

GENERAL CONTRACTUAL CONDITIONS OF THE ONLINE BOOKING SYSTEM FOR THE FAST TRACK SECURITY LANE AT BUDAPEST FERENC LISZT INTERNATIONAL AIRPORT

1. SERVICE PROVIDER AND SERVICE

1.1 These General Contractual Conditions (**GCC**) regulate the booking of the Fast Track Security Lane service at Terminal 2 of Budapest Ferenc Liszt International Airport (the **Airport**), via the online booking system on the website www.bud.hu or its subpages at parkolo.bud.hu and the general terms and conditions of the related payment.

1.2 The service provider is Budapest Airport Zrt., the operator of the Airport (registered offices: H-1185 Budapest, BUD International Airport, corporate registration number: 01-10-044665, tax number: 12724163-4-44; group tax ID number: 17781145-5-44).

1.3 Once a booking is confirmed according to the procedure under this GCC, a contract for the booking is concluded, and the service provider undertakes to provide the client with the use of the Fast Track Lane at Terminal 2 of the Airport, on the date specified by the client.

1.4 This GCC is applicable from 1 September 2022, for an indefinite period of time. The service provider shall have the right to unilaterally change the terms and conditions of this GCC at any time. Acceptance of this GCC by the client is a pre-condition to complete the booking.

1.5 This GCC is applicable to clients as defined in subsection 2 (a) of act CLV of 1997 on consumer protection.

1.6 Matters not regulated in this GCC are governed by the Aerodrome Manual, the relevant laws of Hungary and the requirements of the competent authorities.

1.7 The list price(s) are available at www.bud.hu and parkolo.bud.hu. Online prices are subject to change at any time; offers provided are valid at the time of booking only.

1.8 Customer service is available by email at parking@bud.hu.

2. BOOKING

2.1 The voucher for the use of the Fast Track Security Lane (hereinafter: **Priority Card**) can be booked online at www.bud.hu or its subpages at parkolo.bud.hu.

2.2 A maximum of 10 (ten) Priority Cards may be booked in one booking session.

2.3 When making a booking, the client must specify the calendar day on which the client wishes to use the Fast Track Security Lane.

2.4 Priority Card bookings may be made no later than on the calendar day prior to the departure date of the flight specified in the booking, but not earlier than 12 (twelve) months prior to the departure date of the flight.

2.5 The client may use the Priority Card purchased only until midnight on the calendar day indicated at the time of booking.

2.7 When booking and payment have been completed, this is attested by a printable, electronic confirmation, specifying the booking number and receipt of payment. The confirmation of the booking is also sent to the client's e-mail address. The service provider stores this information in its system, but clients are advised to print and keep the Priority Card sent to them in PDF format. Should the client so

require at any time, a copy of the confirmation is available in the Returning Customer panel, under the section Change booking.

2.8 The booking is binding; upon receipt of the confirmation, a valid agreement is concluded between the parties.

3. PAYMENT TERMS, INVOICING

3.1 The use of the Fast Track Security Lane is subject to a fee; the fee is valid only at the time of booking.

3.2 The fee is payable immediately when the client makes the booking.

3.3 The fee can be paid by the following bank cards: Visa, Visa Electron, MasterCard, Maestro or American Express.

3.4 When paying by bank card, clients are required to specify the card type, the name of the card holder, the card number, the expiry date and the CVV code.

3.5 The service provider stores the bank card information in its system from the time of booking until midnight on the calendar day specified in the booking. The bank card information is then deleted from the service provider's system.

3.6 The client may request a VAT invoice after having successfully completed the online booking process. To request a VAT invoice, the client shall send the necessary data (company name, company tax number, EU tax number (optional), post code, city, address) and the booking confirmation on the day of booking, by e-mail, to vatprebooking@bud.hu. The service provider only issues an electronic VAT invoice, which is sent to the client's e-mail address.

By accepting the issuance of electronic invoices, the client simultaneously consents to the service provider sending the balance and reminder letters related to the client's payment obligations arising from the contractual relationship established upon this GCC in electronic form (e-mail) to the client, to the e-mail address provided by the client for sending the electronic invoice or specified in the client's extract of the company register for contacts. Balance or reminder letters hereunder shall be deemed delivered when the electronic letter (e-mail) containing it is indicated as sent by the service provider's e-mail system.

3.7 If the client does not use the Fast Track Security Lane by midnight on the day specified in the booking, the client shall not be entitled to claim a refund of the fee for non-use of the service. In such a case, the client's booking is automatically canceled, and the client will not be entitled to use the Priority Card at any other time.

4. THE USE OF THE FAST TRACK SECURITY LANE

4.1 The use of the Fast Track Security Lane is subject to the general contractual conditions available on the website https://www.bud.hu/en/passengers/before_flight/check_in/fast_track_lane.

4.2 The client may enter the Fast Track Security Lane at any time up to midnight on the calendar day specified in the booking.

4.3 Budapest Airport Zrt. checks the entitlement to enter the Fast Track Security Lane by means of an automatic device, based on the barcode on the Priority Card presented by the client.

4.4 The use of the Fast Track Security Lane by the client lasts from the actual time of entering the lane until the time of exiting the lane.

5. CANCELATION AND CHANGES

5.1 The client is not entitled to cancel or change the booking of the Fast Track Security Lane service.

5.2 In the event of the cancellation of the flight specified in the booking by the airline, the client is entitled to redeem the Priority Coupon. The client must notify the service provider of his/her request for redemption and refund of the Priority Coupon at least 24 (twenty-four) hours prior to the calendar day specified in the booking, by sending an e-mail to the e-mail address fasttrack@bud.hu. At the same time as the message, the client must provide the service provider with credible proof of the flight cancellation. If the client is entitled to a refund, the corresponding amount will be transferred to the bank account linked to the credit card used for the booking, within 30 (thirty) days of sending the e-mail.

6. COMPLAINTS

Complaints regarding the service provided under this GCC may be sent to the contacts specified in section 1.9 above.

7. THE LIABILITY OF THE SERVICE PROVIDER

The service provider's liability for breach of the terms hereunder shall be limited to direct damages (indirect or consequential damages as well as loss of profit are expressly excluded), in accordance with applicable Hungarian legal provisions.

8. FORCE MAJEURE

If the performance of the service hereunder by the service provider is delayed or rendered impossible due to unforeseen circumstances beyond the service provider's control, including, but not limited to, war, acts of terrorism (including threats of terrorism), fire, strikes, closure of a part or the entirety of the Airport and/or natural disasters, the service provider shall have no liability whatsoever for such delay or impossibility to provide the service, beyond refunding the amount of the Fast Track Security Lane service fee.

9. PERSONAL DATA

9.1 The general terms of processing clients' personal data are specified in chapter XIV of volume II of the Aerodrome Manual, available at https://www.bud.hu/en/privacy_notice and on the bud.hu website.

9.2 The client is required to provide the following data in connection with the booking and the payment of the fees for the booking:

Booking data: Name of the person making the booking, e-mail address, date and time of entry, promo code (if any), number of vouchers requested, city (optional), departing flight number (optional), arriving flight number (optional);

Payment data:

Name of card holder, card number, card type, expiry date (year, month), CVV number.

The service provider uses this information for processing payment. In case the booking workflow is aborted, no data are stored.

9.3 The data are necessary in order to process the booking, but the client can abort the booking process at any time if he or she does not wish to provide the requested data.

9.4 The service provider will not use the data provided for any purpose other than the processing of the booking, and will only hand them over to Advam (UK) Limited, as the data processor involved in the operation of the online booking system.

9.5 The client is entitled at all times to access his or her data and to have inaccurate or misleading data corrected or deleted.

9.6 Any questions relating to personal data can be sent to the service provider's data protection officer, to the email address dpo@bud.hu.

10. GOVERNING LAW

All questions arising in relation to the interpretation of this GCC and the rights and obligations of the service provider and the client are governed by Hungarian law.

11. SETTLEMENT OF DISPUTES

All disputes arising from or in connection with this service, its breach, termination, validity or interpretation, shall be decided exclusively by the Hungarian courts of appropriate competence and jurisdiction.

12. GOVERNING LANGUAGE

This GCC has been prepared in English and Hungarian. In case of any discrepancy between the two, the Hungarian version shall prevail.