

## TERMS OF USE

regarding the general conditions of registration on the [www.strandfesztival.com](http://www.strandfesztival.com) website (hereinafter: **Platform**), owned by **VOLT Produkció Korlátolt Felelősségű Társaság** (H-1122 Budapest, Városmajor utca 48. B. ép. fszt. 2., company registration number: 01-09-695549, tax number: 12625150-2-43, hereinafter: **VOLT**), as well as the use of the user account.

### 1. General information

Anyone over the age of 16 (hereinafter: **User**) is entitled to register on the Platform and to manage the user account. Registration is not conditional upon the User having an entry ticket to one of the festivals organised by VOLT and mentioned in these Terms of Use.

The User is not required to register in order to be able to attend the events of VOLT.

For the interpretation of the present Terms of Use, „ticket” shall mean a certificate verifying a claim for a wristband at the event organised by VOLT and a certificate verifying a claim for a service which is made available by VOLT at, or in relation to the event.

### 2. Registration / Creation of user account

There are three options for registering on the Platform and, thus, to create the user account:

- I. For registration, the User must provide his or her already existing, valid email address and an arbitrarily chosen password, and must agree to the privacy policy related to the creation of the user account and these Terms of Use by active conduct (checking), and also check that he or she is over the age of 16.
- II. It is possible to register via a Facebook profile, in the course of which the User will have to provide his or her email address and password related to his or her Facebook profile, and must agree to the privacy policy related to the creation of the user account and these Terms of Use by active conduct (checking), and also check that he or she is over the age of 16.
- III. It is also possible to register via a Gmail account, in the course of which the User will have to provide his or her email address and password related to his or her Gmail account, and must agree to the privacy policy related to the creation of the user account and these Terms of Use by active conduct (checking), and also check that he or she is over the age of 16.

If an event is not held in a given year and thus VOLT provides a refund, then in addition to the above, it is also necessary to agree to the refund policy of VOLT for the creation of user account.

After provision of the personal data, agreeing to the privacy policy, these Terms of Use and, if applicable, the refund policy, checking the boxes relating to age and clicking the button

approving the registration form, and provided that the User completed the registration in accordance with Section 2.I, VOLT will send a verification link to the email address provided. By clicking the link, the User can indicate that he or she indeed wishes to create the user account concerned. If the verification email was not received at the email address provided by the User, the User may request that it be resent by clicking the “resend” button on the page appearing after logging in to the user account on the website of the festival concerned. The new email will be sent within 24 hours to the User’s email account associated with the email address previously provided by the User.

After clicking the button approving the form for providing the personal data, the user account will be created, but the User will not be able to manage his or her tickets until he or she clicks the verification link.

In order to avoid abuses, VOLT recommends the use of a password with a higher security level (containing both numerals and letters) during registration, and that the password be kept in secret. If the User forgets the password associated with his or her user account, he or she may initiate the setting of a new password using the button appearing on the login interface of the user account. In this case, the system will send a unique confirmation link to the email address provided. After opening the confirmation link, the User will be able to set a new password on the interface appearing, which will replace the previous password.

If, on a given website, the User has consented to his or her profile picture used at the given website appearing at other websites and platforms, such profile picture may automatically appear during the User’s registration.

In the case of registering using a Facebook profile, VOLT will not publish posts in the Facebook profile concerned, and the personal data provided during registration will not be published on Facebook in any form either.

VOLT will not be liable for any abuse arising due to the User choosing an inappropriate password, making his or her password available to third parties, or due to the password otherwise becoming available to third parties. VOLT will not be liable for any damage resulting from the User’s negligence (in particular, but without limitation: if another person can access the device on which the email address and password is saved; the User leaves the device unsupervised without logging out; the User chooses a password that is easy to figure out) or the security deficiencies and defects of Facebook or Gmail.

VOLT will not be liable for any abuse arising due to the User making his or her Facebook/Gmail ID/password available to third parties, or because the password otherwise became available to third parties. VOLT will not be liable for any abuse caused by the User’s account becoming in any way accessible to third parties.

If the User forgets his or her Facebook/Gmail ID/password and, as a result, his or her user account becomes inaccessible, the policies of Facebook/Gmail will apply to the resetting of the password or requesting a new password; VOLT will not have any influence over these, and will not be liable for any damage arising therefrom.

VOLT wishes to draw the User’s attention to the fact that in the case of registration via Facebook/Gmail, if the User deletes his or her Facebook/Gmail profile, his or her user

account linked to the Platform will also become inaccessible, and VOLT will not be liable for any damage resulting therefrom.

### **3. Use of the user account**

#### **I. Ticket management**

##### **Linking the ticket to a user account**

If the User purchased any ticket prior to registration, these tickets will appear when the User first logs in to the user account after registration, provided that the User purchased an online or physical ticket sold via the system operated by VOLT itself. Even then, the tickets will only appear in the User's user account if the User provided the same email address during registration as the one provided at the time of purchase. From among the tickets displayed, the User can select the ones he or she wishes to link to his or her account in order to be able to manage them more easily. If the User purchases a ticket after registration, those set out above in this paragraph will apply, i.e. the tickets purchased (subsequently) will be displayed when the User first logs in to the user account after registration. If the User does not complete the linking when he or she first logs in after purchasing the ticket, he or she can link the ticket to the user account at any time by providing the serial number of the ticket. The User may also link tickets not purchased online. To do so, he or she will also have to provide at the designated interface the serial number displayed below the QR code on the ticket. If the ticket has already been linked to the user account of someone else, the User will receive a notification of this. In this case, the person possessing the ticket has to be notified in order to delete the ticket from his or her user account.

If the User and the ticket purchaser are different persons or the User used a different email address when purchasing the given ticket, an email notification on the linkage shall be sent to the ticket purchaser's email address used for the purchase, provided it is known by VOLT. The ticket purchaser shall have the right to object against the linking of the ticket within 7 (seven) days from the receipt of the notification by sending an e-mail to VOLT's helpdesk. If the ticket purchaser fails to do so, the linking of the ticket to the respective user account becomes final, and the ticket purchaser is no longer entitled to dispose of the ticket. In case of an objection in time VOLT shall cancel all preceding disposals regarding the ticket and remove the ticket from the user account, and the resolution of the dispute shall be the sole responsibility of the parties (User and ticket purchaser) involved. VOLT's liability is excluded in this regard.

The linking of the ticket to the user account provides appropriate protection against unauthorised use of the ticket in case the User's email account is hacked and third parties access the email stored therein containing the ticket, given that a ticket already linked to an account cannot be linked to another account.

It is important to note that a ticket providing entry to a specific festival can be managed by the User on the website of the given festival only.

##### **Downloading the ticket**

The User may download the online or physical tickets sold via the system operated by VOLT to the Wallet application (if it is available on the device of the User) or in PDF format.

### **Boarding pass**

The User may convert his or her ticket(s) (even for more than one of the festivals specified in these Terms of Use) into a single electronic document – called a boarding pass – by clicking the “download boarding pass” button. In this case, the User will be able to use even multiple entry wristbands and services by presenting a single QR code. Accordingly, if, for example, the User purchased a ticket to all festivals specified in these Terms of Use and linked them to his or her user account, the User will be entitled to enter all festivals in accordance with the contents of the ticket by presenting a single QR code.

### **Festipay Payment Chip**

The User may register and top up the Festipay Payment Chip in the user account in accordance with the relevant regulation ([https://strandfesztival.com/wp-content/uploads/2022/08/USER\\_S-GUIDE\\_2022.pdf](https://strandfesztival.com/wp-content/uploads/2022/08/USER_S-GUIDE_2022.pdf))

### **Deletion of the user account**

The User may delete his or her user account at any time by clicking the “Delete account” button displayed in the user account. If the User has already created a boarding pass, such pass will become invalid concurrently with the deletion of the account, which means that it cannot be used for the festival specified in these Terms of Use anymore.

If the refund is not completed at the time of deletion of the user account, then the provisions of the refund policy in effect shall also apply.