

### Purchase Information Guide

#### 1. Online ticket purchasing

##### 1.1. Service description

InterTicket Ltd. is one of Hungary's largest ticket system service providers. Hundreds of theaters, concert halls, museums, festivals, event organizers and performers use its services, including the web sales system. On InterTicket Ltd.'s Jegy.hu ticket sales site, you can get information about performances at venues connected to the computerized ticket sales system, and about the available ticket inventory for those performances. You can select your ticket for the chosen performance and purchase it immediately with electronic payment.

#### 2. Event search, browsing

##### 2.1. Free text search

The quick search feature can be found on the upper right side of the Jegy.hu homepage. In the quick search, enter the show, venue, person, or any search term you're looking for (entering a word fragment is sufficient). By clicking the search icon or pressing Enter, you can select the desired program, venue, or person on the results page. While typing the search term (after entering at least 3 characters), Jegy.hu suggests results. Here you can click on the results, or by clicking the magnifying glass icon, you can display all results matching the search term. If you want to see all results matching the search term sorted by date, click "Switch to date-based event list" above the results, on the right side. In this case, Jegy.hu lists the results in chronological order.

##### 2.2. Browsing by categories

By clicking on the categories in the Jegy.hu header, we recommend some programs from the given category, and you can also see the previous day's most popular programs in the Top10 list.

##### 2.3. Category pages

You can browse among performances using filters. You can choose by genre, specify which city you're searching for programs in, or set a time interval. You can set multiple criteria at once. In this case, Jegy.hu shows programs that meet all specified criteria. The selected criteria are visible above the results and can be turned off by clicking. If you want to see the performances in order of popularity, move the dot on the right side to the field before "Programs by popularity"!

**Additional pages are available by clicking the circle next to the categories in the header:**

**All events:** you can browse Jegy.hu's complete offering -- by selecting this, you can specify additional search criteria (e.g., SZÉP card, performances recommended for foreigners).

**Season tickets:** you can browse among season tickets of venues and companies in Jegy.hu's offering

**By date:** here you can select which day you're looking for a performance.

**Event venues:** on this page you'll find the event venues available in Jegy.hu's offering. You can narrow the list by cities by selecting the desired city in the dropdown menu. If you want to search for a venue on a map, click "Search on map". Click on the chosen venue to find the list of events taking place there.

**Cities:** similar to event venues, you'll find cities on this page. You can also search on a map.

**Actors:** on this page you can search among actors, creators, and performers found on Jegy.hu. Click on the person you're looking for, and on the next page you'll see the profile of the searched creator. We show brief information, a photo, and related programs found on Jegy.hu.

**Gift voucher:** give a Jegy.hu gift voucher as a gift! On this page you'll find detailed information about the options and can purchase your gift voucher.

**For foreigners:** from Jegy.hu's database, a list of programs recommended for foreigners who don't speak Hungarian.

### 2.4. Event search

The "Event search" can be found on the homepage. Here you can search by multiple criteria. You can choose category, city, event venue, or date. You can select multiple criteria at once, in which case we show events that meet all selected criteria.

The set filters are visible above the results, and each filter can be turned off by clicking the x next to it. If you want to see the performances in order of popularity, move the dot on the right side to the field before "Programs by popularity"!

## 3. Ticket selection

### 3.1. Auditorium selection

For performances where tickets are assigned to specific seats in the auditorium, clicking the "Buy ticket" link displays the auditorium, or at some venues, the selectable sectors.

### 3.2. Sector ticket selection

You can still buy tickets for sectors marked in green. After selecting a sector, the selected sector's auditorium appears, while the sector view remains visible in small in the bottom right corner. Here you can still see which sectors have available tickets (green), which sectors no longer have purchasable tickets (gray), and which sector you've selected (orange). The displayed auditorium layout can be adjusted to the desired size with the zoom in/out and direction buttons. If you don't want to buy a ticket in the selected sector after all, you can return to the sector view by clicking on the miniaturized sector view image.

### 3.3. Seat selection

If the auditorium is not sectored, or you've already selected the desired sector, you can see the detailed view of the auditorium (or sector). Here you can view and select tickets available for purchase (marked in green) for seats that appeal to you. If you hover the cursor over a seat in the auditorium, you can view the current ticket and seat information in the pop-up text box. If you click on your selected seat, its color changes to orange and the ticket goes into your cart. After adding to cart, you have the time frame displayed on the Cart interface to purchase your ticket. Until the cart time expires, you can add additional tickets to your cart. The selection of a ticket added to the cart can be canceled with another click on the auditorium diagram. If you no longer wish to add more tickets to your cart, click the "To Cart" button below the auditorium. Wherever you browse on the website, you can access your cart by pressing the cart icon in the upper right corner and see what tickets you've added to your cart so far.

### 3.4. First-come-first-served ticket selection

If the auditorium is not numbered seating - meaning you can take your seat in order of arrival with tickets for the performance - you can add tickets to your cart by specifying the desired number of tickets for the performances. The number of tickets that can be added to the cart may be limited - varying by venue or performance.

### 3.5. Sold out tickets

If the text "Sold out" appears next to a performance, unfortunately there are no more purchasable tickets for that performance in our online system.

### 4. Dynamic pricing

Dynamic or demand-based pricing is a sophisticated pricing technology where prices are continuously reviewed and fine-tuned based on the relationship between supply and demand.

Ticket prices change based on market principles, taking into account the current relationship between supply and demand. Demand is influenced by numerous factors: the venue, the performers, the piece, the timing of the performance, the success of the performance, how many people want to see it and when, how many have already seen it, and how many want to see it again, but even weather and alternative program opportunities. During dynamic pricing, the system determines the current price taking into account these factors and the seats available for the performance. This price can change both upward and downward over time.

Dynamic pricing -- FAQ (link)

### 5. Discounts

The event organizer is entitled to determine discounts from the ticket price. In the discount window on the cart interface, you can select the discount (if it doesn't automatically apply when moving to the Cart page), after which the system automatically modifies the ticket price. Discount assignment is done per ticket. At some venues -- e.g., during promotional periods -- the discount is automatic.

Before payment, always make sure you're buying tickets at the correct price, because after purchase there is no possibility to exchange tickets or apply discounts retroactively!

We kindly draw your attention to the fact that some types of discounts are subject to conditions (e.g., senior discount), and event organizers may prevent entry of those who unlawfully use discounts, or require them to pay the full ticket price at the venue. In case of such problems, there is no possibility to exchange the ticket.

### 6. Using the cart

In the cart, you can see the tickets you've selected listed one below the other. You can see the title of the selected performance, the venue, the time, and the selected seat (or selected sector, if applicable). Next to the detailed ticket information, you can see the ticket price, the service fee price, and the sum of the two. Below the tickets, you can see the total amount to be paid. **Please carefully review your cart before clicking the payment button! We cannot exchange or refund purchased tickets!** If you want to delete a ticket from the cart, click the "X" "Delete" icon on the right side of the ticket. If you want to delete all tickets belonging to a show, click the "X" "Delete all" icon next to the show title.

### 7. Delivery method, ticket pickup

Pickup of tickets purchased and paid for on Jegy.hu, depending on the ticket type, is as follows:

- In the case of admission vouchers, the ticket can be picked up at the venue's box office on the day of the event, before the performance.
- Mobile tickets or e-tickets can be presented on electronic devices or in printed form, and after on-site verification, the buyer can enter the event.

**Please note that venues may allow different delivery methods during online ticket sales!**

### 7.1. Admission voucher

In the case of admission vouchers, after purchase we send a purchase confirmation email to the provided email address, from which the admission voucher can be downloaded. Please print this admission voucher! On the day of the performance, you can pick up the purchased ticket/season ticket at the venue's box office by presenting the printed admission voucher.

### 7.2. Mobile ticket

The mobile ticket can be opened from the purchase confirmation email by clicking the "mobile tickets" button.

The mobile ticket contains all the data of the admission ticket (venue, performance title, auditorium, sector, row, seat, QR code/barcode).

You can present the mobile ticket on an electronic device at entry -- the basic requirement for presenting the ticket is having a working internet connection. However, the entry system cannot read a screenshot of the ticket.

### 7.3. E-ticket

In the case of e-tickets, after purchase we send a purchase confirmation email to the provided email address, from which the e-ticket can be downloaded. If you click on the orange-colored "printable tickets and invoices" link in the purchase confirmation email, then in the window that opens, you can download the e-ticket in PDF format by clicking on the downward arrow next to the ticket data.

A suitable program is needed to open the PDF document.

The e-ticket is a full-value electronic ticket that entitles entry when presented on an electronic device or in printed form. The number sequence and barcode/QR code on the e-ticket contains all information related to the order, making the ticket identifiable, so no other security features are needed. The barcode/QR code is electronically verified at the event venue upon entry.

**Please ensure that under no circumstances do you allow unauthorized persons to make copies of your e-ticket!**

The barcode reader system cannot distinguish between copied and original barcodes/QR codes, so they always accept the first scanned e-ticket as the original ticket. All subsequent e-tickets with the same barcode/QR code are considered copies, i.e., invalid tickets.

## 8. Payment, service fee

### 8.1. Service fee

The service fee on Jegy.hu is generally 3% + 400 HUF per ticket. The service fee includes VAT. For certain venues, performances, or ticket types, the service fee may differ from the generally applied

service fee. The specific service fee is always visible on the price information ticket purchasing subpages and on the cart page.

The service fee is the fee for using the online ticket purchasing system. It is not part of the ticket price. By initiating a ticket purchase - whether online or by phone - and successfully completing the purchase, you are using the system. InterTicket provides the ticket purchasing opportunity and not the performance.

Additional information can be found [here](#)

### 8.2. Payment methods

Jegy.hu customers can choose from several electronic payment methods.

#### 8.2.1. Bank card payment

InterTicket uses bank card payment services from multiple banks and service providers. The buyer can choose from the available providers at any given moment. The buyer enters their bank card details on the bank's secure banking interface. InterTicket Ltd. does not have access to this data.

When entering bank card details, we would like to draw attention to the following:

- **Card issuing bank name:** Enter the name of the bank that issued the card in the format as it appears on the card!
- **Name on card:** Enter the cardholder's name as it appears on the bank card!
- **Bank card number:** Enter the 16-character serial number found on the card, without spaces and hyphens. If you use an OTP Maestro type card with a 10-digit card number, please enter 675761 before the characters found on the card!) Attention! The bank card number is not the same as the bank account number!
- **Expiration date:** The expiration date is shown on the card in month/year format (e.g., 10/09 - October 2009).
- **Verification code:** Also known as CVC2 or CVV2. Embossed cards (Visa Classic, MasterCard) always have a verification code. Other card types may also have one. The last 3 characters of the number sequence found above/below/next to the owner's signature on the back of the card give this code. If your card has a CVC2 code, please provide it during payment!

The transaction result is automatically sent by the financial service provider to the ticket system within 5-10 seconds. Please do not close the browser and do not interrupt the process! The system sends a confirmation to the email address provided on the form, which contains the parameters of the purchased tickets.

#### 8.2.2. SZÉP card payment method

For certain events, the event organizer may enable the ticket buyer to settle the ticket purchase price with the Széchenyi Recreation Card (known as SZÉP card) regulated according to Government Decree 76/2018 (IV. 20.) (hereinafter SZÉP regulation). Not all event tickets can be purchased using a SZÉP card, as the SZÉP regulation itself limits the scope of events. If the given event falls within the circle permitted by the SZÉP regulation, the Organizer is entitled to decide whether to accept the SZÉP card for that event or not.

Transactions created during SZÉP card acceptance are considered legal transactions between the SZÉP card holder and the Organizer. During the transaction, the Service Provider only provides the ticket sales system as software and does not participate in the sales either as an agent or consignee.

The Organizer directly contracts with the financial institution that accepts SZÉP cards. Accordingly, the Service Provider does not get involved in legal disputes related to SZÉP card operations between the cardholder and the Organizer or the financial institution, and all liability related to such disputes is excluded.

For events purchasable with SZÉP card -- on the Cart page -- SZÉP card appears as a payment option. The purchase will be successful if the usable amount available on the SZÉP card fully covers the value of the selected products added to the cart, as there is no possibility for partially SZÉP card, partially bank card payment.

### 8.2.3. SuperShop payment method

**This payment method is currently not available in our system!**

If you have a SuperShop card with point balance, you can partially or fully pay for the ticket you intend to purchase at a rate of 1 point = 1 forint. After selecting the SuperShop payment method, fill in the required data. Your available point balance can be viewed by clicking the "View point balance" button. The buyer can determine the number of points to be used for payment. By clicking the "Add" button, you can convert your points for payment. If you have sufficient point balance to settle the entire payable amount, the system will deduct the necessary number of points from your balance. If you specified the number of points, the system will deduct the number of points you specified. If you have fewer points than the payable amount and didn't specify a point amount to use, the system reduces the payable amount with the available points. You can see the number of used points (and the card number) on the Cart page in the SuperShop payment method section. You can see the remaining payable amount on the "Total" line. This remaining amount can also be settled with other payment methods (e.g., bank card).

Information about SuperShop card point accumulation opportunities can be found in point 17 of this guide.

## 9. Contact and billing information

After selecting the payment method, press the "Continue to buyer information" button!

### 9.1.1. Purchase with registered account

On the next page, if you have previously registered on Jegy.hu, enter your email address and the password provided during registration, then click the "login" button. In this case, after logging in, your previously provided data will appear filled in the data fields. Check and modify them as necessary!

### 9.1.2. Purchase without registered account

On the next page, if you don't have a registered account on Jegy.hu, click the "continue without login" button. In this case, the system creates a temporary account that you have the opportunity to activate within 48 hours.

### 9.2. Billing information

InterTicket's system sends an electronic invoice for every purchase. If you request the VAT invoice in the name of a person or business different from the buyer's data, click "Request invoice in another name" and provide the necessary information!

### 9.3. Accepting contractual terms

At the bottom of the Payment page, the buyer finds the service provider's (InterTicket Ltd.) General Terms and Conditions, Data Protection Policy, and this Purchase Guide. By clicking on their links, the given document appears on a new page, so reviewing it doesn't interrupt the purchase process. After clicking in the "I accept the terms" checkbox, press the "Payment" button! After this, the system will redirect you to the payment interface of the financial service provider selected on the Cart page.

### 10. Withdrawal from purchase

**We draw our customers' attention to the fact that purchased tickets for a specific date cannot be refunded and cannot be exchanged for other tickets!**

The purchase can be interrupted at any time before pressing the "Payment" button, without consequences. Based on Government Decree 45/2014 (II.26.) Section 29 (1) I), the buyer cannot exercise their right of withdrawal or termination if the event ticket is for a specific date (specific day, deadline). In this case, the service provider cannot refund the ticket or return the purchase value (except in case of performance cancellation, the rules of which are detailed in point 14).

If the buyer purchased a ticket that is not for a specific date (e.g., museum admissions usable anytime, etc.) or if they purchased other products besides tickets (e.g., books, publications, merchandising products, etc.) to which the consumer withdrawal and termination rights regulated in Government Decree 45/2014 (II.26.) apply, then the detailed description of these rights can be found in point VII of the General Terms and Conditions and in annexes 2 and 3.

Through our system, only ticket purchase is possible; we cannot reserve or set aside tickets. By entering the necessary data and then providing card details on the banking interface, which the bank successfully accepts, you purchase the tickets. In accordance with the above, for tickets for specific dates, the purchase cannot be modified, deleted, or withdrawn!

### 11. Purchase confirmation

In case of successful purchase, the purchase details are displayed on the Jegy.hu website, and then InterTicket's system automatically notifies you by email.

**If you don't receive this email confirmation within 1 hour, we recommend checking your Spam/Promotional folders. If you cannot find the confirmation email, please DO NOT initiate a new purchase, but contact our customer service through the chat available on the Jegy.hu site, or send an email to [interticket@interticket.hu](mailto:interticket@interticket.hu) !**

We will resend the confirmation email upon request. The successful completion of the purchase does not depend on sending the confirmation email. Communication errors can also cause you not to receive confirmation. In this case too, please contact customer service!

### 12. Error during payment

If an error occurs during payment, please contact our Customer Service through the chat available on the Jegy.hu site or send an email to [interticket@interticket.hu](mailto:interticket@interticket.hu) ! Do not restart the purchase!

### 13. Invoice request for bank card purchases

We automatically issue an electronic invoice for the purchased tickets in the name provided in the buyer information, which we deliver by email.

If the buyer incorrectly provided the buyer information they wanted on the invoice by mistake, and the invoice was issued with this incorrect content, the buyer has one opportunity to request invoice



modification. Considering accounting and tax obligations and deadlines, the modification request must be indicated within the calendar month of the invoice's performance date and by the 5th calendar day of the following calendar month. The buyer can request invoice modification in an email forwarded to customer service ([interticket@interticket.hu](mailto:interticket@interticket.hu)). However, it's not possible for the Service Provider to issue multiple invoices instead of one invoice, or to combine multiple previous invoices into one invoice.

The multi-purpose gift voucher is classified among money substitutes in Section 259, Point 15 of the VAT law, and as such, is not subject to VAT payment obligation. The sale of multi-purpose gift vouchers does not qualify as product sales, thus is exempt from invoice issuance obligation. In accordance with the above, we cannot issue invoices for the face value of gift vouchers. It's not possible to subsequently modify the issuer document data issued when purchasing gift vouchers.

### 14. Canceled performances

Our company does everything to inform affected buyers at the email address provided during purchase in case of possible event cancellation and to facilitate ticket refunds. However, it's important to know that the process, location, and deadline for ticket refunds are decided by the event organizer, and the event organizer is also responsible for its implementation. We notify buyers at the email address provided during purchase about ticket refund or further usage possibilities as soon as we receive them in official form from the event organizer.

If the organizers make changes by exercising their right to change the schedule or program in the announced program, the performance is not considered canceled.

If the event organizer doesn't order otherwise, in case of canceled performances, ticket price refunds occur as follows:

We don't settle the credit based on account numbers or bank card numbers because for security reasons we cannot see Customers' bank account numbers, and we don't process or store bank card data. Based on transaction data generated during the transaction, the bank providing the payment channel credits the amount to customers. The bank, for online purchases - according to its own internal rules - credits the value within 30 banking days at the latest. If the credit doesn't occur during this time, please contact customer service!

In case of canceled performances, the service fee is refunded, except if the performance is canceled due to war, rebellion, terrorist act, strike, accident, fire, blockade, flood, epidemic authority decision, measure or recommendation, natural disaster, serious energy supply disruption, or other unforeseen and unavoidable obstacle, or due to the event organizer's decision related to epidemic reasons. The event organizer decides about replacing the canceled event and provides coverage for compensation. In the absence of this, InterTicket is not obligated to refund the ticket purchase price.

### 15. Gift voucher

#### 15.1. Gift voucher redemption

The Jegy.hu gift voucher can be used on the [www.jegy.hu](http://www.jegy.hu) website for ticket purchases for all programs available in the system (theater, concert, festival, sports), except certain highlighted sports events listed on [mlsz.jegy.hu](http://mlsz.jegy.hu). The voucher cannot be used on InterTicket Ltd.'s cafeteria sites ([kultura.jegy.hu](http://kultura.jegy.hu) and [sport.jegy.hu](http://sport.jegy.hu)).

You can learn about the steps for using the Jegy.hu gift voucher at the following link:

<https://www.jegy.hu/articles/1190/jegyhu-ajandekutalvany-bevaltasanak-modja?lang=hu>



The value of purchased tickets is deducted from the amount on the gift voucher. If the value of purchased tickets doesn't reach the usable amount on the gift voucher, the unused amount can be spent later. If the purchase amount is higher than the usable amount on the gift voucher, you can settle the remaining amount with a bank card. Multiple gift vouchers can be used in one order. In this case, the voucher amounts are added together. If you want to use multiple gift vouchers at once, you need to validate them one by one.

### 15.2. Gift voucher limitations

The Jegy.hu gift voucher can only be used on the [www.jegy.hu](http://www.jegy.hu) website. Please note that after entering a voucher code and clicking the "Validate" button, the system will lock the entered code for 30 minutes for security reasons. If you try to redeem the gift voucher again during this time interval, you will receive an error message.

After finalizing payment, it's not possible to apply the gift voucher retroactively. The gift voucher cannot be topped up with money, sold, or exchanged for cash. The gift voucher activates within 1 hour of purchase at the latest. The voucher is valid for 2 years from the date of purchase, with no possibility of extension.

### 15.3. Loss of gift voucher

Please take care of the PDF sent by email and the code on it, because Jegy.hu (InterTicket Ltd) assumes no responsibility for damages resulting from gift voucher loss. Furthermore, we assume no responsibility if the code is stolen or used without your permission.

### 15.4. Issuer document

The multi-purpose gift voucher is classified among money substitutes in Section 259, Point 15 of the VAT law, and as such is not subject to VAT payment obligation. The sale of multi-purpose gift vouchers does not qualify as product sales, thus is exempt from invoice issuance obligation. In accordance with the above, we cannot issue invoices for the face value of gift vouchers.

Gift cards issued by certain venue partners in their own names are available on Jegy.hu's online sales platforms. When selling so-called single-purpose gift cards, you receive a VAT invoice for the purchase, while purchasing multi-purpose gift cards is not subject to the VAT law. The used single-purpose gift card value is deducted from the invoice value issued for the purchase.

Gift cards issued by venues can only be used when purchasing programs belonging to the issuer. When jointly purchasing tickets from different ticket issuers (mixed cart), gift cards cannot be used.

Please note that when paying with SZÉP card, using both single-purpose and multi-purpose gift cards is excluded.

## 16. Newsletter

On the Jegy.hu website, it's possible to subscribe to the Jegy.hu newsletter. The Jegy.hu newsletter informs subscribers about the latest cultural events and promotional opportunities. Jegy.hu tries to recommend events to newsletter readers in a personalized way based on residence, previous purchases, and other provided data indicating likely interest.

## 17. SuperShop point accumulation

The Buyer can only use their SuperShop card for collecting SuperShop points on the [www.jegy.hu](http://www.jegy.hu) site -- on the successful purchase confirmation page -- except certain highlighted sports events listed on [mlsz.jegy.hu](http://mlsz.jegy.hu). The voucher cannot be used on InterTicket Ltd.'s cafeteria sites

(kultura.jegy.hu and sport.jegy.hu).

The Buyer is entitled to collect 1 SuperShop point for every full 500 HUF purchase value, provided that the Buyer is not entitled to collect SuperShop points after the (partial) amount of the given purchase settled by redeeming SuperShop points (SuperShop payment method is currently not available in our system!)

On the successful purchase information page, it appears if the Buyer became entitled to collect SuperShop points with the given order - SuperShop points can be credited by pressing the "credit points" button (naturally only if the Buyer has a SuperShop card).

The Buyer must provide the SuperShop card number, their full name appearing in the SuperShop database, birth date, and email address. By providing the data, the Buyer consents to InterTicket Ltd. processing their provided data according to the Data Protection Policy and these Terms and Conditions and forwarding it to SuperShop Ltd. for data processing purposes according to the SuperShop Program Participation Conditions, and for comparing their data with SuperShop database data. If data verification is successful, the Buyer's new point balance appears.

SuperShop points are determined at product level, not based on the final purchase amount including roundings. **Please note that we cannot credit SuperShop points due after purchase retroactively!**

The SuperShop Program Participation Conditions apply to SuperShop card use, loss, exchange, and SuperShop card use outside the Website, which the Buyer accepted as binding when applying for the SuperShop card. The Participation Conditions are available at [www.supershop.hu](http://www.supershop.hu).

### 18. Data storage and protection

Before providing your personal data, please read the Data Protection Notice, which is available in the footer of the Jegy.hu site.

### 19. Phone and internet customer service

For questions related to performances and your tickets, please contact InterTicket's central customer service at the following contacts:

Our customer service is available through chat on Jegy.hu sites, live on weekdays from 9 AM to 8 PM, weekends, non-working days and holidays from 10 AM to 7 PM. For venue events, you can send an email to [interticket@interticket.hu](mailto:interticket@interticket.hu). For online events, we await your email at [online@interticket.hu](mailto:online@interticket.hu).

### Have a question? Chat with us!

On December 24, we can receive your inquiry from 9 AM to 12 PM.

### 20. Streaming service

#### 20.1. Streaming service description

The streaming service enables us to make live broadcast or pre-recorded content available for internet viewing. InterTicket's streaming service includes three products: Live stream event, Video event, and Live+Video event.

Live stream: You can only watch the performance at the announced start time ("Event start"). If you start later, you'll join during the performance, so you won't be able to watch the earlier part. The

broadcast ends when the performance ends.

Video: Event available in a specified time interval, which can be watched unlimited within this time period, even multiple times (if the time period length allows). The video can be paused, fast-forwarded or rewind.

Live + Video (Live+Video stream): You can start the live broadcast at the earliest at the announced start time ("Event start"). During the live broadcast time, you can only follow the content live. Since we record the broadcast, the content will be available for replay until the time visible on the event page and in the confirmation ("Event end").

### 20.2. Ticket purchase for online events

Ticket purchase is an extremely simple process: by clicking the ticket purchase button for the selected event, you can select the desired ticket type in the pop-up panel. It's important that ticket purchase is only possible for registered and logged-in users. If this hasn't happened yet, a pop-up window will draw attention to this. Buy one ticket per event, as tickets are tied to user accounts, so you can't transfer additionally purchased tickets. Viewing can only be started with one registration, on one device; it won't start in two separate places with the same registration.

After filling in personal data and accepting the general terms and conditions, you reach the bank payment page where you can pay for the ticket with a bank card. After payment, a confirmation arrives at the email address provided during purchase, containing the link to the purchased performance. By clicking on this, you can watch the video from the specified time, or you can start the content by clicking the "Live broadcast" or "Watch video" button on the event page. The system connects the viewing authorization to the user account after ticket purchase, so watching events requires login! The purchased ticket will be linked to the email address with which you registered and initiated the purchase. You can log in on the [online.jegy.hu](https://online.jegy.hu) site by clicking on the selected venue or through the link received after purchase. Content cannot be played with login on the [jegy.hu](https://jegy.hu) site! The confirmation email and invoice will arrive at the address provided during purchase.

### 20.3. Purchase confirmation

InterTicket's system automatically notifies you by email about successful purchases. If you don't receive this confirmation within 1 hour, please don't initiate a new purchase, but contact our customer service through the chat available on the [Jegy.hu](https://jegy.hu) site, or send an email to [online@interticket.hu](mailto:online@interticket.hu). We'll resend the confirmation upon request. Successful completion of the purchase doesn't depend on sending the confirmation. Communication errors can also cause you not to receive confirmation. In this case too, please contact customer service!

You can access the performance even without the confirmation email. Find the performance page on the [online.jegy.hu](https://online.jegy.hu) site. Log into your [online.jegy.hu](https://online.jegy.hu) account, and at the start time the "Live broadcast" or "Watch video" button appears, which you can click to start the performance.

### 20.4. Video events

The selected video content can be accessed in several ways. From the link sent in the confirmation email, or on the venue's [online.jegy.hu](https://online.jegy.hu) page (e.g., [online-\[venue name\].jegy.hu](https://online-[venue name].jegy.hu)) by clicking on the chosen content, then on the "Watch video" button found on the specific event page within this site, you can start the video content you want to watch after logging in. The uploaded content can be followed by the logged-in user simultaneously from only one device, and by sharing the link sent by email and the username and password needed for login, you risk the event viewing. Video events can be watched within the time interval shown on the event page. During viewing, the video can be fast-forwarded, rewind, and paused. Please consider the final viewing deadline so you can have

the complete experience.

Example situation:

Event duration: 60 minutes

Event viewable: August 1, 2024 10:00 AM - August 31, 2024 10:00 PM

Starting to watch the event after August 31, 2024 9:00 PM is only partially possible.

### 20.5. Livestream performance (Live broadcast)

The selected live stream content can be accessed in several ways. From the link sent in the confirmation email, or on the venue's online.jegy.hu page (e.g., online-[venue name].jegy.hu) by clicking on the chosen content, then by clicking the "Live broadcast" button found on the specific event page within this site, you can start the live stream content you want to watch after logging in. The logged-in user can follow the live broadcast simultaneously from only one device, and by sharing the link sent by email and the username and password needed for login, you risk the event viewing.

The live stream event can be watched within the time interval shown on the program page, and after this expires, the recording is not available and cannot be watched afterwards. In case of late start viewing, the broadcast starts from joining the recording, and InterTicket assumes no responsibility for inconveniences arising from this.

Example situation:

Event duration: 60 minutes

Event viewable: August 1, 2024 10:00 AM - August 1, 2024 11:00 AM. After this, the live stream cannot be watched again.

Joining the live broadcast: August 1, 2024 10:15 AM. The viewer doesn't see the first 15 minutes of the performance.

### 20.6. Live + Video (Live+Video stream) performance:

You can start the live broadcast at the earliest at the announced start time ("Event start"). During the live broadcast time, you can only follow the content live. Since we record the broadcast, the content will be available for replay until the time visible on the event page and in the confirmation ("Event end").

### 20.7. Technical requirements

Video or live stream events can be watched from any internet-capable device with a browser (e.g., mobile phone, tablet, laptop, desktop computer, smart TV). For smart TVs, flawless operation is not guaranteed as not every manufacturer supports streaming service in their smart TV browser. This can vary by manufacturer. We recommend connecting to TV via HDMI cable from laptop or computer, and it's also possible to mirror content to smart TV from phone and tablet. For Android-based systems, for example, Smart View, Miracast enables mirroring from the device, while for Apple products it's AirPlay. Supported browsers are Google Chrome, Firefox, Safari, and Edge (Internet Explorer is not supported). Before starting, ensure proper internet connection, we recommend UTP cable connection to avoid interruptions in image and sound quality due to weak internet connection. Free up your download capacity (pause or exit programs that burden the network, e.g., downloads, email system, torrent, network games, etc.). Maximum resolution is

1920x1080 - resolution automatically adjusts to your bandwidth. If internet speed is slower, you may experience interruptions, but with 10 Mbps bandwidth internet speed you can watch broadcasts in excellent quality, and with 5 Mbps bandwidth events can be watched in good quality. Operating system is not a significant factor - if an older operating system occasionally causes setbacks in stream/video content quality, try to use a more recent system.

### 20.8. Service fee

Beyond the ticket price shown on the site, you don't need to pay any other fee to InterTicket or the content provider for watching online events.

### 20.9. Online ticket as gift

For online performances, ticket transfer (gifting) to another user is not yet possible.

Since the authorization needed to watch uploaded content is tied to the buyer's registered account on the online.jegy.hu interface, if you buy multiple tickets you cannot transfer the additionally purchased access. Viewing can only be started with one registration, on one device; it won't start in two separate places with the same registration.

### 20.10. Viewing from abroad for online events

It's naturally possible to watch the performance from abroad, there are no territorial restrictions. For some performances it may occur that due to copyright restrictions it cannot be watched from other countries, but this information is displayed on the performance page.

However, please note that online events are assigned to Budapest time zone (GMT+1, GMT+2 in summer), so please consider the time difference.

### 20.11. Ticket types

A link can only be started with one registration, on one device; it won't start in two separate places with the same registration.

The purchased ticket is authorization to watch content (regardless of type), which is always tied to a user account. So if you buy multiple or group (Pair/Family/Supporter/etc.) tickets, you cannot transfer the additionally purchased access to someone else; separate registration is needed by the other user. By purchasing two or more tickets simultaneously, or with various Pair or Family tickets, you can support organizers. In all cases, only one access arrives after purchase.

### 20.12. Video guides

#### **Purchase as new user:**

<https://youtu.be/rqhgckSqahg>

#### **Purchase as registered user:**

<https://youtu.be/yQqAJlbirPY>

#### **Purchase with coupon as new user:**

<https://www.youtube.com/watch?v=4zZ87Lo1ago&feature=youtu.be>

#### **Purchase with coupon as registered user:**

<https://www.youtube.com/watch?v=CorSuc89eYc&feature=youtu.be>