

### **COVID-19 (coronavirus) information and rules for event visitors**

According to the current Hungarian regulations, adults may only attend events by presenting a valid Hungarian COVID card (it is issued by the Hungarian authorities to a person who has received COVID vaccines in Hungary) as well as an identity card.

According to the law, it is mandatory for the organizer of the event to check the existence of the COVID card at the time of entry. Whoever does not have the COVID card, must be refused to enter - regardless of whether the person concerned has a valid ticket. Persons under legal age are allowed to be present at the event only if accompanied by an adult with a valid COVID card. Proof of age is required for over the age of six (identity card, passport, driver's license or student card).

We would like to draw the attention of our esteemed customers to the fact that the rules for entering the event may still change as a result of government measures. Please note that the rules for attending events may change between the time of ticket purchase and the date of the event.

Please also note that each venue may set its own rules in accordance with current legislation, so be sure to check the information posted by the event organizer before heading to the event.

#### **1. Buying tickets online**

1.1. Description of the service

#### **2. Search for shows, browsing**

2.1. Freely-worded search

2.2. Browsing in the categories

2.3. Category pages

2.4. See more pages by clicking on the circle next to the categories in the header

2.5. Event search

#### **3. Ticket selection**

3.1. Selection by auditorium

3.2. Ticket selection by sector

3.3. Selecting a seat

3.4. Ticket selection in order of arrival

3.5. Sold out tickets

#### **4. Discounts**

#### **5. Using the cart**

#### **6. Delivery method, receiving your tickets**

6.1. Electronic voucher

6.2. PDF voucher

6.3. E-ticket

6.4. Receiving your tickets

### **7. Payment, service charge**

7.1. Service charges

7.2. Payment methods

7.2.1. Payment by credit or debit card

7.2.2. SZÉP Card

7.2.3. SuperShop payment method

7.2.4. MasterPass

7.2.5. Sponsorem card payment method

### **8. Withdrawal from purchase**

### **9. Confirmation of purchase**

### **10. Error during payment**

### **11. Request an invoice for credit or debit card purchases**

### **12. Cancelled shows**

### **13. Gift voucher**

### **14. Newsletter**

### **15. Add SuperShop points**

### **16. Storage and protection of your data**

### **17. Customer support by telephone and on-line**

### **18. Information on matches of the Hungarian Football Association**

## **1. Buying tickets online**

### **1.1. Description of the service**

InterTicket Kft. is Hungary's leading ticket system provider. Hundreds of theatres, concert halls, museums, festivals, event organizers and performers use its services, including the web sales system. On the Jegy.hu ticket selling web site of InterTicket Kft. you can get information about the performances of the venues associated with the computerized ticketing system and the stocks of tickets available for these. You can choose your admission ticket for the performance you selected,

and you can purchase it immediately by paying electronically. Advertisements appearing on Jegy.hu do not belong to InterTicket Kft., they are managed by OJT Országos Jegyterjesztő Társaság Kft.

## 2. Search for shows, browsing

### 2.1. Freely-worded search

You find the quick search on the upper right side of the home page of Jegy.hu. In the quick search, enter your search for a programme, location, person, or any search term (entering a word fragment is enough). You can select the programme, venue or person you are looking for by clicking on the search icon or pressing Enter on the results page. As soon as you start typing in the search term (after entering at least 3 characters), Jegy.hu will suggest results. Here you can click on the results or, for example, you can click on the "More results" link to see all the results that match your search term.

### 2.2. Browsing in the categories

By clicking on the categories in the Jegy.hu header, we suggest some of the programmes in that category and you will see the most popular programmes of the previous day in the Top10 list.

### 2.3. Category pages

You can use the filters on the left to browse among the shows. You can choose by genre, specify a city in which to search for programmes, or set a time interval. You can specify more than one condition at a time. In this case, Jegy.hu will show programmes that meet all the specified conditions. The selected conditions are displayed above the results and can be disabled by clicking. If you would like to see performances instead of programmes in your list of results, click on the "Switch to event list according to date" link above the results, on the right side. In this case, Jegy.hu will list the results in chronological order.

### 2.4. You can see more pages by clicking on the circle next to the categories in the header

**All events:** You can browse the full offering of Jegy.hu.

**Season tickets:** You can browse among the season tickets of Jegy.hu venues and companies

**By date:** Here you can select for which day to search for a show.

**Event venues:** on this page you will find event venues available in the offering of Jegy.hu. You can narrow the list by city, by selecting a city from the drop-down menu. If you would like to search for a venue on the map, click on "Map Search". Click on the location of your choice to see a list of events there.

**Cities:** like the venues, you find the cities on this page. You can also search the map.

**Contributors:** on this page you can search for actors, authors, performers on Jegy.hu. Click on the person you are looking for, to display the data sheet of the creator you are looking for on the next page. We present brief information, images and related programmes on Jegy.hu.

**Mobile Wallet:** You can get information about our Mobile Wallet service and find a list of locations that accept Mobile Wallet nfc type tickets.

**Gift voucher:** a Jegy.hu gift voucher is a beautiful present! On this page you will find detailed information on the options and you can purchase your gift voucher.

**For foreigners:** a list of recommended programmes from Jegy.hu database for foreigners who do not speak Hungarian.

### 2.5. Event search

The "Event Finder" is provided on the home page. Here you can search by several criteria. You can choose a category, a city, an event location or a date. You can select more than one condition at a time, in which case we will show events that meet all of the conditions you selected.

## 3. Ticket selection

### 3.1. Selection by auditorium

For shows where tickets are for a specific seat in the auditorium, clicking on the "Buy Ticket" link will display the auditorium or the available sectors for certain venues.

### 3.2. Ticket selection by sector

Sectors where tickets are still available are displayed in green. After selecting the sector, the auditorium of the selected sector is displayed, while the sector view remains visible in small in the lower right corner. You can still see which sectors still have available seats (green), which sectors have no longer any available seats (gray), and which sector has been selected (orange). The displayed auditorium floor plan can be adjusted to the desired size with the zoom in / zoom out and direction buttons. If you change your mind and do not wish to purchase a ticket in the selected sector, you can return to the sector view by clicking on the thumbnail image of the sector view or the "Back to the sectors" button at the top left.

### 3.3. Selecting a seat

If the auditorium is not sectoral or you have already selected the desired sector, you will see a detailed view of the auditorium (or sector). Here you can view and select tickets (shown in green) for the seats you like. Hover the cursor on the seat in the auditorium to view the current ticket and seat information in the text window that opens. Clicking on the seats of your choice will change their colour to orange, and the ticket will be added to your cart. You have the option to purchase your ticket within 20 minutes after you put it in the cart. You can add more tickets to the shopping cart until the 20 minutes are over. In the plan of the auditorium you can deselect the ticket placed in the basket by clicking on it once again. If you no longer wish to add more tickets to your cart, click the "Add to Cart" button below the auditorium. No matter which part of the web site you are browsing, by clicking on the cart icon in the upper right corner you can bring up your cart and see what tickets you have added to it.

### 3.4. Ticket purchase in order of arrival

If the seats in the auditorium are not numbered - i.e. you can take a seat with a ticket for the show on a first-come, first-served basis, you can add tickets to your cart by entering the desired number of tickets. The number of tickets that can be placed in the basket can be maximized, depending on the venue or performance.

### 3.5. Sold out tickets

If a performance is labeled "Sold Out" or "Not Available", unfortunately, there are no more tickets available in our on-line system.

### 4. Discounts

The organiser of the given event is entitled to set discounts on the ticket price. You can select the discount in the discount window on the shopping cart, after which the system will automatically change the ticket price. The discount is assigned per ticket. For some venues - e.g. during discount periods - the discount is granted automatically. In all cases, please make sure you are purchasing the tickets at the right price before you pay, since it is not possible to redeem your tickets or reapply discounts after your purchase.

Please note that some types of discount are conditional (e.g. discounts for senior citizens), admission of ticket holders not qualifying for the discount may be prevented by the event organizers, or they may be required to pay the full ticket price on the spot. It is not possible to redeem the ticket in the event of such a problem.

### 5. Using the cart

In the cart you will see the list of the tickets selected by you, one below the other. The title, the venue, the date and time, and the selected seat (or sector, if applicable) of the selected event will be displayed. In addition to the detailed ticket information, the price of the ticket, the price of the comfort fee and the sum of these two are shown. Below the tickets you will see the total amount to be paid. **Please carefully review your shopping cart before clicking the checkout button! Purchased tickets cannot be replaced or redeemed!** If you want to delete a ticket from your cart, click on the "X" "Delete" icon to the right of the ticket. If you want to delete all tickets for a show, click on the "X" "Delete All" icon next to the show title.

### 6. Delivery method, receiving your tickets

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

#### 6.1. Electronic voucher

If you choose to buy an e-voucher, we will send you an email confirming your purchase after you have made your purchase. We will send you details of the tickets/passes you have purchased and a voucher ID. Please print out that email! On the day of the performance, you will receive the printed tickets/passes by presenting the printed e-mail to the ticket booth of the venue.

#### 6.2. PDF voucher

A PDF voucher works much like an electronic voucher. In this case, we will send a PDF document to the specified email address. To open the PDF, you need Adobe Reader, which you can download from here: [Download Adobe Reader](#). Please print out the PDF and take it with you to the show! Present the printed voucher to the ticket booth of the venue. After identifying the barcode on the voucher, the ticket office will issue the tickets/passes.

#### 6.3. E-ticket

If an e-ticket is allowed to be issued for the selected ticket, the system will automatically indicate the E-ticket delivery method, which cannot be changed. The E-ticket will also be sent by e-mail. **Please print out the submitted PDF document individually for each purchased ticket!** To open the PDF, you need Adobe Reader, which you can download from here: [Download Adobe Reader](#). An E-Ticket is a fully valid electronic ticket entitling its holder for admission. The series of numbers and the barcode on the e-ticket contain all information related to your order. These allow the identification of the ticket; therefore, no other security marking is required. The barcode is checked electronically at the venue of the event. Please note that this E-Ticket is in itself valid and authorizes you for admission. **You should never allow unauthorised persons to make a copy of your e-ticket under any circumstances!** Since the barcode scanner system does not recognize any difference between the copied and the original barcode, the first scanned E-Ticket is always accepted as the original ticket. All other e-tickets with the same barcode will be considered copies, i.e. invalid tickets.

### 6.4. receiving your tickets

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

In the case of an electronic voucher or PDF voucher, the ticket can be collected on the day of the event at the ticket office of the venue, by presenting a printed electronic or PDF voucher.

An e-ticket does not have to be collected; it is printed by the customers themselves. After checking the printed ticket on the spot, the customer can attend the event.

## 7. Payment, service charge

### 7.1. Service charges

The service charge (hereinafter referred to as the comfort fee) on Jegy.hu is usually 3% + 200 HUF per ticket. The comfort fee includes the VAT. For some venues, shows, or ticket types, the comfort fee may differ from the generally applied comfort fee. The specific comfort fee is always shown on the shopping cart page.

The comfort fee is the fee for using the online ticket purchase system. It is not part of the price of the ticket. By initiating a ticket purchase online or by telephone and by making a successful purchase, you are deemed to use the system. InterTicket provides the opportunity to purchase a ticket, not the performance.

### 7.2. Payment methods

Persons purchasing on Jegy.hu have a choice of several electronic payment methods. After selecting your payment method, press the "Continue to buyer details" button. On the next page, if you have already registered on Jegy.hu, select the "I have already registered, I log in" option. In this case, after logging in, your previously entered data will be displayed populated in the data fields. Check and modify these as necessary.

The system of InterTicket sends you an electronic invoice for each purchase. If you are requesting an invoice showing the VAT rate on behalf of a person or business other than the buyer, click on the "Issue the invoice for someone else's name" link and provide the required details.

At the bottom of the Payment page, the buyer will find the service provider's InterTicket General Contractual Terms, Privacy Policy and this Purchase Guide. Clicking on these links will display the document on a new page, so reading it will not interrupt the purchase process. After clicking on the "I accept the terms and conditions" checkbox, press the "Payment" button. The system will take

you to the payment interface of the financial service provider.

**Please note that tickets purchased for a specific time are non-refundable and cannot be exchanged for another ticket.**

### 7.2.1. Payment by credit or debit card

InterTicket uses credit card payment services of several banks and payment providers. The customer can choose from the currently available service providers. The buyer enters his/her credit or debit card details on the bank's secure banking interface. InterTicket Kft. does not have access to these data.

When entering your credit or debit card information, please note the following:

- **Type of the card:** Select your card type from the drop-down menu.
- **Name of the card issuing bank:** Enter the name of the card issuing bank in the format indicated on the card.
- **Name indicated on the card:** Enter the cardholder's name as it appears on the credit card.
- **Credit or debit card number:** Enter the 16-character serial number on the card, without spaces or dashes. If you are using an OTP Maestro card with a 10-digit card number, please enter 675761 in front of the characters on the card. Important! Your credit or debit card number is not the same as your bank account number.
- **Expiration date:** The card shows the expiration date in month/year format (e.g. 10/09 - October 2009).
- **Verification code:** Also called CVC2 or CVV2. Embossed cards (Visa Classic, MasterCard and American Express) always have a verification code. Other card types may also have it. The last 3 characters of the string of numbers above/below/beside the owner's signature provide this code. If your card has a CVC2 code, please provide it at checkout.

We provide more information on credit or debit cards suitable for carrying out this transaction, under the heading of Secure credit or debit card transactions. The financial service provider will send the result of the transaction to the ticket system automatically, within 5 to 10 seconds. Please do not close the browser or interrupt the process! A confirmation will be sent to the email address provided on the data form, which will include the parameters of the tickets purchased.

### 7.2.2. SZÉP Card

Unfortunately, the legal regulations applying to the SZÉP Card do not allow us to accept it in intermediary activities, so it cannot be used on Jegy.hu. If you have the option to select the "Other" card type on the standard transaction interface of your bank, please do not use this option, do not select SZÉP card, as your payment will not be approved!

### 7.2.3. SuperShop payment method

If you have a SuperShop card and a balance on it, you can use it to pay the price of the ticket you want to buy, partially or fully, in the value of 1 point = 1 HUF. Once you have selected your SuperShop payment method, fill in the required details. You can view your available balance of points by clicking the "View balance of points" button. The number of points to be used for the payment can be set by the buyer. Click "Add" to redeem your points for payment. If a sufficient points balance is available to cover the total amount due, the system will deduct the required

points from your balance. If you provided a number of points, the number of points you entered will be deducted. If you have less points than the amount to be paid and you have not specified a point amount to be used, the system will reduce the amount to be paid by the points available. You can see the number of points used (and the card number) on the Cart page in the SuperShop payment method section. You'll see the remaining amount payable in the "Total" line. You can also use other forms of payment (such as a credit or debit card) to pay off your remaining balance.

See section 15 of this guide for information on adding points to your SuperShop card.

### **7.2.4. MasterPass payment method /// Please note that this payment method is currently not available in our system!**

If you have a MasterPass-enabled mobile application, you can use the MasterPass payment method on Jegy.hu. The first step is to select the digital wallet you want to use. Then enter your telephone number. After that, open the application on your mobile phone. Select the credit or debit card you want to use for your payment. Confirm your payment by entering your mPIN. After a successful transaction you will be redirected to Jegy.hu.

### **7.2.5. Sponsorem card payment method**

If you have a valid and unredeemed Sponsorem Culture E-Voucher, you can use this payment method on the payment page. For details on Sponsorem Culture E-Vouchers, please contact the issuing organization.

## **8. Withdrawal from purchase**

Purchases may be cancelled at any time before the "Payment" button is pressed, without consequences. Pursuant to Government Decree 45/2014. (II.26.), Article 29 paragraph (1) (I), the buyer shall not exercise the right of withdrawal or termination if the ticket for the event is valid for a given date and time (a given day, deadline). In this case, the service provider will not be able to redeem the admission ticket or refund the purchase value (except when the show is cancelled).

In case the buyer has purchased a ticket that does not apply for a specified time (e.g. museum passes that can be used at any time) or if he has purchased a product other than the ticket (e.g. book, publication, merchandising products, etc.), that is subject to the rules of rescission and termination rights of the consumer, as regulated in Government Decree 45/2014. (II.26.), then a detailed description of these rights is provided in Section VII of the General Terms and Conditions, and in Annexes 2 and 3.

Only ticket purchase is possible through our system, tickets cannot be booked or set aside. By entering the required details and then entering the card details on the banking interface, which the bank successfully accepts, you have purchased the tickets. As stated above, tickets valid for a specific date cannot be modified, cancelled or withdrawn!

## **9. Confirmation of purchase**

The system of InterTicket will automatically notify you of a successful purchase by email. If you do not receive this confirmation within 1 hour, please do not to initiate another purchase, instead, call +36-1-266-0000 or send a message to email jegy@jegy.hu. Confirmation will be resent to you upon request. The successful completion of a purchase does not depend on the delivery of the confirmation. A communication error may also cause you to not receive a confirmation. In this case, too, please contact customer service.

## **10. Error during payment**

If an error occurred in your payment, please call our customer service (+36-1-266-0000)! Do not restart your purchase!

### **11. Request an invoice for credit or debit card purchases**

We automatically issue an electronic invoice for the tickets purchased to the name provided as the buyer, which will be emailed to you. If you would like to request an invoice for a different name or company, please tick the box next to "Issue the invoice for someone else's name" and provide the required details.

If the buyer has mistakenly provided the customer information to be included on the invoice, and the invoice has been issued with this incorrect content, the buyer has the opportunity to request changing the invoice once. In view of the accounting and tax obligations and deadlines, the request for adjustment must be communicated within the calendar month of the date of fulfilment of the invoice and within the 5th calendar day of the following calendar month. The option to modify your invoice does not include splitting your invoice.

The customer can request an invoice change by emailing our customer service (interticket@interticket.hu).

Article 259 section 15 of the VAT law classifies multipurpose gift vouchers as a substitute for money, and as such, they are not subject to VAT payment obligation. The sale of a multi-purpose gift voucher does not constitute sale of goods, and is therefore exempt from the obligation to issue an invoice. Accordingly, we are not allowed to issue invoices for the nominal value of a gift voucher. It is not possible to modify the details of the issuer's receipts released at the time of the purchase of the gift voucher.

### **12. Cancelled shows**

We do our best to inform you in the event of the event being cancelled, and to facilitate the redemption of the tickets. At the same time, you should be aware that the process, venue and deadline for the redemption of tickets will be decided by the event organizer and the event organizer is also responsible for its execution. We will post ticket redemption details immediately on Jegy.hu, and will notify you on the e-mail address you provided when you purchased your ticket, of the option to redeem or re-use your ticket as soon as we receive it in an official form from the event organizer.

Unless otherwise specified by the event organizer, tickets will be refunded in the event of a cancelled performance as follows:

If the organizers change the announced programmes exercising their right to change the time or the content, then the performance will not be deemed to have been cancelled.

We do not perform the crediting according to invoice number or credit or debit card number, because we cannot see the Customers' bank account number for security reasons, and we do not manage or store credit or debit card information. Based on the transaction data generated during the transaction, OTP Bank will credit the amount for its customers. For online purchases, the bank will credit the price of the ticket within 30 banking days, in accordance with its internal rules. If no credit takes place within this time, please contact customer support.

If the performance is cancelled, the convenience fee will be refunded, unless the non-performance is due to any of the following reasons: to war, rebellion, acts of terrorism, strikes, accidents, fire, blockade, flood, a decision, action or suggestion of an epidemiological authority, natural disaster,

severe energy supply disruption or any other unforeseeable and unavoidable obstacle that falls outside their power, and either Customer or Service Provider is unable to fulfil their obligations. The organizer of the event shall decide on the replacement of the event which has not been held and shall cover the compensation. Failing this, InterTicket will not be obliged to refund the purchase price of the ticket.

### **13. Gift voucher**

**Redemption:** A Jegy.hu gift voucher can be used on the Jegy.hu website to purchase tickets for all programmes available on the system (theatre, concert, festival, sport), except for some of the highlighted sporting events listed on [meccs.jegy.hu](https://meccs.jegy.hu). The value of the tickets purchased will be deducted from the amount on the voucher. If the value of the tickets purchased is lower than the amount available on the gift voucher, the unused amount can be redeemed at a later date. If the purchase amount is higher than the amount available on your gift card, you can pay off the remaining amount using another electronic payment method (such as a credit or debit card). Multiple gift vouchers can be used per order. In this case the amounts of the vouchers are added up. If you want to use more than one gift certificate at a time, you will need to validate them individually.

**Restrictions:** A Jegy.hu gift voucher can only be used on the Jegy.hu website. Please note that after entering a voucher code and clicking the "Validate" button, your code will be locked for 30 minutes for security reasons. You will receive an error message if you wish to redeem it again within this time period.

Once the payment has been finalized, it is not possible to redeem the gift voucher in arrears. Gift certificates cannot be topped up, sold or exchanged for money. The gift voucher will be activated within 1 hour of purchase at the latest. The voucher is valid for 2 years from the date of purchase and is not renewable.

**Loss of the gift voucher:** Please be sure store the PDF sent by email and the code contained therein in safety, as Jegy.hu is not liable for any damage resulting from its loss. Furthermore, we shall not be held liable if the code is stolen or used without your permission.

Article 259 section 15 of the VAT law classifies multipurpose gift vouchers as a substitute for money, and as such, they are not subject to VAT payment obligation. The sale of a multi-purpose gift voucher does not constitute sale of goods, and is therefore exempt from the obligation to issue an invoice. Accordingly, we are not allowed to issue invoices for the nominal value of a gift voucher.

### **14. Newsletter**

You can also subscribe to Jegy.hu newsletter on the Jegy.hu website. The Jegy.hu newsletter informs its subscribers about the latest cultural events and special discounts. As best as possible, Jegy.hu strives to offer personalized events to readers of the newsletter, based on their place of residence or previous purchases and other presumed interests.

### **15. Adding SuperShop points**

The Buyer can use his/her SuperShop card to earn SuperShop points, on the website, on the page confirming successful purchase. The Buyer is entitled to receive 1 SuperShop point for each total purchase value of HUF 500, but the Buyer is not entitled to a SuperShop point for the (partial) amount paid for that purchase by redeeming SuperShop points.

The information page on the successful purchase will appear if the Buyer is eligible to earn SuperShop points by the given order. If the purchase price was partially paid off by the Buyer with SuperShop points (and has provided his/her card details during the purchase process), the points

collected will be automatically credited and the page will indicate the Buyer's new SuperShop Points balance. If you did not enter your SuperShop card number at the time of purchase (you did not use it for payment), you will see on the successful purchase page that 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, full name, as contained in SuperShop database, date of birth and email address. By providing the data, the Buyer agrees that InterTicket Ltd. shall manage the data provided in accordance with the Data Management Regulations and this GTC, and transmit it to SuperShop Ltd. for the purposes of data processing according to the SuperShop Programme Terms and Conditions of Participation, and the comparison of his/her data with the data stored in the SuperShop database. If the data has been successfully verified, the Buyer's new point balance will be displayed.

If the purchase was made entirely using SuperShop Points, then no SuperShop Point will be credited, as the Buyer will not be entitled to earn any SuperShop Points on the (partial) amount of a purchase paid by SuperShop Point redemption.

SuperShop points are determined on product level, not based on the total purchase price including rounding. Please note that we cannot credit the SuperShop points on your purchase in arrears!

Use, loss, replacement, or use of the SuperShop Card outside of the Website is subject to the SuperShop Programme Conditions of Participation, the provisions of which are accepted as binding by the Customer when applying for the SuperShop Card. The Conditions of Participation are available on the [www.supershop.hu](http://www.supershop.hu) site.

### **16. Storage and protection of your data**

Before entering your personal information, please read the Privacy Policy, which is available in the footer of Jegy.hu.

### **17. Customer support by telephone and on-line**

Please contact InterTicket Central Customer Support at any of the following contact details if you have any questions about the shows and your tickets.

**Telephone: +36-1-266-0000 on workdays, Monday to Friday, between 9.00 a.m. and 08.00 p.m. E-mail address: [jegy@jegy.hu](mailto:jegy@jegy.hu)**

**On December 24th we can take your call from 9am to 12pm.**

### **18. Information on matches of the Hungarian Football Association**

#### **18.1 The Interface**

Within Jegy.hu, the ticketing interface of matches of the Hungarian Football Association (MLSZ) is slightly different from the rest of the site. Clicking on the matches, you will be redirected to [meccs.jegy.hu](http://meccs.jegy.hu), to a sub-domain containing the name of the given match for major matches. Listed here are the current matches with dates, venues and types. In addition, you will see a red flag if you need to enter personal information to buy your ticket. If the "Prepurchase" button appears next to the match details, then the ticket sale is currently open to MLSZ Fan Club members only.

Tickets are selected in the same way as Jegy.hu, then you can move to the cart page by clicking on the "To cart" button. Here you can see the tickets in the cart one by one. If discounts are available, you can see and select them by clicking the Original Price panel. If you buy name tickets, you can also enter your personal information here by clicking on the "Assign Name" button and filling in the

data fields of the pop-up window on the right side of the screen. Tickets can be cleared with the red "x".

### 18.2 Ticket Offering

Some auditoriums or sectors may feature what is called a "ticket offering," where the system automatically selects the best seats for you of the available ones. In this case, it is not possible for the customer to designate the seats themselves. If Ticket Offering applies to the particular sector, clicking on the sector will display a text box. Here you can choose from the available price categories and specify the number of tickets you want to buy (here the organizer can set a quantitative limit). Then, depending on the available tickets, the system will offer you adjacent seats in the specified number that you can see in the auditorium highlighted in orange. If you would like to add more tickets, click on the sector, enter the number of tickets you want to buy and new tickets will be offered to you. If you want to select a ticket for another sector as well, click on the "basic view" button or in the lower right corner of the auditorium graphic, then click on the sector you want to select. In no case may the total number of tickets selected exceed the maximum number of tickets that can be placed in the cart, determined by the organizer. On the cart page, tickets marked with a ticket offer can only be deleted simultaneously.

### 18.3 MLSZ Fan Club

The event organizer can provide members of the MLSZ Fans Club with the opportunity to purchase tickets for certain matches before the ticket purchase period opens to all. In this case, a button labeled "Pre-purchase" appears next to the event. Clicking on it allows you to enter your card number and card PIN, and then click on the "Continue to the match" button, to enter the ticket purchase interface.

Fradi card holders are asked to enter the letters FTC in front of the card number without spaces (for example: FTC1237654). If you have not changed your club card PIN, please use the default code consisting of the month and day of your birth date (for example: 0522).

By using the Club Card/Football Card, you consent to the transfer of your personal information by the card-issuing entity (data controller) or its agent (data processor) to the organizer of the sporting event and its data processor.

The fan card automatically qualifies you for a 15% discount. This percentage will be deducted from the ticket price after validation of your card.

### 18.4. Payment

Please note that tickets for MLSZ matches can only be purchased separately; not with "mixed cart" programmes (for instance, those involving theatrical performances), they must be purchased separately.

Clicking the "Next" button on the cart page will display a side dialog box. Here you need to fill the no. 1 Billing information field; here you can choose between personal and business options. If you select the "Personal" option, you must provide the first and last name of the person to whom the invoice will be issued. If you choose the "Business" option, you must enter the company name and Tax number. The result of the fields is the same for both options: Country, Postcode, City, Address, House Number, Floor, Door, Other, Phone Number, and E-mail Address and confirmation. After you have completed each field, you can proceed to the no. 2 Shipping modes menu item, where you can select from the currently available options how you would like your ticket to be delivered. Finally, you can proceed to the 3. Payment Method menu item. Here you can choose the payment service provider that suits you, of the ones offered.

You can change the previously entered information at any time by clicking on the "Edit" button next to each menu item. Once you have provided all the details, you can click on the "Next" button to proceed to the Summary page. On this page, you can see the details of your purchase in a summarized form. In the bottom field, by clicking on the link you can read the General Terms and Conditions of InterTicket Kft., its Data Processing Policy, the information in accordance with Article 15 of Government Decree 45/2014. (II. 26), this Purchase Guide, as well as the General Terms and Conditions of MLSZ as the organiser, their Data Processing Policy and Field Rules. Clicking on these links will display the document on a new page, so reading it will not interrupt the purchase process. In addition to listing the statements, you have the option of accepting them by ticking the box and confirming that you are over 18 years old.

Please note that the Jegy.hu Gift Voucher cannot be used to purchase tickets for MLSZ matches.

### **18.5 Entering the match**

Please read carefully the current field rules of MLSZ and other organizers of the match before entering the match. A person who is subject to a ban, prohibition or exclusion under the Sports Policing Records (hereinafter: "SRNY") maintained by the Police, is not entitled to enter, even in possession of a valid admission ticket. If a name ticket is sold, you may be required to verify your identity at entry. You are not allowed to enter the match with a ticket issued for someone else's name.

### **18.6 Procedure for purchasing a wheelchair/escort ticket**

Please note that a wheelchair ticket may only be used by authorized persons! Acceptance of wheelchair orders stops 72 hours before the match.

You can start your order by [clicking here](#), by filling out the form.

Once your order has been received, we will send you a link through which you can pay for your ticket by credit or debit card. Once the amount has been received, the E-Tickets and the invoice will be sent by e-mail. You have 48 hours to make the payment.

### **18.7 Transferring a ticket to someone else**

Purchased tickets can be transferred online by their owner (whose details appear on the ticket) to someone else. A ticket can be transferred to someone else only once.

To transfer a ticket online, you first need to purchase a name transfer voucher (to do this [Click here](#)), and then fill out the application form with the required details. The revised ticket will be emailed to the buyer who initiated the transfer. We are no longer able to accept your name change request 72 hours prior to the match.

Importantly, tickets purchased online can only be transferred online.

In the event that the ticket to be transferred is purchased with a fan card and fan club registration, we will only be able to transfer the ticket to another fan club member. If the new ticket holder to be named does not yet have a fan card and fan club membership, he/she needs to obtain a fan card before the transfer. Club cards may be obtained on the <https://klubkartya.mlsz.hu/> page. After receiving your card, please register on the fan club site: <https://szurkoloiklub.mlsz.hu/>.

For safety or other legitimate reasons, MLSZ may decide at any match that it does not provide the opportunity to transfer tickets already purchased, of which will inform the fans in advance!

Please note that in case of a transfer to someone else, the original ticket will be invalidated and entry to the match will no longer be possible!