



General Terms and Conditions
Use of the HelloVEB Portal System and Ticket Purchase
Effective Date: 30 October 2025

Veszprém-Balaton 2023 Joint Stock Company (“**VEB**”) has contributed to the creation of a series of programs within the framework of the “Veszprém-Balaton 2023 European Capital of Culture” initiative, aimed at expanding the volume, diversity, and European dimension of cultural offerings. These programs seek, among other objectives, to promote cross-border cooperation, improve access to culture, and broaden participation in cultural activities.

To achieve and maintain the above objectives, VEB operates a **Tourism Management System (“TMS”)**. The TMS is a unified framework designed to stimulate the visitor economy by promoting and supporting cultural events, including the publication of events, ticket sales, incentives through discount cards, and the management of event calendars.

The TMS includes the **HelloVEB Portal System (“HelloVEB Portal System”)**, through which users are entitled to access various services, including, but not limited to:

1. registering a user account;
2. purchasing tickets for events or programs (“**Event(s)**”) announced by VEB and its partners (“**Organizer**”);
3. registering for free Events;
4. saving Events of interest as favourites; and
5. subscribing to newsletters from VEB or Organizers.

Additionally, users may purchase the Veszprém-Balaton Pass tourism card and the Veszprém Card through the HelloVEB Portal System.

Events may be scheduled for a specific date (e.g., theatre performances, concerts) or take place over an extended period, allowing continuous visitation (e.g., museums, exhibitions, zoos, etc.).

I. Subject of the GTC and Contracting Parties

These **General Terms and Conditions (“GTC”)** set out the rights and obligations of natural persons or other legal entities (“**you**” or “**User**”) who access the services provided through the HelloVEB Portal System, including the use of a user account and the ticket purchase services offered within the HelloVEB Portal System as electronic commerce services (collectively, the “**Service**”). (VEB and the User are hereinafter collectively referred to as the “**Parties**”).

Service Provider:

Veszprém-Balaton 2023 Joint Stock Company

Registered Office and Postal Address:

8200 Veszprém, Cserhát lakótelep 8.

Company Registration Number: 19-10-500277

Tax Number: 23701142-2-19

Contact Information: +36 20 425 0565 (*not considered customer service*)

Customer Service Email: jegy@helloveb.hu



Website: <https://helloveb.hu/> and the websites listed under the HelloVEB Portal System menu. Please note that in the case of purchasing a Veszprém-Balaton Pass tourism card, a Veszprém Card, or any service available through the HelloVEB Portal System that is not governed by these GTC, these GTC shall not apply; separate contractual terms and conditions shall govern such services.

II. Definitions

User Account: A personal account created by the User within the HelloVEB Portal System, through which the User is authorised to perform the activities specified in Section V.

Organizer: Any natural person or legal entity that has joined the HelloVEB Portal System, publishes its Events through the system, and enables registration or ticket purchase for its Events via the HelloVEB Portal System.

Service: For the purposes of these GTC, the Service shall mean the creation and use of a User Account by the User, as well as ticket purchasing services related to Events.

III. General information; contracting of the Parties

These GTC apply exclusively to the use of the User Account created by you through the HelloVEB Portal System and to ticket purchasing services related to Events as electronic Services.

All persons who have reached the age of 16 are entitled to access the Services provided by VEB, provided they accept the provisions set out in these GTC. By clicking the **“Payment”** or **“Registration”** button, you expressly accept the provisions of these GTC. Upon conclusion of the contract, you declare that you have read and understood the terms of these GTC, including the information set out in Section IV, and accept them as binding.

The contract between the Parties relating to the Services shall be deemed a written contract. VEB ensures that the existence of the contract is electronically retrievable via the purchase data provided and saved by you, together with these GTC. Your provided data, the data stored in VEB's system regarding the ticket, other transaction data (e.g., bank confirmation), and the text of these GTC collectively constitute the contract.

The GTC are continuously accessible via the footer of the HelloVEB Portal System.

VEB reserves the right to unilaterally amend the GTC. In the event of an amendment, you will be notified through publication on the HelloVEB Portal System. By continuing to use the system after the amendment enters into force, you accept the amended GTC. Any amendment shall not impose a greater burden on users who qualify as consumers and shall not affect rights already acquired by consumers.

Persons lacking legal capacity and minors under 16 years of age with limited legal capacity may not use the Services through the HelloVEB Portal System.

IV. Pre-contractual information under Government Decree 45/2014 (II. 26) on the detailed rules of contracts between consumers and businesses (“Decree”)



The Decree requires that, prior to the conclusion of contracts between enterprises and consumers at a distance, the contracting enterprise must provide certain pre-contractual information. VEB provides the following information prior to purchase. Please read this information carefully and make your purchase only after acknowledging it.

a) Essential Characteristics of the Service/Goods	The essential characteristics of the Event are available on the Event's information page. The page also provides full details of the tickets currently available and their prices. VEB does not sell any products or services for which statutory provisions would require the indication of a unit price (e.g., products available in multiple packaging sizes or in multiple quantities).
b)-d) Name and Contact Details of the Enterprise; Place of Business	Detailed information is provided in Section I. The place of VEB's business activity is its registered office as indicated in Section I. You may direct any complaints to any of the contact points specified in Section I. For tickets sold for Events organised by VEB's partners, VEB acts on behalf of the Organizer. The name and postal address of the Organizer can be found in the Event description.
e) Gross Price of Goods and Services	The Event information page includes the gross price of the ticket for the Event, inclusive of VAT, displayed in Hungarian Forint. On the "Cart" page, you can view the total gross amount, which includes the convenience fee due to VEB and deducts any discounts for which you may be eligible as indicated on the Event page. No additional costs shall be incurred beyond the displayed gross price.
f) Costs of Contracts of Indefinite Duration or Subscription-Based Contracts	VEB does not offer contracts of indefinite duration or flat-rate contracts.
g) Costs of Using Means of Distance Communication	VEB does not apply any premium-rate services. Any internet or mobile connection required for purchase must be provided under your individual subscription agreement with your telecommunications service provider.
h) Terms of Performance (Performance Deadline, Delivery, Complaint Handling)	You may select from the payment methods set out in Section VI. For ticket sales, after payment is completed, the electronic ticket will be delivered to the email address you provided. The rules governing complaint handling are set out in Section X.
i) ii)i)-l) Exercise of Right of Withdrawal and Costs of Returning Goods	Detailed information regarding your right of withdrawal and its exercise is provided in Section VII.
m) Warranty for Defects and Product Liability	Information regarding your warranty rights is contained in Annex 3.
n) Guarantee and Post-Performance Customer Service	Under Government Decree 151/2003 (IX.22.), tickets sold by VEB for Events are not subject to statutory warranty obligations.
o) Code of Conduct	VEB is not a signatory to, nor has it submitted itself to, any code of conduct pursuant to the Act on the Prohibition of Unfair Commercial Practices against Consumers.
p) Duration of Contract and Termination Conditions	For User Account registration, the contract with you is concluded for an indefinite term. For ticket purchases, the contract is concluded for a definite term, lasting until the date of the Event or the expiry of the period during which the Event can be attended (i.e., until the end of the ticket's validity).



q) Automated Decision-Making for Personalized Pricing	The price payable for any service is never determined by automated decision-making on a personalized basis. VEB applies the same prices to all Users.
r) Minimum Duration of User's Obligations under the Contract	For User Account registration, the contract is concluded for an indefinite term. For ticket purchases, the contract is concluded for a definite term, lasting until the Event date or the expiry of the period during which the Event can be attended (i.e., until the end of the ticket's validity).
) Deposit or Other Financial Guarantee Requested by the Enterprise	VEB does not require you to provide any deposit or other financial security.
t)-u) Digital Elements, Digital Content, and Digital Service Functionality and Compatibility	Tickets are sent in e-ticket form to your provided email address or displayed in your HelloVEB User Account. You also have the option to store them in Apple/Google Wallet. Tickets are validated via the QR code displayed on them.
v)-w) Out-of-Court Complaint Handling and Recourse to Arbitration Bodies	Detailed information on the complaint handling procedures available to you is provided in Section X.

V. Registration and purpose of the User Account

Through registration on the HelloVEB Portal System, you may create a **User Account**. Registration requires the personal data specified in the [Privacy Policy](#), and your acknowledgment and acceptance of the Privacy Policy is a precondition for creating a User Account.

Within your User Account, you may:

- Save Events and venues as favourites;
- Add Events to your calendar;
- Subscribe to or unsubscribe from newsletters issued by VEB or Organizers affiliated with the HelloVEB Portal System;
- Purchase a Veszprém-Balaton PASS tourism card or a residential Veszprém Card (subject to separate terms and conditions);
- Register for Events directly organized by VEB or the Organizer, or purchase tickets for such Events;
- Use purchased tickets and cards via quick access and review your completed transactions.

You may delete your User Account at any time. Deleting your User Account does not affect the validity of any purchased tickets; however, after deletion, tickets can only be accessed in the format sent to your email.

VI. Ticket purchase process

Please note that creating a User Account is not a prerequisite for ticket purchase; guest users may also purchase tickets. However, the Services listed in Section V are only available to registered Users with a User Account.



Tickets are purchased by clicking the “Payment” button, or any button explicitly indicating an obligation to pay. Before clicking the “Payment” button, or any button explicitly indicating an obligation to pay, the purchase may be cancelled at any time without consequence. By clicking the “Payment” button, a contract is concluded between you and VEB. Thereafter, your right of withdrawal may be exercised in accordance with Section VII.

Payments may be made via the following methods:

1) Card Payment via SimplePay: During online payment, select the SimplePay option and enter your card details to pay for your tickets. VEB does not receive your card details. SimplePay monitors transactions to ensure online payment security. Transaction steps are available at: <https://simplepay.hu/vasarloknak/>

2) PayPal Online Payment: Details are available at: <https://www.paypal.com/hu/home>

Upon successful payment, your ticket will be sent to your email. If registered, the ticket will also be accessible directly in your User Account. Participation in the Event is contingent upon presenting the ticket containing the QR code to the Organizer or their representative at the Event. The QR code/barcode on the e-ticket will be electronically verified and immediately invalidated by the Organizer. Entry is based on the first valid scan; any subsequent attempts with the same ticket will be invalid, and admission may be denied regardless of whether the person presenting the invalid ticket is the original purchaser.

VII. Right of withdrawal and Termination

1. Events on a specific Date

Under Section 29(1)(I) of Government Decree 45/2014 (II.26), you may **not** exercise the right of withdrawal or termination for tickets to Events scheduled for a specific date. In such cases, VEB cannot refund or exchange the ticket, except where the Event is cancelled, in which case a refund may apply (see Section VII).

2. Continuously accessible Events

If you purchase a ticket that is not for a specific date, but for a continuously accessible Event (e.g., a museum entry ticket valid for use until a specified deadline, zoo admission, etc.) and for which consumer withdrawal and termination rights under Government Decree 45/2014 (II.26.) apply, such rights may be exercised as follows:

You may exercise your right of withdrawal or termination within 14 days from the date of purchase. This can be done using the withdrawal/termination form attached as Annex 1 to these GTC, or by any other clear statement expressing your intent to withdraw or terminate.

In addition to completing the form attached as Annex 1, you must indicate the code number appearing on the e-ticket or voucher and confirm that the ticket has not been used. Based on your statement, VEB will invalidate the ticket; returning the ticket is not required.



3. Exercising the right of withdrawal/termination

Upon lawful withdrawal, VEB will refund the ticket price without undue delay, and in any event no later than 14 days from the date it becomes aware of your withdrawal. The convenience fee will not be refunded. The refund will be made using the same payment method you used for purchase.

Further details regarding the right of withdrawal and termination are provided in Annex 2 to these GTC.

VIII. VEB's liability

1. If you register for or purchase a ticket for an Event not directly organised by VEB, VEB shall not be deemed the organiser or co-organiser of the Event, nor a party actively involved in its organisation or execution. Accordingly, VEB excludes liability for any loss or damage you may incur due to the cancellation or improper organisation of the Event (including, without limitation, cancellation or change of date) and is not liable for any damage you may suffer during the Event.
2. In the event that an Event not directly organised by VEB is cancelled by the Organiser, VEB will make reasonable efforts to forward any information received from the Organiser to you. However, VEB shall not be responsible for the accuracy or authenticity of information provided by the Event Organiser. VEB is not obliged to verify information that it merely transmits, stores, or makes available.
3. If an Event is not held on the scheduled day for any reason, VEB shall issue a voucher to you equal to the gross price of the ticket, which may be redeemed for any ticket sold by VEB. Apart from this voucher, neither the Organiser nor VEB shall be liable to compensate you for any other alleged or actual damages or costs. Refunds shall be provided only if chosen by you. Any convenience fee charged by VEB during the sale is not included in the ticket price and is non-refundable in the event of cancellation.
4. The rules and regulations of the relevant Organiser shall apply at the Events. VEB shall not be liable for damages arising from or related to such rules or their breach, except for VEB-organised Events. Audio and video recording may occur at Events at the Organiser's discretion; the Organiser shall be considered the data controller and is responsible for providing information in this regard. VEB shall not be liable for any damage resulting from failure to provide such information.
5. VEB shall not be liable for any loss, damage, or misuse arising from bank card payments.
6. Certain tickets may grant entry only to specific user groups (e.g., child tickets, senior tickets, professional tickets). VEB does not verify eligibility at the time of purchase. The Organiser is entitled to verify whether the ticket holder is authorised to use the ticket. Entry may be denied until eligibility is confirmed. No compensation shall be payable for exclusion on this basis.
7. VEB shall not be liable for any loss or damage resulting from war, rebellion, terrorist acts, strikes, accidents, fire, blockade, flood, natural disaster, major energy disruption, or any other unforeseeable and unavoidable event beyond the control of you or VEB.
8. You bear full responsibility for all activity and purchases made via your User Account using your username and password. If you become aware of any unauthorised use of your account or any



security breach, you must notify VEB immediately. VEB shall not be liable for any loss arising from password storage or the disclosure of your username and password to third parties.

9. It is your responsibility to provide accurate information in your User Account. VEB shall not be liable for any loss arising from incorrect, inaccurate, or false information, including email addresses, provided during purchase. VEB is responsible for fulfilment and invoice issuance in accordance with the information you provide. You may review and amend your details at any time. VEB reserves the right to delete manifestly false or erroneous information and, in case of doubt, to verify your identity.
10. It is your responsibility to determine when to delete your User Account. VEB shall not be liable for any loss resulting from deletion of your User Account during the validity period of any purchased ticket, particularly if the ticket is no longer accessible through any other means (e.g., email).
11. Tickets sold through the HelloVEB Portal System are delivered via a cloud-based service. VEB shall not be liable for any loss or damage resulting from improper functioning of the internet or related technical issues during use of the service.

IX. Intellectual Property Rights

The entirety of the HelloVEB Portal System and all of its elements are protected by copyright. All content, literary and artistic works, and other intellectual creations available on the Portal—including graphic designs, trademarks, the structure of the HelloVEB Portal System, the information made available therein, and the ticketing service itself as cloud-based ticketing software—are either owned by VEB as the copyright holder or VEB is an authorised user thereof. In addition, the HelloVEB Portal System may contain other trademarks, graphics, texts, or works protected by copyright belonging to third parties. Such designations and works may not be used, distributed, or published by any third party without the express prior written consent of VEB or the respective rights holder.

X. Remedies

- A) The remedies set out in this Section shall apply only if you purchase as a natural person **acting outside the scope of your profession, independent occupation, or business activity**, as defined in Section 8:1 (1) point 3 of Act V of 2013 on the Civil Code.

Complaints may be submitted in writing to the addresses specified in Section I, either by post or email. Written complaints will be examined and substantively addressed within 30 days of receipt. If you disagree with our response, you may submit your complaint to the competent consumer protection authority, conciliation body, or court.

If your complaint against VEB is not resolved through negotiations with VEB, you may exercise the following legal remedies:

1. Filing a complaint with consumer protection authorities:

If you identify a violation of your consumer rights, you are entitled to submit a complaint to the consumer protection authority competent for your place of residence. Following the evaluation of your complaint, the authority will decide whether to initiate a consumer protection procedure.



First-instance consumer protection responsibilities are carried out in 197 districts, meaning consumers should primarily address complaints to the district office with territorial competence. Contact information is available at: <http://jarasinfo.gov.hu/>. For appeals and second-instance matters, the **Pest County Government Office** has nationwide jurisdiction.

2. Recourse to a conciliation body:

To resolve disputes regarding the quality, safety, and compliance of the Services, or regarding the conclusion and performance of the contract, you may initiate proceedings with the conciliation body competent for your place of residence or stay, or with the conciliation body operating alongside the professional chamber competent for VEB's registered office. VEB is obliged to participate in conciliation proceedings. Conciliation bodies may issue binding decisions against businesses without a submission declaration if the consumer's claim is justified and the disputed amount does not exceed HUF 200,000.

Contact information for the Fejér County Conciliation Body: <https://www.bekeltetesfejer.hu/>

3. Court proceedings:

Consumers are entitled to enforce claims arising from consumer disputes in civil proceedings under the Hungarian Civil Code and Act CXXX of 2016 on the Code of Civil Procedure.

4. Alternative Dispute Resolution (ADR)

In accordance with the European Union consumer protection regulations, the following Alternative Dispute Resolution (ADR) option is available to EU Users:

In the case of cross-border disputes, EU consumers may contact their national ADR body or the European Consumer Centres Network (ECC-Net). For further information about your national ADR body, please visit the website of the European Commission at the link below, or consider the options listed here: https://consumer-redress.ec.europa.eu/index_en

- B) For users who **do not qualify as consumers** under Section 7:1 (1) point 5 of Act CXXX of 2016 on the Code of Civil Procedure, **all disputes arising from or relating to these General Terms and Conditions shall fall within the exclusive jurisdiction of the court competent for VEB's registered office**. The contracting parties shall make every effort to resolve any disputes through negotiations. If resolution is not possible, the parties agree—depending on jurisdiction—on **Veszprém District Court** and **Veszprém Regional Court** as competent courts. This provision does not apply to proceedings in which either party is a consumer.

XI. Miscellaneous provisions

Matters not regulated by these GTC shall be governed by the provisions of Hungarian law.

If the User concluded the contract via the Hungarian-language interface of the HelloVEB Portal System by accepting the Hungarian-language GTC, the Hungarian-language version shall prevail in interpreting the contract. If the User concluded the contract via the English-language interface of the HelloVEB Portal



System by accepting the English-language GTC, the English-language version shall prevail in interpreting the contract.

Attachments:

- Annex 1: Exercise of the Right of Withdrawal – Sample Statement
- Annex 2: Detailed Information on Exercising the Right of Withdrawal
- Annex 3: Information on Warranty and Liability for Defects



Annex 1: Sample Withdrawal/Termination Statement

*(Please complete and return this form **only if you wish to withdraw from or terminate the contract, in the case of purchasing a ticket not valid for a specific date.**)*

Recipient:

Veszprém-Balaton 2023 Zrt.
Cserhát lakótelep, H-8200 Veszprém, Hungary
E-mail: jegy@helloveb.hu

I/We, the undersigned, hereby declare that I/we exercise my/our right of withdrawal/termination in respect of the contract for the purchase of the following service(s):

Date of conclusion of the contract / date of receipt:

Code of the electronic ticket:

I declare, aware of my criminal liability, that the ticket has not been used.

Your Name:

Your Address:

Your Signature: *(only for statements made on paper)*

Date and Place:,



Annex 2: Withdrawal/Termination Information

1. Right of Withdrawal/Termination

If you have purchased a ticket that is not valid for a specific date (e.g., museum tickets or similar tickets valid for use at any time), you are entitled to withdraw from or terminate the contract without giving any reason within 14 days. For tickets, the withdrawal/termination period expires 14 days after the date of conclusion of the contract.

If you wish to exercise your right of withdrawal/termination, you must submit a clear statement of your intention to withdraw or terminate (e.g., by post or by email) to the address specified in Section I. For this purpose, you may use the sample withdrawal/termination form attached as Annex 1. You will be deemed to have exercised your right of withdrawal/termination in time if your statement is sent before the expiry of the above-mentioned deadline.

Effects of Withdrawal/Termination

If you withdraw from this contract, we will reimburse the gross purchase price of the ticket you purchased without undue delay, and in any event no later than 14 days from the date we receive your withdrawal notice. However, you are not entitled to reimbursement of any convenience fee paid. The reimbursement will be made using the same payment method used in the original transaction, unless you expressly agree to a different method. This reimbursement method will not impose any additional costs on you.



Annex 3

Information on Warranty Rights

When can you exercise your warranty rights?

You may enforce your warranty claims against VEB in the event of defective performance, in accordance with the provisions of the Civil Code.

What rights do you have under warranty claims?

You may, at your discretion, exercise the following warranty rights:

- You may request repair or replacement, except where the chosen remedy is impossible to perform or would involve disproportionate additional costs for VEB compared to another remedy.
- If you did not request repair or replacement, or were unable to do so, you may instead request a proportional reduction of the price, carry out the repair yourself or have it carried out by a third party at VEB's expense, or—ultimately—withdraw from the contract.
- You may switch from one warranty remedy to another, but you will bear the cost of such a switch, unless it was justified or caused by VEB.

Within what timeframe can you enforce your warranty rights?

You must notify VEB of the defect without undue delay after discovering it, but no later than two months from the date of discovery. Please note that your warranty rights cannot be enforced after the statutory limitation period of two years from the date of performance. However, due to the nature of the services provided by VEB, exercising this right is no longer possible after the relevant Event has taken place or the ticket has expired.

Against whom can you enforce your warranty rights?

You may enforce your warranty claims directly against VEB.

Are there any other conditions for enforcing your warranty rights?

Within six months from the date of performance, the only requirement to enforce your warranty claim is to notify VEB of the defect and demonstrate that the service was provided by VEB. After the six-month period, you will be required to prove that the defect you identified existed at the time of performance.