

TERMS AND CONDITIONS OF USE

The “SZIGET CityPass by Budapest Card” is the product of Budapest Brand Nonprofit Zártkörűen Működő Részvénytársaság (hereinafter referred to as “Budapest Brand”), online sales by SZIGET Cultural Management Private Company Limited (hereinafter referred to as “SZIGET”)

The SZIGET CityPass by Budapest Card vouchers can be purchased from 11 April 2023, can be redeemed for wristbands until 15 August 2023 at the latest, the validity of the wristbands expires on 16 August 2023 at 24:00.

1. After a successful purchase you will receive an invoice by e-mail and a voucher for the SZIGET CityPass by Budapest Card(s) purchased, which you will need to print out. Visit one of the collection points in Budapest selected from the list on the voucher, and collect your SZIGET CityPass by Budapest Card by presenting your voucher. The invoice is issued to the name and address specified during the booking process; once the invoice is issued, the data in the invoice may not be modified.
2. After receipt of the wristband, the date of commencement of validity is validated by the point of sale by punching a date marked on the wristband, the correctness of which must be verified by the customer. Depending on the type of SZIGET CityPass by Budapest Card, it can be used for 3, 5 or 9 days from the date of validation.
3. By purchasing a voucher you consent to SZIGET commencing the administration relevant to SZIGET CityPass by Budapest Card requested to be collected in person. Once you purchased online your SZIGET CityPass by Budapest Card voucher or collected your wristband, you cannot make changes to your purchase. Furthermore, pursuant to Section 29(1) l) of Government Decree 45/2014. (II.26.), once the purchase is complete, you cannot cancel it since the services related to leisure activities available with the SZIGET CityPass by Budapest Card can only be used in a specific period of time. In addition to the above, your purchase may only be cancelled in case of force majeure events. A force majeure event means an unforeseeable event that occurs beyond your control and also the control of SZIGET and Budapest Brand, after the effective date of the contract and prevents contractual performance. Such events include but are not limited to natural disasters, weather disasters, fire, flood, epidemic, security measures, mass demonstrations, terrorist acts, the operator's restrictive measures, state bankruptcy, and general strike. By completing your purchase, you accept and acknowledge that the spread of the virus SARS-CoV-2 and the Russia-Ukraine war are not deemed an unforeseeable event, therefore such circumstance in itself cannot be referenced as a force majeure event. Force majeure events may only include restricting or prohibiting measures stipulated in statutory official measures, promulgated government decrees and other legislation to be implemented by one Party due to the pandemic, provided that such events were not foreseeable on the date of the contract and they prevent the use of the SZIGET CityPass by Budapest Card.
4. SZIGET CityPass by Budapest Card vouchers can only be redeemed at the collection points specified on the voucher. SZIGET CityPass by Budapest Card wristband purchased online can be issued only against the printed voucher certifying the booking. The possession of the SZIGET CityPass by Budapest Card in itself entitles the SZIGET CityPass by Budapest Card holder to enjoy the related benefits and entitlements.
5. SZIGET CityPass by Budapest Card wristbands that are not date-punched are invalid and will not be replaced by SZIGET, or Budapest Brand.

6. SZIGET CityPass by Budapest Card wristband holders with a valid SZIGET CityPass by Budapest Card wristband with date punching
 - a. travel free of charge on BKK services within the administrative boundaries of the capital, except for the 100E bus service, the Buda Sikló and the Zugligeti Chairlift. SZIGET and Budapest Brand shall not be liable for any penalties resulting from the use of invalid wristbands on public transport.
 - b. free access to one beach or one bath in the baths operated by BudapestSpas Zrt. For additional entries 20% discount on the price of the entry tickets.
 - c. unlimited free use of the SZIGET boat service operated by SZIGET during the festival, between Jászai Mari square a and Hajógyári-island.
 - d. free use of the SZIGET shuttle bus from Liszt Ferenc International Airport to the entrance of the festival.
 - e. can use the tourist attractions in the SZIGET CityPass by Budapest Card discount partner list with the indicated discounts.
7. SZIGET and Budapest Brand shall not be liable for any accident or damage caused due to use of the wristband. SZIGET and Budapest Brand shall not be liable for any information provided by other data providers in connection with the SZIGET CityPass by Budapest Card wristband.

8. Customer Service

For more information specifically on how your SZIGET CityPass by Budapest Card works and how it may be used, please, contact the Customer Service via telephone, email or mail.

Contact details of Customer Service:

Webshop: ticket@szigetfestival.com

SZIGET CityPass by Budapest Card works and use

Telephone: +36 30 486 3300

Mailing address: H-1052 Budapest, Városház utca 9-11., Hungary

Email: sales@budapestbrand.hu

Budapest Brand has the right to record and retain all telephone communications, subject to prior notice.

These General Terms and Conditions have been drafted in Hungarian and English. In case of discrepancy between the two versions, the Hungarian text prevails.