

GENERAL TERMS AND CONDITIONS

Ticket Sales and Visitor Use

Service Provider	Lumiere Hall Kft. Registered office: 1052 Budapest, Piarista koz 1. Company registration no.: 01-09-421201 Tax no.: 32382877-2-41 E-mail: budapest@vincenthall.nl
Scope	Applies to the exhibitions 'Van Gogh: Immersive Exhibition from the Netherlands' and 'Frida: Unbroken', and to ticket purchases made via www.vincenthall.hu , www.vincenthall.hu/frida , and www.vangogh-kiallitas.hu .

1. Introduction

These General Terms and Conditions (the "GTC") govern the legal relationship between Lumiere Hall Kft. as service provider (the "Service Provider"), the person purchasing a Ticket (the "Ticket Buyer"), and the person visiting the Exhibition with a valid Ticket (the "Visitor").

These GTC apply to the multimedia exhibitions titled "Van Gogh: Immersive Exhibition from the Netherlands" and "Frida: Unbroken" organized and operated by the Service Provider, as well as to Ticket purchases made through the official websites specified in these GTC and to on-site Ticket purchases where applicable.

These GTC are binding on both the Ticket Buyer and the Visitor. They enter into effect upon publication on the relevant website and remain in force until revoked or replaced. The Service Provider may amend these GTC unilaterally; any amendment shall be published on the website at least 8 days before its effective date.

2. Definitions

Service Provider	Lumiere Hall Kft.
Ticket Buyer	A natural person who purchases a Ticket for the Exhibition, regardless of whether that person actually uses the service.
Visitor	A natural person who visits the Exhibition using a valid Ticket.
Exhibition	A multimedia, temporary cultural event organized by the Service Provider and held at 1052 Budapest, Piarista koz 1., unless another location is clearly indicated in advance by the Service Provider.
Ticket	An entry pass purchased for one person for the Exhibition and granting one-time entry during the published opening hours on the selected date, without prejudice to any specific ticket conditions communicated at the time of purchase.
Consumer	A natural person acting outside the scope of their profession, independent occupation, or business activity, as defined by applicable

	Hungarian law.
Website	The official websites of the Service Provider through which Tickets are offered for sale, including www.vincenthall.hu , www.vincenthall.hu/frida , and www.vangogh-kiallitas.hu .
House Rules	The visitor rules and venue rules published by the Service Provider and applicable to entry and attendance at the Exhibition.

3. Ticket Purchase and Entry

Tickets may be purchased in advance electronically through the official Websites or, where available, on site during the Exhibition's opening hours. For on-site purchases, payment may be made in cash or by debit/credit card. The Service Provider encourages electronic payment where possible. The Service Provider does not operate a reservation system unless expressly stated otherwise. Entry is generally on a first-come, first-served basis within the published opening hours.

Payment for online purchases is made by bank card or other payment method made available at checkout and is processed by an external payment service provider. Following successful payment, the Ticket is sent electronically to the e-mail address provided by the Ticket Buyer during the purchase process. The invoice is issued electronically and sent separately.

The contract is concluded when the purchase is successfully completed and the Service Provider confirms the order electronically. Before finalizing the purchase, the Ticket Buyer is responsible for checking the selected Ticket type, quantity, the personal and billing data entered, and the delivery e-mail address. The Service Provider shall not be liable for failed delivery or other issues caused by incorrect or incomplete data supplied by the Ticket Buyer.

A valid Ticket grants one-time entry on the selected day during the Exhibition's published opening hours. Unless expressly stated otherwise at the time of purchase, the Ticket does not guarantee entry at a fixed time slot. Visitors are responsible for checking the current opening hours, start times, and any visitor information published on the Website or communicated at the venue before arrival.

Where expressly indicated by the Service Provider, a valid Ticket may grant access to more than one exhibition or exhibition area. The exact scope of admission is always determined by the product description applicable to the purchased Ticket at the time of purchase.

The Service Provider reserves the right to modify the programme, opening hours, schedule, or other operational details where reasonably necessary and shall inform Visitors in advance whenever possible.

4. Right of Withdrawal

Pursuant to Section 29(1)(l) of Government Decree 45/2014 (II.26.), the Consumer does not have a right of withdrawal in respect of a Ticket if the Ticket entitles the Consumer to a leisure service to be provided on a specific date or within a specific period.

5. Refunds and Cancellations

The Ticket Buyer acknowledges that if they are unable to attend the Exhibition for reasons within their own sphere of interest or responsibility, the Service Provider is not obliged to refund the Ticket price. Purchased Tickets are, as a general rule, non-refundable, non-exchangeable, and non-returnable.

The Ticket Buyer is responsible for checking in advance the current opening hours, dates, and any start times or visitor information available on the Website.

If the Exhibition is cancelled by the Service Provider or the venue cannot be opened for reasons attributable to the Service Provider, the Service Provider shall offer, where possible, an alternative date or another reasonable replacement solution. If the Ticket Buyer does not accept the offered replacement, the Service Provider shall refund the full purchase price paid for the Ticket using the same payment method that was used for the original transaction, unless another lawful refund method is agreed with the Ticket Buyer.

In the event of force majeure or another extraordinary event beyond the Service Provider's reasonable control, the Service Provider may reschedule, suspend, or cancel the Exhibition. In such cases, the Service Provider shall take reasonable steps to offer a replacement date, voucher, or refund solution as required by applicable law and by the circumstances of the event.

6. Complaints

Complaints may be submitted to the Service Provider orally or in writing, including by e-mail at budapest@vincenthall.nl, in connection with the Service Provider's conduct, activities, or omissions relating to the contract or the provision of services.

The Service Provider shall examine oral complaints immediately where possible. If the complaint cannot be resolved immediately, or if the Consumer does not agree with the handling of the oral complaint, the Service Provider shall record the complaint and handle it in accordance with applicable law.

The Service Provider shall provide a written substantive response to written complaints within 30 days of receipt and shall send the response primarily to the e-mail address provided by the Consumer. If the complaint is rejected in whole or in part, the Service Provider shall state the reasons for the rejection.

The Consumer may also seek legal remedy before the territorially competent conciliation body (bekelteto testület) or before the competent consumer protection authority. Current contact information is available at www.bekeltetes.hu and at <https://fogyasztovedelem.kormany.hu/>.

7. Visitor Rules

Visitors must comply with these GTC, the applicable House Rules, and all lawful instructions given by the Service Provider's staff or security personnel. Entry may be refused, or the Visitor may be required to leave the premises, if the Visitor violates the House Rules, behaves in a dangerous or disruptive manner, or otherwise jeopardizes the safe and orderly operation of the Exhibition.

It is prohibited to bring dangerous items, prohibited substances, or other items restricted under the House Rules into the Exhibition area. The Service Provider reserves the right to determine which objects and equipment may be brought into the Exhibition for safety and operational reasons.

Food, beverages, tobacco products, and animals may only be brought into the Exhibition area to the extent expressly permitted by the House Rules or by applicable law. Where dogs are allowed by the Service

Provider, they must be kept on a leash at all times, must not disturb other Visitors, and remain entirely under the responsibility of the person bringing them to the venue.

The Visitor must comply with all venue-specific regulations and may not enter restricted or limited-access areas. The Visitor must leave the Exhibition area and the premises after the end of the visit or at closing time, as applicable to the operational model of the Exhibition on the relevant day.

Visitors may take photographs and videos for personal, non-commercial use only. The use of lamps, flash equipment, tripods, selfie sticks, professional cameras, or other professional recording equipment is not permitted without the Service Provider's prior written consent.

Photographs and videos taken by Visitors may not be published, licensed, sold, or otherwise used for commercial purposes without the Service Provider's prior written authorisation.

Visitors are responsible for ensuring that their photography, filming, publication, or other use of images does not infringe any copyright, related rights, personality rights, or other rights of third parties.

Professional filming or photography, including for commercial, advertising, touristic, research, educational, press, or artistic purposes, is permitted only with the Service Provider's prior written authorisation. Requests may be sent to: go@vincenthall.nl.

8. Data Processing

The Service Provider processes the personal data provided during the purchase process in accordance with its Privacy Policy and applicable data protection law for purposes including ticket sales, payment administration, invoicing, visitor communication, and complaint handling.

Detailed information on data processing, the legal basis of processing, data retention periods, data subject rights, and contact details for privacy-related enquiries is available in the Privacy Policy published on the Service Provider's Website. The Website should contain a clearly accessible English-language version of the Privacy Policy where Tickets are offered in English.

9. Disclaimer of Liability and Service Information

9.1 Entry and Service Availability

The Service Provider ensures that Visitors holding valid Tickets may enter the Exhibition, subject to compliance with these GTC and the House Rules. However, the Service Provider does not guarantee the duration of the entry process or waiting times, particularly during peak periods.

Certain areas of the venue or Exhibition may be closed temporarily or permanently for technical, safety, artistic, maintenance, or other operational reasons. Due to architectural or heritage features of the building, some interior areas may not be accessible to the general public. Such limitations shall not in themselves entitle the Visitor to compensation, discount, or refund unless otherwise required by applicable law.

9.2 Force Majeure and Extraordinary Events

The Service Provider shall not be liable for failure or delay in performance caused by force majeure or other extraordinary circumstances beyond its reasonable control, including, for example, epidemics, war, civil disturbance, natural disasters, utility failures, governmental measures, or safety-related closures. In such cases, the Service Provider shall act reasonably to mitigate the effects and to inform Ticket Buyers and Visitors as appropriate.

9.3 Programme Changes

The Service Provider may unilaterally change announced programme elements, schedules, participants, exhibition content, or other aspects of the Exhibition where reasonably necessary. The Service Provider may also make changes, alterations, or improvements to the Exhibition, the services connected to it, and the visitor experience.

No compensation shall be payable solely on the basis of such changes unless mandatory law provides otherwise.

9.4 Health and Safety Information

Visitors attend the Exhibition at their own risk and with due regard to their own health condition. The Visitor acknowledges that the Exhibition may include strong sound and light effects and that certain areas may be dark or have reduced lighting.

Visitors requiring assistance or having particular accessibility or health-related concerns are encouraged to consult the visitor information made available by the Service Provider in advance of their visit.

The museum premises are partially wheelchair-accessible. The exhibition hall is barrier-free. Wheelchair-accessible toilets are available on site.

9.5 Third-Party Services and Items Brought to the Venue

Certain products or services available at or in connection with the Exhibition may be provided by third parties rather than by the Service Provider. In such cases, the relevant contract is concluded directly between the Visitor and the third party, and the Service Provider shall not be responsible for the performance of that third party except to the extent required by mandatory law.

The Service Provider shall not be liable for loss of, theft of, or damage to goods left behind by Visitors on the premises, except to the extent liability cannot be excluded under applicable law.

A self-service cloakroom or storage area may be made available at the venue. Unless the Service Provider expressly accepts items for safekeeping, all items left on the premises, including in any self-service cloakroom, are left at the Visitor's own risk. Valuables should not be left unattended.

The Service Provider may define and limit the items and equipment that may be brought into the Exhibition for safety purposes. Visitors are responsible for checking the applicable rules before entry.

9.6 Tickets, Payment, Visitor Conduct, and General Limitation of Liability

Once the Ticket has been delivered to the Ticket Buyer or otherwise made available, the Service Provider shall not be responsible for loss of the Ticket or for damage to it, except where such loss or damage is caused by the Service Provider's own fault or by a malfunction of the Service Provider's systems.

The Ticket Buyer is responsible for ensuring that the data provided during the purchase process are accurate, complete, and functional. The Service Provider shall not be liable for damage resulting from incorrect or non-functional data, e-mail addresses, or other contact or billing information provided by the Ticket Buyer.

Payments are processed by external payment service providers. The Service Provider shall not be liable for failures, outages, deficiencies, or security incidents attributable solely to the payment service provider, the card issuer, or telecommunications networks, without prejudice to any rights that the Ticket Buyer may have under mandatory law.

The Visitor is fully responsible under applicable civil and criminal law for damage caused by the Visitor's own conduct. The Service Provider shall not be liable for damage caused by unlawful acts or omissions of other Visitors or third parties.

Parents, guardians, accompanying adults, teachers, group leaders, and other supervisors are responsible for the behaviour of and any damage caused by the minors or group members accompanying or supervised by them, without prejudice to the individual responsibility of the person who caused the damage. They shall indemnify the Service Provider against third-party claims arising from such conduct to the extent permitted by applicable law.

Organisations, companies, schools, travel organisers, and other institutions arranging visits, events, meetings, or group attendance at the venue are responsible for the behaviour of and any damage caused by the persons invited, registered, or brought by them, without prejudice to the individual responsibility of such persons. They shall indemnify the Service Provider against third-party claims arising from such conduct to the extent permitted by applicable law.

Nothing in these GTC limits or excludes liability to the extent such limitation or exclusion is prohibited by mandatory applicable law. In particular, these GTC do not exclude liability for intentional misconduct, or for death, personal injury, or damage to health caused by the Service Provider where such liability cannot be excluded under applicable law.

10. Amendment of the GTC

The Service Provider reserves the right to amend these GTC unilaterally. The amended version shall be published on the Website at least 8 days before its effective date. The version of the GTC in force at the time of the purchase shall govern the relevant contract, unless mandatory law requires otherwise.

11. Miscellaneous Provisions

These GTC shall be governed by Hungarian law. Matters not regulated herein shall be governed by the applicable provisions of Hungarian law, including the Hungarian Civil Code and other mandatory legislation applicable to consumer contracts and ticket sales.

Any dispute shall be subject to the jurisdiction of the competent Hungarian courts in accordance with applicable procedural law. This provision does not restrict any rights that Consumers may have under mandatory law to bring proceedings before another competent court.

If any provision of these GTC is held to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.