

## **Terms and Conditions**

### **General**

1. Pyrodise is a subsidiary of Pyro Capital R&D Holding, Honvéd u. 8, 1054 Budapest, Hungary. The use of tickets purchased on pyrodise.com implies acceptance of the terms and conditions as stated on the website of the ticket service provider and at pyrodise.com/faq . These terms are also available free of charge upon request via legal@pyrodise.com (hereinafter referred to as 'we', 'us', or 'our').

These terms and conditions apply to the respective event, orders, and sales of tickets related to this event. By accessing this event, ordering, purchasing, and/or transferring tickets, and visiting this website, the visitor of the event, the visitor of this website, the orderer, the purchaser, the transferor, and/or holder of the ticket and other products and services (hereinafter referred to as 'Customer', 'you', or 'your') explicitly agrees to these terms and conditions.

We reserve the right to amend these terms and conditions at any time. Changes will be made public on this website. Each new visit to this website and each new order, purchase, and/or transfer of tickets or other products or services on pyrodise.com will be considered acceptance of the amended terms and conditions.

### **Information**

2. You expressly accept the house rules applicable to the respective event, which can be found at pyrodise.com
3. When we provide information regarding the respective event, for example on our website, on our social media, on the websites of the event organization, we try to do so as accurately as possible. We cannot guarantee the accuracy of this information and are not responsible or liable for any damage resulting from inaccurate or incomplete information provided in connection with the event.

The respective event, tickets, and other products or services of this event may contain information from third parties such as sponsors, partners, and suppliers, as well as references to websites, social media, and other products and services from third parties. We do not control the content of those websites, social media, and other products and services of third parties and cannot be held responsible or liable for their content. Furthermore, a reference to or inclusion of information from third parties does not imply that we agree with such content.

### **Purchase Conditions**

4. Tickets are reserved at the moment of sending the order form. Tickets are only sent after receiving the correct payment. The reservation and corresponding ticket(s) will be canceled if payment is not made within the indicated payment term. This term will be strictly applied. The costs resulting from the cancellation will be charged to the customer. Identity verification of the ticket holder by the organizer or the official ticket distributor is possible. By purchasing and/or holding a ticket, the buyer,

transferor, and holder of the ticket agree to these terms and conditions. There is no right of withdrawal or cancellation for the purchase of a ticket for the respective event. You cannot cancel the purchase. A ticket is non-refundable and non-exchangeable under any circumstances, including interruption, modification, cessation, force majeure, or cancellation in any form.

However, the organization may decide to apply leniency regarding ticket refunds.

5. Tickets are sent by email to the address provided in the registration process, unless the customer or organizer has other specific wishes regarding this.

### **Admission Conditions**

6. Each ticket is strictly personal, unless otherwise indicated, and may not be transferred without our prior consent. Concerning the sale of admission tickets to events, it is strictly prohibited:
  - the regular resale of tickets,
  - the offering for the purpose of regular resale and the provision of means used for regular resale,
  - the occasional resale at a price higher than the stated admission price,
  - the offering for the purpose of occasional resale and the provision of means used for occasional resale if it concerns a resale at a price higher than the stated admission price,
  - the resale before the start of the original sale,
  - the sale of a privileged or promotional admission ticket for which there was no original sale. The offering for the purpose of resale and the provision of means used for resale are also prohibited for the sale of a privileged admission ticket, as well as a promotional admission ticket, for which there was no original sale. Violations of these legal provisions are subject to criminal and civil sanctions. The registered buyer, transferor, and holder of a ticket are jointly and severally liable for the damage caused by a violation of these legal provisions concerning the respective ticket.
7. We can in no case be held responsible or liable for theft, loss, damage, forgery, illegal duplication, or other causes of invalidity of a ticket.

### **Liability**

8. We are not liable for damage or other consequences arising from interruption, modification, cessation, cancellation, or any other measure in any form imposed on the organization of the event, for example, due to public order, weather influences, pandemic, undercapacity of emergency services, terrorism (threat), force majeure. Therefore, we cannot be held responsible, liable, or obliged to refund a ticket wholly or partially in case of total or partial interruption, modification, cessation, cancellation, or any other measure in any form, even if this measure applies to individual persons (e.g., due to non-compliance with age requirements, admission conditions, public order, etc.). If we, notwithstanding these terms and conditions, decide to refund tickets wholly or partially, this refund will be made for the ticket price excluding service/administration/shipping/payment costs.

9. We cannot be held liable for any damage attributable to a cause over which the event organization has no control, including but not limited to, all forms of force majeure, actions by third parties including but not limited to hackers, suppliers, local authorities, riots, civil unrest, war, hostilities, military operations, national disasters, terrorism, piracy, arrests, coercion exercised by a competent authority, strikes, lockouts, epidemics, fires, explosions, storms, floods, extreme weather conditions, earthquakes, natural disasters, accidents, mechanical failures, third-party software, failures or problems with public utilities (including internet, electricity, and telecommunications failures), lack of or inability to be sufficiently supplied with materials, equipment and/or transportation and other forms of force majeure and actions by third parties, regardless of whether the circumstances in question could have been foreseen.
10. If and to the extent that we are held liable for any damage on any grounds, this liability will always and notwithstanding any contrary provision be limited to direct damage. The buyer, transferor, and holder of the ticket and the visitor of the event agree that they can only claim compensation for direct damage suffered. Any indirect damage or consequential damage is hereby excluded.
11. Complaints or disputes must be submitted, under penalty of nullity and forfeiture, within five days after the event or occurrence to which the complaint or dispute relates, and this via email to [legal@pyrodise.com](mailto:legal@pyrodise.com).

### **Privacy and Personal Data Processing**

12. We collect and process personal data in connection with our website, ticket sales, social media, and at the respective event. By accepting these, read our, terms and conditions, you agree to this privacy policy and explicitly give written permission to collect and process your personal data in accordance with the purposes described herein. For information about our privacy policy, you can contact us via [legal@pyrodise.com](mailto:legal@pyrodise.com).
13. We collect and process the following data, in the manner described below:
  - Identification data. Data with which you register and with which we can uniquely identify you compared to other users, such as your email. During your registration and application due to the ordering of tickets, your name, first name, address, date of birth, language, gender, telephone number, and other data may also might be processed or collected by us;
  - Explicitly provided data. We also process data that you explicitly provide, either directly to us, via social media profiles, or via the websites and social media of our partners and events;
  - Automatically collected data. In addition to the aforementioned data, data can also be automatically collected and processed, such as your IP address, geographical location, the type and operating system of your computer or mobile phone, visit and the time and duration of your visit to pages and parts of our products and services;
  - Cookies. We use cookies to improve the functionality and user-friendliness of our online services.

14. Your personal data may be passed on to our partners, suppliers, and event organizers. Your personal data may be processed for the following purposes:

- to make the general use of the services (website, ticket shop, ...) as safe, easy, and user-friendly as possible and to optimize the user experience of our services;
- to create content that is relevant to you and to offer and integrate information, promotions, products, and services from us and our partners with other information, promotions, products, and services from third parties;
- to process it for advertising, marketing, and direct marketing for commercial and promotional actions, products, and services of us and our partners, suppliers, and event organizers. You have the right to access and correct your personal data at any time. You can request this via [legal@pyrodise.com](mailto:legal@pyrodise.com).

### **Final Provisions**

15. Failure or delay by us in exercising a right under these terms and conditions or a contract or a statutory provision will not be considered a waiver of that right and will not affect any other or further event or prejudice any right or remedy related thereto or in any way affect or modify our or your rights under these terms and conditions or a contract.
16. If one or more clauses of these terms and conditions are found to be invalid, this does not entail the invalidity of the other clauses or of these terms and conditions in general; in that case, the invalid clauses will be modified into legally valid clauses that are in accordance with the legal consequences we intended at the time of acceptance of these terms and conditions.
17. These terms and conditions, all agreements, and all legal relationships to which these terms and conditions apply, are governed by Hungarian law. All disputes that may arise regarding (the implementation of) these terms and conditions and all legal relationships to which these terms and conditions apply will be exclusively submitted to the competent courts of Budapest.