner liable for any damages caused.

CARRYING OF BICYCLES

Bicycles can only be transported on buses suitable for transporting bicycles, which the company will indicate separately on the buses.

Transport of luggage

The passenger may carry in the bus an object that can be easily carried by a person as hand luggage, weighs no more than 10 kg and is of a size that does not impede the necessary movement of passengers within the bus when carried in the passenger's hand, lap or otherwise. A seat cannot be occupied by placing hand luggage on a seat.

Passengers of a national bus service can check in for carriage as a luggage their belongings, luggage, etc. carried with them in case the bus making the service has a luggage rack or a luggage locker.

The company allows luggage transport on regional, suburban and agglomeration buses, as well as on national passenger buses without luggage racks or luggage lockers. A passenger can request the carriage of up to 2 pieces of luggage within the dimensions of 100x50x50 and the maximum weight of 20 kg per piece.

TICKET REFUND

At the request of the passenger the company will reimburse the price of the full-price and discounted ticket, the supplement ticket and the luggage fee with applying a handling fee, if the ticket has not been used for travel at all, and the passenger returns the ticket until its expiry date; a ticket issued at a ticket office for a specified date until the arrival of the service; a ticket issued online until the departure of the service.

In case a ticket purchased online, by filling in the appropriate form, the ticket purchaser will receive a refund of the amount of the ticket reduced by the handling fee to the bank account from which the amount was received at the time of purchase.

The price of passes will be refunded by the company by deducting the handling fee until the beginning of their validity, provided that the pass or travel pass is returned before this date.

COMPENSATION IN CASE OF A DELAY

In the event of the cancellation of a service with a scheduled distance of at least 250 kilometers, the company will indemnify the passenger who has provided a seat for the service in advance, proving his / her intention to travel.

An exception is if the cancellation was caused by an unavoidable cause outside the company's scope of operation (eg. weather, road and traffic conditions that hinder traffic, such as: fog, snow, ice; road closures affecting the scheduled route, traffic congestion, official control), or the company has acted as would normally be expected in a given situation, with priority given to the safety of persons and property and the maintenance of the scheduled route.

FINES

A fine of HUF 8,000 is subject to pay by the passenger

- ▶ who travels without a ticket or with an invalid ticket, pass (e.g. not filled in or incomplete), or travel entitlement,
- ▶ who receives a travel discount despite of not being entitled to do so, or who is unable to prove his/her entitlement,
- ▶ who travels further than the distance for which the ticket is valid,
- ▶ who uses a falsified ticket or other travel entitlement,
- ▶ who smokes on the bus or at a bus station,
- ▶ who boards the bus with any object or animal that is not permitted as baggage and is in violation of the Travel Conditions,
- ▶ who soils the vehicle with his / her baggage, clothing, or in any other manner.

A fine of HUF 12,000 is subject to pay by the passenger

- ▶ who fails to pay a fine within 30 days.

REDUCED FARES

Children between ages 6-14, full-time students are eligible for a 50% discount.

Those with a civil servant or public service status and a travel voucher at budgetary bodies and institutions can use the 50% fee discount for round trips 12 times a year. Children under the age of 6, refugees and EEA citizens over the age of 65 are entitled to travel without a ticket. A proof of travel entitlement has to be shown. Supplementary ticket may be required for certain bus routes.

The company can check the certificates and their validity required to assess the use of the discount. If it is necessary to establish the legitimacy of the discount or the lawful use of the card, the company may also request the presentation of an identity card or a document suitable for proving identity.

ACCIDENT INSURANCE

A contracted insurance company provides insurance to VOLÁNBUSZ Co. Ltd. passengers embarking on its vehicles for the purpose of travelling.

HANDLING OF COMMENTS, ASSISTANCE

You can turn to the customer service of VOLÁNBUSZ Co. Ltd. with your remarks and complaints related to the company's services:

- ▶ by post: VOLÁNBUSZ Co. Ltd. Customer Service 1091 Budapest, Üllői út 131.
- ▶ by phone: +36 1 382-0888,

- ▶ in e-mail: info@volanbusz.hu,
- ▶ on the website of the company at the dedicated place: volanbusz.hu/en,
- ▶ as well as personally at the Customer Service.

Insights into the Travel Conditions

The above description is for information only and applies only to the services of VOLÁNBUSZ Co. Ltd.

In resolving disputes, the provisions of the Business Rules and the Tariffs shall apply. The Business Rules and the Tariffs can be viewed on the volanbusz.hu/en website. Compliance with the legal provisions on passenger rights is monitored by the Ministry of Innovation and Technology, the Deputy State Secretariat for Transport Authority Affairs, The Department of Market Surveillance and Passenger Rights (1440 Budaest, postal code 1.)

TERMS AND CONDITIONS OF TRANSPORT For using the local, scheduled public transport vehicles of the city of Szeged

1. Important information:

The Terms and Conditions of Transport, as well as the relevant legal regulations shall be applicable to the companies providing local general public transport services (hereinafter referred to as Provider) based on the mandate given by the Municipality of Szeged City with County Rights, and to the people utilising the services (hereinafter referred to as Passenger).

These Terms and Conditions of Transport – on the basis of higher-ranking rules of law and under the conditions set forth therein – shall regulate the obligations and rights of Passenger and Provider in connection with the utilisation of the local, scheduled public transport services of the city of Szeged.

These Terms and Conditions of Transport shall be published in the unified public transport timetable publication of city; displayed on the website, in the official premises, ticket offices of the Providers; as well as on board of all vehicles put into circulation by the Provider – at least at one location by vehicles (cars).

2. Coming into effect and term of the Transport Contract:

Parties by declaring their intention to provide or utilise the services (putting the vehicle into circulation, or boarding the scheduled vehicle at the designated locations, with an intent to travel) state that they have learned and have accepted the content of these Terms and Conditions of Travel – forming an inseparable part of the Transport Contract – as being binding on themselves. At the same time, by implication, a transport contract shall come into effect between the parties, on the basis of which Passenger shall be entitled to utilise the transport services provided by Provider – complying the Terms and Conditions of Travel.

Provider – through and by the decision of the Vehicle Driver representing Provider on board of the vehicle in question – can withdraw from the fulfilment of the contract, if the Passenger intending to enter into a contractual relationship clearly infringes the Terms and Conditions of Travel, especially if the Passenger endangers the safety of the public service (transport); he or she refuses to pay the fare indicated in the tariffs, to validate the travel ticket, to present a valid pass/document verifying the entitlement to travel or an entitlement for a discount, or an identity document.

The Travel Contract between the Passenger and the Provider shall be valid from the moment of boarding the local scheduled vehicle to the moment of leaving it.

3. Utilisation of public transport vehicles, right to be carried:

The travel services have to be paid in advance or a ticket has to be purchased immediately after boarding, without being requested to do so. Passengers can board and/or use the vehicles having pre-purchased single tickets, discounted single tickets (a block of 10 tickets) and time-based tickets (24-hour, 72-hour tickets), valid passes, valid travel passes or any other document verifying the entitlement to travel. It is also possible to purchase validated tickets from the vehicle driver or from the ticket machines located on board using devices suitable for contactless payment (e.g. bank card, mobile phone, etc.). Should the ticket purchase from the ticket machines fail Passenger shall be obliged to buy a ticket from the vehicle driver without delay. From the vehicle driver solely higher-priced "vehicle driver" tickets can be purchased using cash.

Passengers utilising the local public transport vehicles of Szeged using a ticket shall be obliged to board the vehicles at the front door or the door indicating a pram pictogram, and validate their tickets using the ticket validation device located near the doors. The tickets purchased from on-board ticket machines being validated at the time of purchase and the time-based tickets validated at the time of the first travel shall be an exception from this obligation to validate the tickets.

Should the vehicle driver open solely the front door at a stop, it shall mean that the front door is designated for boarding the vehicle. When boarding a pass, a valid travel pass, a formerly validated time-based ticket or a contactless paying device have to be presented without being requested by the vehicle driver, and any single tickets, not yet validated time-based tickets have to be validated immediately after boarding, or a ticket has to be purchased from the ticket machine using a contactless payment device, and the tickets have to be kept until the end of the journey. For alighting the back doors have to be used.

When the vehicle arrives at the terminal passengers have to leave the vehicle for safety reasons.

When travelling with pram, mobility aids, bicycle, passengers can board and alight the vehicle solely at the door indicated by a pictogram – asking for the help of the vehicle driver, if necessary.

The liability of Provider for accidents occurring when boarding at the doors 2 to 4, or when boarding or alighting with a pram at a door not indicated by a pictogram shall be excluded – without any further inspection –, and in such cases claims arising from accidents cannot be lodged.

Utilising the dedicated indication device passengers have to indicate their intent to alight when approaching the stop – at a distance and at a time ahead to ensure that the vehicle can stop securely, without sudden braking and risking bodily injury of the passengers and other road users.

Should a Passenger travel without a single ticket, a time-based ticket, a valid pass, a travel pass of any kind, or without duly verifying the entitlement to travel, or should a Passenger intending to purchase a ticket using a contactless payment device not board at the front door or at the door located nearest to the on-board ticket machine, with such an act Passenger waives the possibility to purchase a ticket on board, and in the case of a ticket control after boarding such a Passenger shall be deemed as using the service unauthorised.

Subject to the following exceptions and conditions any person can travel on the local scheduled lines:

- ▶ a) People suffering from an infectious disease are not permitted to travel on the vehicles.
- ▶ b) Children under 6 years of age and incapacitated persons are permitted to travel solely when accompanied.
- ▶ Looking for a place (seat or standing place) for the accompanied children and incapacitated persons, as well as their continuous attendance and ensuring that their conduct is in line with their safe journey shall be the responsibility of the accompanying person. Looking for a place and attending to the young child carried in a pram shall also be the responsibility of the accompanying person, with the addition that it shall be the accompanying person who decides whether the young child should travel in the pram or sitting in his/her lap. A child can travel in a pram solely if the pram is in fixed position and the harnesses and belts are fastened. The pram shall be fixed even if the child is not travelling in it.
- ▶ People with disabilities and with a limited movement are permitted to travel at the places designated for the mobility aids, and in a fixed position.

- ▶ The staff of the vehicle will not check whether the conditions or reasons referred to in sections a)-b) excluding the travel and/or requiring accompanying are present or not. Should a passenger board the vehicle regardless of such conditions being present (e.g. by concealing the condition, deceiving the vehicle driver and others), the damages suffered as a result of such act, as well as the damages caused to any third party or the Provider shall be borne by the Passenger itself, or its custodian or guardian.

The following persons can be excluded from the travel

- ▶ drunk or dazed persons,
- ▶ those behaving scandalously, or being a nuisance to their fellow passengers for other reasons,
- ▶ those who do not observe the terms and conditions of travel and the relevant regulations.

4. In order to ensure accident-free travel and the safe traffic of the vehicles it is

PROHIBITED:

- ▶ to board and alight the vehicle after the audible warning starts, or to hinder the closing of the doors in any way,
- ▶ push the "emergency warning" button without due reason,
- ▶ to lean out the windows of the vehicle or to hand or throw objects out or in through the windows,
- ▶ to lean into or put hands into the general traffic routes – from the stopping points designated by the side of traffic lanes, over the vertical plane indicated by rails or the edges of the stopping point; to step, lean, put hangs from the stopping points in front of an approaching vehicle, to endanger the safety of both public and "general" transport in any way whatsoever,
- ▶ to sell anything or place an advertisement on board of the vehicles and at the stops without an official permit from the service provider or the municipality,

- ▶ to arbitrarily open the ticket validating machine and the on-board ticket machine ensuring contactless ticket purchase, or to expose them to unduly strong mechanical impact (hitting, jolting),
- ▶ to damage the information and timetable bulletin boards located at the stops,
- ▶ to smoke (cigarettes, cigars or pipes) on board of the vehicles and at the stops,
- ▶ to operate a radio, a tape recorder or similar device in a way that others can hear it,
- ▶ to eat, drink alcoholic drinks or consume hallucinogenic drugs on board of the vehicles,
- ▶ to board the vehicles with ice cream cones and cups, with popsicles and wearing roller skates,
- ▶ to travel wearing clothes that cause contamination or hand luggage causing contamination.

Should the Passenger hinder the scheduled traffic, thus causing a damage to Provider, Provider will pass on such damages to Passenger.

Those who cause damage to the buses, trolley buses, trams, the facilities intended for the passengers – including the stop sign post and the sign itself, as well as the bulletin boards for providing time-table information –, or abnormally contaminate them or their equipment or parts, shall be obliged to reimburse the costs of cleaning, restoration and/or replacement.

In order to ensure the protection of the equipment located at the stops, as well as the protection of the life, safety and assets of the passengers the Provider shall be entitled to perform monitoring at public places, at the stops, inside the public transport vehicles via an electronic security system, and to record picture and sound during such monitoring, as well as to process the picture and sound recordings thus obtained. Such recording can be made available solely to courts and other bodies authorised by law.

5. Purchasing and validity of tickets, passes and travel passes:

The ticket offices and ticket windows (especially the vehicle driver) shall not be obliged to be able to provide change for high denomination banknotes when selling tickets and passes. The reference by a Passenger travelling without a ticket/pass in the case of a ticket control to his/her intent to purchase using a high denomination banknote shall not be taken into consideration as a legal ground, and such a Passenger shall be deemed as using the service unauthorised (he or she can be obliged to pay a surcharge and/or can be excluded from travel).

The single tickets and time-based tickets of any kind cannot be exchanged or redeemed, not even in the case if they are damaged.

"Vehicle driver" tickets can be purchased – after boarding at the front door – solely until the vehicle is still at the given stop.

In the case of purchasing a ticket with a contactless device the ticket or time-based ticket has to be purchased immediately after boarding the vehicle.

All types of single tickets for public transport in Szeged shall be valid from the place of boarding the given line – tram, trolley bus or bus line – to the terminal, for a single journey, without stopover.

Exceptions:

- ▶ If there is a road obstacle, and passengers have to change to an auxiliary vehicle running the same line, the other end (the one without the foil strip) of the single ticket also has to be validated. (In the case of a ticket "cut in half" by the validating machine, also indicating the line number, the ticket shall be valid for the auxiliary vehicle running the same line, to travel to the terminal.)

Single tickets of any kind purchased in advance or from the vehicle driver shall be validated with the ticket validating machine at the start of the journey – immediately after boarding and/or purchasing the ticket. The tickets purchased from the on-board ticket machines are exempted from the validation obligation, since such tickets are being validated when the machine is issuing them, thus no further validation is required. The tickets purchased from the on-board ticket machines shall entitle the Passenger to travel on the vehicle from the moment of the purchase, and the ticket has to be kept until leaving the vehicle.

The tickets (single tickets, "vehicle driver" tickets and discounted single tickets) purchased between 1 January 2008 and 31 December 2013 cannot be used subsequent to 31 December 2014.

The tickets (all types of single tickets, time-based tickets) purchased as from 31 December 2013 in advance or from the vehicle driver can be used and/or validated until 31 December of the following year.

The discounted single tickets (block of 10 single tickets) can be exchanged until 31 December of the following year by paying the price difference. (That is the unused discounted single tickets can be exchanged by 31 December of the following year – the year following the one printed on the ticket –, by paying the price difference).

Validity of the 24-hour ticket:

It can be used for travelling for 24 hours reckoned from the time (day, hour, minute) of the validation, i.e. the same hour and minute on the day following the one indicated on the ticket. The tickets purchased in advance have to be validated when starting the first journey, immediately after boarding, using the stamping ticket validation device. The validity of the 24-hour ticket purchased from the on-board ticket machine using a contactless payment device (a ticket validated by the machine) starts at the time of purchase.

Validity of the 72-hour ticket:

It can be used for travelling for 72 hours reckoned from the time (day, hour, minute) of the validation, i.e. the same hour and minute on the third day following the one indicated on the ticket. The tickets purchased in advance have to be validated when starting the first journey, immediately after boarding, using the stamping ticket validation device. The validity of the 72-hour ticket purchased from the on-board ticket machine using a contactless payment device (a ticket validated by the machine) shall start at the time of purchase.

One-week pass coupon:

It shall be valid until from 0.00 hours on the calendar day indicated on the pass as requested by the Passenger (the first day of validity) until 24.00 hours on the sixth day following the first day.

Two-week pass coupon:

It shall be valid until from 0.00 hours on the calendar day indicated on the pass as requested by the Passenger (the first day of validity) until 24.00 hours on the thirteenth day following the first day.

Thirty-day pass coupon:

It shall be valid until from 0.00 hours on the calendar day indicated on the pass as requested by the Passenger (the first day of validity) until 24.00 hours on the day preceding the same calendar day of the following month.

The monthly, quarterly, six-month and annual pass coupons shall be valid from 0.00 hours on the first day of the calendar month, quarter, six-month, year, until 24.00 hours on the 5th day of the month following the period in question.

The general monthly pass without picture, for the person presenting it shall be valid from 0.00 hours on the first day of the calendar month until 24.00 hours on the 5th day of the month following the period in question.

Start of the validity of the monthly Student pass of September: 27 August 0.00 hours

For using of the general pass coupons of the city – as well as of the one-week, two-week and thirty-day passes – a travel document shall be required. The passes shall be valid together with the general pass certificate issued by the Provider or a valid official identity card (ID card, passport, driver's licence in a plastic card format). The number of the pass certificate or the official identity card the Passenger wishes to use shall be written on the pass coupon, and the pass coupon can be used solely together with the document the number of which is indicated on it.

The general pass can be issued for a period of one month also in the form of a pass without a photograph, with the indication " For the presenter of this pass", and such passes enable their user to travel without an ID card including a photograph.

The monthly pass coupon for pensioners shall be valid solely together with the pass certificate for pensioners issued by the Provider and being validated for the indicated period.

The monthly pass coupon for people with young children shall be valid solely together with the pass certificate for people with young children issued by the Provider and being validated for the indicated period.

The monthly pass coupon for students shall be valid solely together with a Student ID card or a "Certificate" pursuant to the Gov. Decree, or by a student pass certificate issued by the Provider.

Prior to the start of the first journey the ID number indicated on the valid student ID card verifying the entitlement of the holder, or the number of the certificate shall be written in the designated field of the pass coupon in ink and legibly. Failing that or in the lack of the certificate the pass coupon is not valid for travelling – until verifying the ownership and the entitlement –, and when controlling the right to be carried the pass coupon will be withdrawn.

6. Unlimited number of journeys are available free of charge for:

- children under 6 years of age when accompanied by an adult,
- children over 6 years of age – when accompanied by an adult – not having started the primary school yet, by presenting the certification issued by the kindergarten,

- blind people possessing the official document with picture issued by the Hungarian Federation of the Blind and Partially Sighted, or people receiving the personal allowance for the blind, based on the certificate about this fact, and an additional person accompanying the person entitled.
- hearing impaired people possessing the official document with picture issued by the Hungarian Association of the Deaf and Hard of Hearing, and an additional person accompanying the person entitled.
- the person, who is receiving or after who is provided a higher amount of child benefit, based on the official document issued by the Central Administration of National Pension Insurance (for the certificate an identity card is required as well), and an additional person accompanying the person entitled.
- the person, who is receiving a disability allowance, based on the official document issued by the Central Administration of National Pension Insurance (for the certificate an identity card is required as well), and an additional person accompanying the person entitled.
- the employees of the National Ambulance Service, when presenting both the service card issued by the Service and having a holographic validity stamp and a valid identity card shall be entitled to travel free of charge.

- People over 65 years of age, who are:
 1. - Hungarian citizens
 2. - Citizens of the Member States of the European Union
 3. - Foreign citizens under the scope of an international convention
 4. - People possessing a Certificate of Hungarian Nationality or Certificate for Dependants of Persons of Hungarian Nationality
 5. - Foreign citizens receiving old-age pension according to Hungarian legal regulations
 6. - Refugees

Verifying the entitlement:

A,B,C. - Identity card or any document suitable for personal identification.

4. - "Certificate of Hungarian Nationality" or "Certificate for Dependants of Persons of Hungarian Nationality".
5. - Certificate issued by the Pension Administration body, and any document suitable for personal identification.
6. - Verification of the fulfilment of the conditions and a document suitable for personal identification.

- invalid people or war widows, by presenting the certificate for war victims and the identity card, and an additional person (one person) accompanying the entitled person, if the entitled persons requires assistance, and this fact is indicated in the war care certificate.

- family member of invalid people with an invalidity of at least 75%, by verifying the eligibility and the identity.

7. Discounted student passes enabling unlimited number of journeys are available for:

- full-time or evening class students of educational institutions, if they possess a valid student ID card or a "Certificate" pursuant to the Gov. Decree. The "Certificate" shall be valid solely together with a photo identity card.

- The members of the Hungarian minority in neighbouring states shall be eligible based on the law: holders of Certificate of Hungarian Nationality or Certificate for Dependants of Persons of Hungarian Nationality, plus the holders of the full-time or evening classes student ID cards, the number of which are indicated in the Certificate.

Validity of student ID cards:

The student ID cards of the students of public education institutions are validated in each academic year. If not, it shall be initiated by the holder of the student ID card.

Term of validity: From accepting the card until 31 October of the following year or – in the case of travelling using a pass – the expiration of the validity of the pass coupon for the month of October.

The student ID cards of the students under the upper age limit of ending compulsory education shall be valid without the annual validation by the institutions.

The student ID cards of students in higher education shall be validated each semester.

The validation for the first semester shall be valid until 31 March or – in the case of travelling using a pass – the expiration of the validity of the pass coupon for the month of March.

The validation for the second semester shall be valid until 31 October or – in the case of travelling using a pass – the expiration of the validity of the pass coupon for the month of October.

8. Discounted pensioner passes enabling unlimited number of journeys are available for:

8.1. For people under 65 years of age:

1. Receiving a direct pension, or other benefit treated as equivalent.
2. Receiving a survivor's pension (widow's pension, benefits for orphans, parental pension, pension for families of victims of accidents, reversionary annuity).
3. Having reached 57 years of age by 31 December 2011, and was receiving early old-age pension as of 31 December 2011.
4. Receiving an invalidity benefit, and as of 31 December 2011 was entitled to a disability pension of Group I or II, or the health conditions of whom is of 30% or less (i.e. the disability is of 70% or higher) based on the complex assessment by the rehabilitation authority.
5. Receiving an invalidity benefit, if having reached 57 years of age by 31 December 2011 and was entitled to a disability pension of Group III or to a regular social benefit.
6. Receiving an invalidity benefit, national care allowance, national indemnification allowance.
7. Being a Hungarian citizen having relocated from abroad, receiving pension from abroad.
8. Being a clergyman receiving a retirement benefit.
9. Guardian and ward.

8.2. For people entitled to benefits for people of working age (receiving social assistance paid regularly or minimum income benefit), if he or she is not employed, based on the certification issued by the notary.

8.3. For people receiving rehabilitation contributions.

For the discounted pensioner passes the following are required:

- ▶ ● In the case of people mentioned in Section 8.1. based on the "Travel voucher of beneficiaries",
- in the case of people mentioned in Sections 8.2. and 8.3. based on a certification issued by the notary competent at the place of residence of the given person, by presenting these documents at the designated offices and ticket offices of Provider.

The term of validity indicated on the pass certificate:

- ▶ ● In the case of the "Travel voucher of beneficiaries" it is the same as the validity of that document,
- in the case of a certificate issued by the notary, the expiry date indicated in the certificate.

The following are required for preparing the pass certificate:

- ▶ ● The "Travel voucher of beneficiaries" or a certificate issued by the notary competent at the place of residence of the given person,
- identity card,
- passport type photo, less than 6 months old.

9. Discounted passes for people with young children enabling unlimited number of journeys are available:

For people having an official domicile or residence in Szeged, and being able to verify with an official certificate that he or she is recipient of childcare assistance provision (GYESE) or child-raising allowance (GYET), or a care allowance after his or her child.

The discounted pass certificate for people with young children can be prepared based on:

- ▶ ● An original official certificate, not older than one month, issued by the Szeged Office of the Government Office of Csongrád County verifying the provision of GYESE or GYET, and or a care allowance,
- or a decision not older than three months, presenting it in the designated offices and ticket offices of the Provider.

The term of validity indicated on the pass certificate:

- ▶ ● The last day of the validity of the official certificate expiring the sooner, or the last day of validity as indicated in the decision, but at the latest the last day of the 6th month reckoned from issuing the pass certificate.

The following are required for preparing the pass certificate:

- ▶ ● Official certificate or decision issued by the Hungarian State Treasury,
- identity card,
- residence card,
- passport type photo.

10. Timetable, Force Majeur:

The data included in the timetable are indicative only. Journey times may vary (earlier arrival at/departure from a given stop), especially early in the morning, or late in the evening, or in periods of less traffic – e.g. summer, weekends, holidays.

Please note the above when plan your arrival at the stops.

In the case of missing, stopped public transport services, services not running according to the timetable, Provider shall be obliged – in the case of obstacles due to unanticipated reasons – to ensure the carriage of the Passengers in question either by using an auxiliary service, or – notifying the Co-operator and the Inspection Company – by ensuring boarding on local services that run partly or entirely the same on the same route – within the shortest time possible considering the actual technical and traffic conditions, but possibly within 30 minutes.

Should the vehicle be stopped due to an accident, a permanent road obstacle or technical failure or due to any other reason – except the case of the vehicle driver being injured – the passengers can leave the vehicle solely with the permission of the vehicle driver. The Provider Company shall not be liable for any damages or accidents resulting from infringing this obligation.

11. Hand luggage – transportation of luggage

Each Passenger is allowed to transport a maximum of 2 pieces of hand luggage, the size of which does not exceed 40×50×80 cm and that – according to their weight – can be carried by one person and that do not obstruct boarding and alighting; or 1 sledge, or 1 pair of skis, or 1 bundle of saplings, or 1 pram, wheelchair or other mobility aid can be transported free of charge, ensuring appropriate fastening. Ice skates can be transported solely with a blade protector, packaged in a bag. If carrying any object or luggage not being in line with the above Passenger may be obliged to pay a surcharge.

12. Wheelchairs and other mobility aid (hereinafter referred to as: wheelchair) can be boarded he vehicles with the following conditions:

- Wheelchairs can be transported solely at the place indicated for this purpose by a pictogram, and boarding and alighting can take place at the door indicated by the pictogram.

- The wheelchair should be able to board the vehicle on its own and can suit the place designated for it. The wheelchair or aid shall be securely fixed by the owner or the accompanying person so that it would not danger his or her own safety and the safety of the other passengers.
- The ramp of the vehicle shall be operated by the vehicle driver.
- The total weight of the disabled persons and of the wheelchair or mobility aid cannot exceed 250 kg.
- The passenger moving with the help of a wheelchair or mobility aid, and/or the accompanying person shall be liable for any and all personal injury and material damage to the passenger facilities, the vehicle, the inside of the vehicle and to the other passengers that are due to their conduct or the object they carry.
- It is not permitted to carry an electronic moped on board of the vehicles operated by DAKK Zrt.

Passengers are not allowed to transport:

- objects, the transportation of which are prohibited by a legal regulation or rules issued by authorities.
- objects or luggage that endangers the safety and security of the Passengers – and/or may damage or contaminate the clothing, luggage of Passengers or the equipment of the vehicle.
- explosive, combustible, inflammable, toxic, corrosive or contagious materials,
- a loaded firearm.

13. Transportation of live animals and dogs:

Only dogs with a muzzle and a leash are allowed on board of the public transport vehicles. The Passenger shall have the vaccination certificate of the dog, and upon request shall present it to the Provider or the staff performing the inspection. The charge for the transportation of dogs not transported as hand luggage (not in a closed transport device) is the same as the price of a single ticket valid for the vehicle. The transportation of assistance dogs (guide dogs for the blind, assistance dogs for the people with reduced mobility, dogs signalling sounds, dogs signalling seizures, personal assistance dogs), and dogs assisting in performing authority functions shall be free of charge, and without limitations (without a muzzle). The training (exam) of the assistance dog shall be verified by a logo on the harness of the dog or by a certificate about the exam. Dogs can be transported also with a general monthly pass, the price of the monthly pass is identical to the price of the general monthly pass for the city. (In such a case the number of certificate field shall be filled in by the word "KUTYA" (DOG) legibly – prior to the first journey.)

- one dog per passengers can be transported as hand luggage, in a closed means of transport the size of which does not exceed the size of a hand luggage and that ensures that the animal cannot get out during the journey.

- The transportation of a dog transported as a hand luggage is free of charge.

- Poultry, songbirds, pigeons, or any other tiny animals can be transported free of charge in a basket, trunk, bag, or pack the size of which does not exceed the size of hand luggage, and which does not soil passengers' clothing or the equipment of the vehicle.

No other live animal can be transported on public transportation vehicles, and ill animals cannot be boarded the vehicles.

- The live animal taken inside the vehicle shall be supervised by the passenger. If the live animal disturbs the passengers with its conduct, or causes them any other inconvenience, Provider may exclude the live animal from transportation. An assistance dog can be excluded only in the case if it behaves in a way that threatens the safety of the passengers.

1. 1. 1. 1. 1. 14. Transportation of bicycles:

Due to their size, the transportation of bicycles shall be governed by the first paragraph of Section 11 of the Terms and Conditions of Travel.

Bicycles not deemed as hand luggage are allowed to be transported solely on the electric-powered vehicles of the Provider, on the lines indicated in the notice, at the indicated place and time, using the fastening devices installed on the vehicles, the bicycles being fastened. Bicycles of a special form (cargo, tandem, powered, etc.), with luggage attached, or that cannot be fastened due to its form are not allowed to be transported. People boarding with a wheelchair or a pram shall have priority over the passengers travelling with bicycles not deemed as hand luggage, if they board at the same boarding place. Should the passengers listed above board not at the same boarding place, Provider shall be obliged to transport the passengers that boarded at the earlier boarding place. The vehicle driver may prohibit boarding with a bicycle not deemed as hand luggage if the vehicle is crowded or the passengers are prevented from moving. Small bicycles of an outer wheel diameter of 41 cm (16"), and scooters, as well as folded bicycles without a size limit can be transported as hand luggage free of charge on board of all vehicles, provided that they do not damage or soil the clothing of the passengers and the equipment of the vehicle.

The fee for the transportation of bicycles is included in the annex to the Terms and Conditions of the Providers. Maximum 2 bicycles can be transported on a vehicle at the same time. Passengers shall be clearly informed about the possibility to transport bicycles using the bicycle pictogram.

If a passenger travelling with a bicycle causes damage to the Provider or any third party on board of the vehicle or on the platform at the stop, he or she shall be liable for such damage. Provider shall not be held liable for damages caused to the bicycle of the passenger by a third party.

15. Ticket inspection:

The Vehicle driver, and the Ticket inspector, during the performance of their work shall be deemed as persons entrusted with public functions. (Criminal Code, §459 (12).)

Any person who attempts to prevent a public official or a foreign public official in his lawful proceedings by force or by threat of force; takes certain action to compel a public official or a foreign public official to do, or to refrain from doing, some act; assaults a public official or a foreign public official during or because of his proceedings; is guilty of a felony punishable by imprisonment between one to five years. (Criminal Code, §310 (1).)

The vehicle driver and the Inspector of the Company commissioned with the inspection shall be entitled to check the payment of the fare set forth in the Tariff, the validity of the ticket/pass certificate/pass coupon/travel pass, and/or entitlements to any fare reduction.

Inspectors shall be entitled to check the right to be carried of the passengers boarding the vehicles, being on board of the vehicles or directly alighting the vehicles, even at the designated stops – taking into consideration the fact that the passengers boarding at the front door are entitled to purchase their tickets from the vehicle driver or from the ticket machines located on board. The ticket, the valid pass, the travel pass or other documents verifying the entitlement to any travel discount shall be presented and/or handed over to the Inspector upon request before the start of the journey – with the exception of the "vehicle driver" ticket and the ticket purchases from the on-board ticket machine using a contactless payment device –, at the stop, before boarding the vehicle, and – also in the case of the "vehicle driver" ticket and the ticket purchases from the on-board ticket machine using a contactless payment device – during the entire duration of the journey, and immediately after alighting the vehicle, at the stop.

Should it be required to check the entitlement for the travel discount or if it is necessary for the inspection procedure, the Passenger shall be obliged to verify its identity. (Gov. Decree No. 213/2012 (VII.30.) §13 (1))

The Passengers travelling on the vehicle in question shall be obliged to tolerate the inspection procedure – aimed at establishing the right to be carried, and if necessary at imposing surcharges – performed possibly by holding back the passengers on board of the vehicle and in the stops of the vehicle.

Invalid tickets, pass certifications, pass coupons, travel passes can be withdrawn by the person authorised for inspection, until the passenger certifies his or her possession of the pass and his or her right to be carried.

If the Passenger possesses a valid pass or is entitled for discounted travel, but cannot present the pass at the time of ticket inspection, and/or cannot verify his or her entitlement to discounted travel, or travels with a pass that is not filled out or filled out in pencil, the Passenger can present the ticket/pass or certification at the office of the Company commissioned with the inspection within 3 working days reckoned from the date of inspection, by paying a discounted surcharge for "Presentation of Pass" as defined in the Tariff.

Passengers who travel without a ticket, with an invalid (not validated, validated more than once, or late-validated) ticket, pass, or travel pass, or who take advantage of any fare reductions without being entitled to them, who transport a dog without a valid ticket or pass for the pet, furthermore who take an object on board of the vehicle that can not be transported as a parcel or hand luggage, and if the passenger or the hand luggage transported by them, or their live animal soils the vehicle, and/or who do not observe this "Terms and Conditions of Travel" in any other respect, commit an offence, and can be made liable to pay a surcharge or can be excluded from travelling.

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