

GENERAL TERMS AND CONDITIONS

Preamble

"Tanpálya" Kft. as of 1 September 2020, regarding its training services, became the subject of the Act LXXVII of 2013 (hereinafter referred to as Act) regulating the training of adults. In accordance with the Act, driving technical and motorbike trainings are regarded as adult training activities, therefore must be reported. Please see the relevant information in (13.) of the GTC.

The present General Contractual Terms (hereinafter referred to as the "GTC") contains the rights and obligations of the Client (hereinafter referred to as the Client) using the electronic commercial services of "Tanpálya" Vezetéstechnikai Centrum Ltd. (hereinafter referred to as the "Service Provider") provided via the Web Page www.hungaroringshop.hu. It also contains the conditions of use of tickets for the programmes of Tanpálya Ltd., Hungaroring Sport Zrt. and Molishop Kft. (Service Provider and Client hereinafter jointly referred to as the "Parties"). This GTC is authoritative for all legal affairs and services which are effected through the website www.hungaroringshop.hu. This site is also available by way of linking from the following sites: www.tanpalya.hu, www.terepenvezetek.hu, www.uralomamotorom.hu, www.hungaroring.hu, www.hungaroringkartcenter.hu

"Tanpálya" Vezetéstechnikai Centrum Ltd. is determined to protect the personal data of all those concerned and considers the observation of information self-determination a top priority and declares that the personal rights of all those concerned are respected. Recorded personal data will be handled confidentially and in accordance with the data protection laws and international recommendations as well as with the 2016/679/EU General Data Protection Regulation and with the published information on data protection and data management regulation. Furthermore it carries out all security, technical and organisational measurements that guarantee the security of data.

Identification data of Service Provider (as Controller):

- name: "Tanpálya" Vezetéstechnikai Centrum Ltd.
- seat: 10 Hungaroring utca, Mogyoród, Hungary 2146
- postal address: Mogyoród, Pf. (P.O. Box.) 49., 2146
- telephone: +36 (28) 441 951
- email address: tanpalya@tanpalya.hu, ertekesites@tanpalya.hu
- company registration number: Cg. 13-09-078681
- competent registry court: Court of Company Registration of the Tribunal of Budapest Region
- tax number: 12334023-2-13
- Adult training registration number: B/2020/00105

Identification data of Server Provider (as Processor):

- name: CSAO Ltd.
- seat: 20 Marx K. utca, Bélapátfalva, Hungary 3346
- premises: 20 Marx K. utca, Bélapátfalva, Hungary 3346
- telephone number: +36 (20) 5392144
- email address: csajtai.kristof@gmail.com

- company registration number: Cg.10-09-022239
- competent registry court: Court of Company Registration of the Tribunal of Eger
- tax number: 11171627-2-10

Please do not contact Server Provider with questions regarding products or trainings. In case of any questions, please contact our colleagues via 28-441-951 phone number.

1. General information, conclusion of the Contract between the Parties

1.1 The present GTC is effective for all electronic commercial services provided within the territory of Hungary via the web page www.hungaroringshop.hu (hereinafter referred to as the "Web Page"). Vouchers for the services of Tanpálya Ltd., Hungaroring Sport Co Ltd.(10 Hungaroring utca, Mogyoród, Hungary 2146) and Molishop Ltd. (97 Andrásy út, Budapest, Hungary 1062) and certain merchandise can be purchased on the Web Page. (hereinafter referred to together as "Product(s)").

1.2. Purchase on the Web Page is regulated in accordance with

- Act V. of 2013 of the Civil Law;
- Act CVIII on electronic commercial services and on matters relating to services linked to information society
- Act CLV. of 1997 of the Consumer Protection Law;
- Govt. Decree of 45/2014. (II. 26.) regulating contractual details between consumers and businesses;
- Act XLVII. of 2008 on the ban of conducting unfair business towards consumers
- Govt. Decree of 151/2003. (IX. 22.) on obligatory warranty on durable goods
- Decree of 4/2009. (I. 30.) NFGM–SZMM on pricing and information on pricing.
- Decree of 524/2013/EU on on-line settlement of consumer legal disputes as well as the amendment of 2006/2004/EK decree and 2009/22/EK directive
- EUROPEAN PARLIAMENT AND COMMITTEE (EU) 2016/679 DECREE (GDPR)

1.3. Purchase on the Web Page may be carried out by ordering via electronic means detailed in this GTC.

1.4. Following order submission the contract may be modified or cancelled (as regulated by points 6. 8. and 9. of the GTC) by post or via email.

1.5.The contract concluded between the Parties in Hungarian language as a result of the purchase of the goods shall be deemed as a written contract, and the Service Provider will register and keep it for the subsequent 8 years.The contract shall be regarded as a definite term contract which terminates by the delivery of the Product to the Client or by the payment of the purchase price (which occurs later).The contract also terminates if payment of the selected item will not be performed within 1 month from the date of the order by way of payment method chosen in the order, and the Client will not fulfil their payment obligation within 5 days from the written notice of the Service Provider.

1.6. The language of the contract is Hungarian. The English version of the contract is available on the English version of the webpage.

1.7. Technical information: the Service Provider uses cookies in order to make the process of purchasing more comfortable and faster.

You may block such cookies in your browser but in this case the Service Provider does not take any responsibility for any problems caused by the faulty operation of the page.

2. General information on the purchase, prices, handling fees, other costs

2.1. The products on the Web Page may be purchased in person at the following location:

Tanpálya Kft.

Address: 10 Hungaroring utca, Mogyoród, Hungary 2146

(Hungaroring Race Track, Tanpálya building)

Phone number: +36 28/441-951

Open: on weekdays between 9:00 AM and 4:00 PM

2.2. Registration is not necessary for purchasing via the web page. Ordering takes place following the selection of the required Product(s), by way of filling out the data sheet with the relevant data. The Client declares, by submitting the order through the Web Site, that they understood and accepted the terms and conditions of the present GTC and the data management information published in the same place, furthermore they consent to the data management pursuant to the data management information.

2.3. Depending on the type of services Customer's data stored in the user database of www.hungaroringshop.hu, in order to complete the ordered services, are forwarded to the following Service providers as data processors.

2.3.1. To redeem the vouchers for experience drive, open day for cars, and race taxi, data controller forwards the following data to Hungaroring Sport Co.Ltd. (10 Hungaroring utca, Mogyoród, Hungary 2146):

- Name
- Email
- Phone number
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GDPR regulation of Hungaroring Sport Co.Ltd. can be viewed by clicking on the following link: <https://hungaroring.hu/at.pdf>

2.3.2. To redeem the vouchers for go-kart, data controller forwards the following data to Molishop Kft. (97 Andrásy út, Budapest, Hungary 1062):

- Name
- Email
- Phone number

GDPR regulation of the Molishop Kft. can be viewed by clicking on the following link: <https://hungaroringkartcenter.hu/>

2.3.3. To send vouchers purchased in www.hungaroringshop.hu webshop to Customer via mail, data controller forwards the following data to Magyar Posta Co.Ltd. (2- 6 Dunavirág utca, Budapest, Hungary 1138):

- Name
- Email
- Phone number
- Mailing address

GDPR regulation of Magyar Posta Co.Ltd. can be viewed by clicking on the following link: https://www.posta.hu/adatkezelesi_tajekoztato

2.3.4. To be able to pay for the vouchers purchased in the www.hungaroringshop.hu webshop via SimplePay, data controller forwards the following data to OTP Mobil Kft. (30-32 Közraktár utca, Budapest, Hungary 1093):

- Name
- Email
- Phone number
- Invoicing name
- Invoicing address
- Mailing address

GDPR regulation of OTP Mobil Kft. can be viewed by clicking on the following link: <http://simplepay.hu/vasarlo-aff>

<https://simplepay.hu/adatkezelesi-tajekoztatok/>

2.3.5. To be able to pay for the vouchers purchased in the www.hungaroringshop.hu webshop via PayPal, Data controller forward the following data to PayPal (Europe) S.a.r.l. et Cie, S.C.A. (22-24 Boulevard Royal L-2449, Luxemburg):

- Name
- Email
- Phone number
- Invoicing name
- Invoicing address
- Mailing address

GDPR regulation of PayPal can be viewed by clicking on the following link: <https://www.paypal.com/hu/webapps/mpp/ua/privacy-full>

2.3.6. In order to fulfil the invoicing issued for the products and services purchased on the website www.hungaroringshop.hu, the data controller forwards the following data to KBOSS.hu Co. Ltd..

- Name
- Address
- Email
- Invoicing name
- Invoicing address

GDPR regulation of KBOSS.hu Co.Ltd. can be viewed by clicking on the following link:
<https://www.szamlazz.hu/adatvedelem/>

2.4. If you need more information on the details and characteristics of a specific Product that is available on the Web Page, please contact us by phone (see Web Page) or on any other availability.

2.5. The purchase price is always the amount shown next to the Product, which is calculated in Hungarian Forints (unless otherwise indicated) and already includes the valid amount of VAT.

2.6. The right of modification of the set of Product(s) available on the Web Page and also the right of modification of the price of Products is reserved by the Service Provider with the condition that the modification shall be effective from the date of its publication on the Web Page. The modification cannot have an adverse effect on the price of a Product(s) already ordered. In case of starting an online credit card payment, sending the electronic payment notice and the posting of the Product(s) or in case of ordering an e-voucher, we cannot refund any amounts in case of price reduction, carried out within the period of the Product's posting.

2.7. The Service Provider charges 2% handling fee and – depending upon the value of the order and method of delivery – postal costs in addition to the purchase price. In case of purchasing gift items, the Client has to pay the cost of packaging addition to costs listed previously. The Client does not have to pay any postal or packing costs if they require e-voucher which entitles its user for the services, or in case of on-site delivery of the Product(s), if the payment is effected in cash or by credit - and debit card via POS terminal.

2.8. The Service Provider accepts the Client's order via the Web Page exclusively if the Client fills in exhaustively all fields necessary for the order. (If the Client fills in any fields incompletely, they will receive a default message from the Service Provider).

2.9. The Service provider issues an invoice on the purchase in all cases.

2.9.1. Customer consents by accepting the present GTC, and via the online payment surface (PayPal, SimplePay) accepts by conduct, that if Customer has requested e-voucher, Service provider will send the issued e-invoice to the given email address.

2.9.2. If Customer denies accepting an electronic invoice, an invoice in paper form will be issued. Please indicate denial of e-invoice while making your order or by sending an email to info@hungaroringshop.hu.

2.9.3. In case of a payment and order method different from 2.9.1. Service provider issues a paper-based invoice for Customer and sends it via mail.

2.10. Service Provider shall not bear any responsibility for late provision of services due to incorrect/late data provided by the Client when placing the order, nor for any other problem or fault.

2.11. The Client expressly approves, by clicking the „order” button that their declaration equals payment obligation.

2.12. The Client shall send their order at an appropriate time prior to the expected deadline of delivery. The Service Provider excludes its liability if the Client fails to do so. The Client shall place their order in a manner which allows the Service Provider to fulfil its obligations regarding the delivery requirements of the Client. If the Client neglects this obligation, the Service Provider excludes its liability for any problems or delays.

3. The process of purchasing

3.1. The Client can find the detailed description and price of the intended Product by clicking on the image of the Product (which is given in HUF and contains the amount of VAT as well). The Client can also find the details of currently available discounts on the Web Page.

3.2. If you want to use a discount for the purchase of the Product, you should indicate this intention by clicking on the small circle in front of the discount. In this case, the price of the Product changes to the amount reduced with the discount. The following discounts are available for the purchase of driving training vouchers of Groupama Tanpálya:

- **15% Groupama discount** for the purchaser or participant, who owns Groupama compulsory insurance or Groupama CASCO insurance issued for their name.
- **Junior discount** is valid for participants under the age of 21.

Use of multiple discounts simultaneously is not possible!

In case of the usage of a discount, the attachment of the certificate of the discount is necessary for the order. The form of discount certification may be jpg. or pdf. (maximum 1 MB). The use of the discount is not possible without the attachment of such certificate of the discount, in case of any issue, the system will send an error message to the Client. **Use of multiple discounts simultaneously is not possible**, the system will send an error message in this case. In case the Customer **uploads inappropriate identification to prove entitlement for discount**, the process is suspended until uploading the correct identification. Service provider shall not be liable for any delay thereof. If Customer makes an online payment for a discounted price by using an inappropriate identification, upon Service provider's request, Customer is obliged to pay the difference between the full price and discounted price. Mailing the product or validating the e-voucher is suspended until difference is paid. Service provider will not take responsibility for any problem or delay thereof.

Data processing regulations concerning discounts can be found in the GDPR regulation.

3.3. Ordering the Product is possible by clicking on "Add to Cart". The sign "put into Cart" means that the Product got into the Cart. Following this, the Client may review the contents of the Web Page further and may put additional Product(s) into the Cart. The Client may track the contents of the Cart under the sign "contents of the Cart" and they may also observe the actual price payable.

3.4. By clicking on "viewing the Cart", the Client may observe the whole content of the Cart: name, number, individual characteristics of the Product(s), any discounts, and the price of the chosen items. The Client may also increase or decrease the number of items, they may

continue purchasing or skip to the Ordering phase. Any modification of the Cart is indicated as "Cart modified".

3.5. When the Client is ready shopping, they may reach the ordering page by clicking "Ordering". Then they have to fill out a data sheet which contains the Client's name, address, telephone number, e-mail address; (and - if differs – the invoicing name, address, postal address of invoicing, tax number), number of loyalty card if they has one, the possibility of selection of payment and delivery, amounts of postal costs and handling costs, and in case of purchasing Gifts, the packing costs, and the aggregate price of the order. In case of purchasing a voucher for services, the purchaser may enter the name of the beneficiary, whose name will be indicated on the voucher. The Service Provider does not check the authenticity of data given on the ordering surface. The Client shall be considered liable for the authenticity of all data given by him/her therein.

Please note that companies must provide tax number for performing a data report to the National Tax Authority.

3.6. Prior to finalising the purchase the Client must accept the Information on Data Management, and this General Terms and Conditions.

3.7. The process ends by clicking on "Order". The Client expressly approves that by clicking the "order" button they undertake payment obligation. If all details necessary for the finalisation of the order were not filled in exhaustively, the system sends a default message and indicates the missing data.

3.8. If all data were given, the system sends an automatic reply with the data given during the ordering process for the e-mail address provided by the Client, and the ordering documents may be saved or printed after finishing the ordering process. If the confirmation of the order does not arrive within 10 minutes to the Client, - and the message cannot be found in the spam folder either, the Client may inquire **on weekdays between 9 AM and 4 PM on the following phone number: 06-28-441-951**, or every day of the week via info@hungaroringshop.hu. **All e-mails sent to this address will be answered during working hours (weekdays between 9 AM and 4 P).**

3.9. Following the order, payment obligation arises for Customer. If Customer does not fulfil the obligation within 30 days of ordering, Service Provider sends a notice to the email address given by Customer. As indicated in the notice, Customer has 5 workdays to fulfil the payment obligation. If payment has not been made by the end of the fifth workday, Customer's order gets cancelled.

4. Methods of payment

4.1. The Client may choose the desired payment method in the "Payment" menu.

4.2. Payments may be made by

- bank transfer,
- via mail order, or
- as online payment (PayPal or SimplePay), or
- in cash
- or by voucher redemption.

Modifying the selected payment method afterwards is not possible.

4.3. *If bank transfer is chosen*, the Client shall transfer the amount, including the price of the Product(s) and additional costs, to the name and bank account number of the Service Provider, indicated on the confirmation of the order. The delivery of the Product(s) is completed following the transfer of such amount to the Service Provider.

4.4. *Online payment* is possible via the PayPal or the SimplePay systems. In this case, after clicking "Order", the system will automatically redirect the Client to the paypal payment website, where the electronic payment is possible by following the instructions. The Service Provider excludes any liability for damages arising from the use of the payment site, Client uses such site at their own risk. Service Provider does not request nor stores any data relating to the Client's credit card, as these data are solely processed by the Paypal and SimplePay systems. The delivery of the Product(s) is completed following the crediting of the electronic payment to the bank account of the Service Provider.



4.5. *In case of mail order*, the price of the Product(s) and arising other costs will be paid to the courier upon delivery.

4.6. *Payment in cash* is possible exclusively in case of delivery at the site, specified in Section (2.1). Payment with credit card is also possible at the site.



4.7 *Voucher redemption* is only possible for paying at the site, or in case of selecting bank transfer payment, as detailed below:

- **paying at the site:** by handing over the original copy of the voucher to our colleague, upon payment
- **paying via bank transfer:** upon ordering, please state the number of the voucher(s) you wish to redeem. Please, do not transfer the total amount stated in the original order confirmation, but wait for our colleague's call or email. Payment of the modified amount of the order shall be discounted by the amount of the redeemed voucher. Please post the original copy of the voucher to us to 2146 Mogyorod, Po.box 49. We deliver the purchased ticket(s) or product(s) after we receive the voucher.

Further details, regulating voucher redemption can be found at www.hungaroringshop.hu.

5. Methods of delivery, delivery deadlines, postal costs

5.1. In the menu item „Payment”, the Client can select the method of delivery of their ordered Product(s). The amount of postal costs and the deadline of delivery depend upon the method of delivery chosen.

5.2. The following methods of delivery are available to our Clients:

- only electronic voucher,
- on site delivery – Tanpálya,
- delivery by post.

Modifying the selected delivery method afterwards is not possible.

5.3. Electronic "e-voucher" can be ordered only when selecting the following payment methods: PayPal, SimplePay (online payment), or bank transfer. The Client shall print the electronic voucher, and the system does not charge any postal costs. In case of choosing electronic voucher, the Service Provider excludes its liability for any delays or problems and mistakes arising from the e-mail address given erroneously by the Client.

5.3.1. In case of PayPal payment the system sends the e-voucher automatically, after detecting the payment, to the email address of the Client, given as part of their data. If the electronic voucher fails to arrive to the email address of the Client, given as part of their data, within 1 hour, and it cannot be found in the spam folder either, then the Client may ask for further information on weekdays between 9 AM and 4 PM on the following phone number: +36-28-441-951, or anytime via the e-mail address info@hungaroringshop.hu. All emails sent to this address will be answered during working hours.

5.3.2. In case of selecting bank transfer as the method of payment, we send the e-voucher within 1 working day, from the arrival of the payment to the bank account, to the email address, given by the Client in the order. If the electronic voucher fails to arrive to the email address of the Client, given as part of their data, until such deadline, and it cannot be found in the spam folder either, then the Client may ask for further information on weekdays between 9 AM and 4 PM on the following phone number: +36-28-441-951, or anytime via the e-mail address info@hungaroringshop.hu. All e-mails sent to this address will be answered during working hours.

5.4. In case of on-site receipt, the Client may take the Product(s) in person at the address indicated above. In this case no postal fees get charged. In case of on-site receipt, any methods of payment may be chosen except the method used at mail orders. The Product(s) may be received from the following day after the value of the order is paid, or in case of payment in cash, from the following day after the order is placed, at the following site and during the following hours:

- Tanpálya:
 Address: Hungaroring utca 10. Mogyoród, Hungary 2146; Hungaroring Race Track, (Tanpálya building)
 Telephone number: 28/441-951
 Possible date of receipt: - weekdays: between 9 AM – 4 PM
 - weekends: by appointment

5.5. In case of mail order, the electronic voucher cannot be chosen. The payment may be made by bank transfer, PayPal or SimplePay (online payment). In case of mail order, we send the Product(s) with the assistance of Magyar Posta (Hungarian Post, MPL) to the address, given in the order. The Client shall provide that the courier can hand over the parcel to a person entitled to receive it at the address, given by the Client in the order. The Service Provider excludes its liability for any delays or problems, and other mistakes arising from the address given incorrectly by the Client.

5.5.1. In case of payment by bank transfer or paypal (online payment), the system charges HUF 1,494 as postal cost, in case of purchasing fragile gift, the packing cost is HUF 2,615. In case of purchasing a gift, the packaging cost is HUF 300. The Service Provider hands over the Product(s) to the courier within 1 working day, following the transfer of the value of the order to the Service Provider. The probable period of delivery is a maximum 2-3 working days .

5.5.2. In case of mail order (cash on delivery), the amount of postal cost is calculated according to the following:

- in the case of purchasing a voucher, the amount of postal cost depends on the value of the voucher. The Client may be informed about the amount of the maximum postal cost from the confirmation of the order.
- In the case of purchasing gift products, mail cost depends on the value of the product. Customer is informed of the expected mail cost in the order confirmation email.
- The Service Provider hands over the Product(s) to the courier within 1 working day, following the order. The probable period of delivery is a maximum 2-3 working days.

The Service Provider excludes its liability for the faulty performance or the late completion of the service of the Post.

6. Guarantee, warranty for lack of conformity, product warranty

The Client is entitled to warranty, warranty for lack of conformity, or product warranty exclusively in the case of purchasing Gifts.

Demand for warranty for lack of conformity and product warranty cannot be claimed simultaneously or parallelly based on the same defect. In case of effective claiming of the product warranty, the Client may claim their demand of warranty for lack of conformity regarding the replaced product or repaired part of it from the manufacturer.

6.1. Guarantee

6.1.1. In case of purchasing a gift, valued HUF 10,000, the Client is entitled to guarantee.

6.2. Warranty for lack of conformity

6.2.1. In case of faulty performance, the Client may claim for warranty for lack of conformity from the enterprise.

6.2.2. The Client should communicate their claim for warranty for lack of conformity immediately after discovering the mistake, but not later than two months following such date to the Service Provider.

6.2.3. The preconditions of claiming for the warranty for lack of conformity **within six months** from the performance are the following:

- communication of the defect,
- Certification of the Client that they purchased the Product(s) from the Service Provider.

6.2.4. The preconditions of claiming for the warranty for lack of conformity **after six months** from the performance are the following:

- The Client is obliged to prove that the defect discovered by him/herself has existed at the date of performance.

6.2.5. The right of warranty for lack of conformity cannot be claimed longer than **two years after the date of performance** of the contract.

6.2.6. In case of claim for warranty for lack of conformity, the Client shall have the option:

- to choose to repair, unless compliance with the chosen warranty right is impossible or it results in disproportionate expenses on the part of the Service Provider as compared to the alternative remedy; or
- to choose to replace, unless compliance with the chosen warranty right is impossible or it results in disproportionate expenses on the part of the Service Provider as compared to the alternative remedy; or
- to ask for a commensurate reduction in the consideration; or
- to repair the defect him/herself or have it repaired at the cost of the Service Provider; or
- to withdraw from the contract.

The Client shall be entitled to switch from the warranty right they has selected to another. The cost of switch-over shall be covered by the Client, unless it was made necessary by the Service Provider's conduct or for other reasons.

6.3. Warranty claims

6.3.1. In case of faulty performance, the Client may claim warranty from the manufacturer or distributor of the Product.

6.3.2. The product shall be deemed defective if:

- it does not meet the conformity requirements in effect at the time of placing on the market; or
- it does not meet the specifications and details provided by the manufacturer.

6.3.3. The Client may exercise its claim for warranty within a two years period, starting from the date of placing it on the market by the manufacturer. The Client loses such right after the lapse of this period.

6.3.4. In case of a warranty claim, the Client needs to prove the defect of the product.

6.3.5. The Client is entitled to ask for the following options:

- may ask for the repair of the defect; or
- may ask for the replacement of the defective product.

6.3.6. The manufacturer (distributor) shall be relieved of warranty obligation if able to prove that:

- the manufacturer manufactured or placed the product on the market in the course of operations other than in the course of its business activity
- the state of scientific and technical knowledge at the time when it put the product into circulation was not such, to enable the existence of a defect to be discovered; or
- the defect in the product was caused by the application of a regulation or a regulatory provision prescribed by the authorities.

The manufacturer (distributor) needs to prove only a single reason to be relieved.

7. Correction of data input mistakes

7.1. The Client is entitled to correct any mistakes in the input data in any phase of the ordering process until the delivery of the order begins. The corrections need to be made at the ordering surface. The Service Provider excludes its liability for any delays of the service or any other problems or mistakes arising from order details given erroneously by the Client.

8. Commitments of offer, confirmation

8.1. The arrival of the offer (order) of the Client will be confirmed by the Service Provider by way of automatic confirmation e-mail to the Client within 48 hours at the latest. The confirmation e-mail contains all data provided by the Client (e.g.invoicing information), the order's number and date, list of the Products ordered, and the price payable. The purpose of the confirmation email is to inform the Client that their order has arrived to the Service Provider.

8.2. The Client is released from the offers of commitments if they does not receive a separate accepting email from the Service Provider without delay, which means 48 hours after the order is placed..

8.3. If the Client has already sent their order to the Service Provider and they notices any mistakes in the data of the confirmation email, they should inform the Service Provider in a written way within 1 day, at the following e-mail address: info@hungaroringshop.hu. The Service Provider excludes its liability for any delays of the service or any other problems or mistakes arising from order details given erroneously by the Client.

8.4. The order shall be deemed as an electronically concluded contract, and is regulated by the Civil Code and Act CVIII on electronic commercial services and on matters relating to services linked to information society. The contract shall be governed by Government Decree no.45/2014 (II.16.) on detailed rules of contracts concluded between consumers and undertakings, and complies with Directive 2011/83/EU of the European Parliament and of the Council.

9. Right of renunciation/termination

The regulations of this section exclusively refer to regular individuals, acting beyond their profession/business activity, who purchase, order, receive and use goods, and to the recipient of the offer and commercial communication regarding the goods. In case of purchasing Product(s), the Client may exercise their right of denunciation, while in case of service contract the Client may exercise their right of termination.

9.1. Process of exercising the right of renunciation/termination

The Client may renunciate/terminate the contract within 14 days from the receipt of the Product(s) without reasoning. Such period starts from the date when the Client or their representative received the Product(s) or concluded the contract.

The following is considered as the day of handover:

- in case of electronic voucher: the sending of it by email from the Service Provider;
- in case of personal delivery of the Product(s): the day of the personal handover;
- in case of postal delivery of the Product(s): the day when the receipt is received from the post.

9.1.1. If the Client intends to exercise their right of renunciation, they may submit their declaration by way of using the declaration sample attached to this GTC, or they may send their unambiguous declaration containing their intention of renunciation/termination by post or email to the availability of the Service Provider written at the beginning of the present GTC. The Service Provider acknowledges the intention of renunciation within 5 days of delivery of the document containing such intention.

9.1.2. The Client shall prove that they exercised their right of renunciation in conformity with the regulations settled in this section.

9.1.3. In case of renunciation, the Client shall send the Product(s) back to the Service Provider without delay, or within 14 days from the sending of the declaration of renunciation at the latest. The deadline is considered as being complied if the Client sends the Product(s) back prior to the elapse of the 14 days deadline. The direct costs of the return shall be borne by the Client. In case of mail orders, sending the Product(s) back is not possible.

9.1.4. If the Client duly cancels the contract, the Service Provider shall refund all counter services performed by the Client immediately, but within 14 days from the receipt of the Client's declaration on their cancellation.

9.1.5. During the refund, the Service Provider may select the payment method with the least costs possible for itself, if the Client expressly consents to it, with the condition that it must not cause any additional costs to the Client. Besides, the Service Provider fulfils its repayment obligation in the same manner as the original payment method.

9.1.6. The Service Provider retains the refund of the payment until the returning of the Product(s) by the Client or until the Client certifies the action of sending, beyond reasonable doubt.

10. Liability

10.1. The information on the Web Page was uploaded in good faith, but all information exclusively serves the purpose of being informative. The Service Provider excludes its liability for the accuracy and entirety of all such information.

10.2. The Client may use the Web Page exclusively at their own risk, and approve that the Service Provider shall not take any responsibility for damage in property nor for personal damage during the use, beyond those endangering life or causing bodily harm or health deterioration, and committed deliberately or through serious negligence or crime.

10.3. The Service Provider excludes all liability for the behaviour of the users of the Web Page. The Purchaser shall be fully and exclusively liable for their own conduct. The Service provider shall cooperate fully with the authorities during the detection and proceedings of any infringements.

10.4. Any contents published by the Clients during the use of the Web Page may be controlled by the Service Provider but it shall not be required to do so. Also, the Service Provider may search for evidence of pursuing illegal activity, but it shall not be required to do so.

10.5. Due to the global nature of the Internet, the Client accepts that they takes the relevant national regulations into account in their acts during the use of the Web Page. The Client bears exclusive liability if any activity connected to their use of the Web Page is not permitted pursuant to the national law.

10.6. If the Client notices any objectionable content on the Web Page, they shall indicate it to the Service Provider immediately. If the Service Provider – during its bona fide proceedings – finds the indication justified, it may delete or modify such information immediately.

10.7. The Client approves that the Service Provider does not take responsibility for damages due to the use of vouchers of services to Hungaroring Sport Co.Ltd.(10 Hungaroring utca, Mogyoród, Hungary 2146), or Molishop Ltd. (97 Andrásy út, Budapest, Hungary 1062). In such cases the Client may announce their complaint for Hungaroring Sport Co.Ltd. in the following phone number: +36- 28-444-444, to Molishop Ltd: +36 30 973 8370.

11. Management of complaints, customer service

11.1. The Service provider does not operate a customer service.

11.2.The place of the management of complaints is at the seat of the Service Provider.

- Address: 10 Hungaroring ut, Mogyoród, Hungary 2146
- Postal address: Mogyoród, Pf. (P.O. Box.) 10., 2146
- Telephone: +36 (28) 441 951
- Email address: info@hungaroringshop.hu

11.3. The Client may submit their complaint orally in person, or by writing. The Service Provider does not accept any complaints by phone calls.

11.4. The Service Provider immediately examines the complaint submitted orally and may remedy it. If it is not possible or the Client disagrees with such resolution, a protocol gets filled out, of which one copy is handed over to the Client. The Service Provider gives a substantive answer to the protocol within 30 days.

11.5. The Service Provider gives a substantive answer to complaints submitted by writing (by email or post) within 30 days.

11.6. The Service Provider keeps the protocol on the complaint and the answer for the period of 5 (five) years.

11.7.If the Client disagrees with the answer they received after the examination of their complaint, they may turn to the following organizations for legal remedy:

Hungarian Authority for Consumer Protection

Address: 6 József krt., Budapest, Hungary 1088
Postal address: Budapest, Pf. (PO.Box) 20., 1428
Telephone number: (1) 459-4800
Fax number: (1) 210-4677

Email address: nfh@hfh.hu

11.8. For the purpose of settlement of the consumer legal dispute the Service Provider may require the conciliatory council's procedure. The competent conciliatory council's contact details are:

Conciliatory Council of Pest County

Address: 59-61 Etele út, 2nd floor 240, Budapest, Hungary 1119

Telephone number: (1)-269-0703

Fax number: (1)-269-0703

Name: dr. Károly Csanádi

Email address: pmbekelteto@pmkik.hu

Website: www.panaszrendezes.hu

11.9. In case of consumer legal dispute, the Client may turn to the conciliatory council competent to their address of residence.

11.10. Contact details of the conciliatory councils are:

• **Conciliatory Council of Bács-Kiskun County**

Address: 4 Árpád út, Kecskemét, Hungary 6000

Telephone number : (76) 501-525, (76) 501-500

Fax number: (76) 501-538

Name: Mariann Mátyus

Email address: bkmkik@mail.datanet.hu;

• **Conciliatory Council of Baranya County**

Address: 36 Majorossy Imre utca, Pécs, Hungary 7625

Postal address: Pécs, Pf. (P.O.Box) 109., 7602

Telephone number : (72) 507-154

Fax number: (72) 507-152

Name: Dr. József Bodnár

Email address: bekelteto@pbkik.hu;

• **Conciliatory Council of Békés County**

Address: 5 Penza ltp., Békéscsaba, Hungary 5601

Telephone number: (66) 324-976, 446-354, 451-775

Fax number: (66) 324-976

Name: Dr. László Bagdi

Email address: bmik@bmik.hu;

• **Conciliatory Council of Borsod-Abaúj-Zemplén County**

Address: 1 Szentpáli utca, Miskolc, Hungary 3525

Telephone number : (46) 501-091, 501-870

Fax number: (46) 501-099

Name: Dr. Péter Tulipán

Email address: kalna.zsuzsa@bokik.hu;

• **Conciliatory Council of Budapest**

Address: 99 Krisztina krt., Budapest, Hungary 1016

Telephone number : (1) 488-2131

Fax number: (1) 488-2186

Name: Dr. György Baranovszky
Email address: bekelteto.testulet@bkik.hu;

• **Conciliatory Council of Csongrád County**

Address: 8-12 Párizsi krt., Szeged, Hungary 6721
Telephone number : (62) 554-250/118 extension number
Fax number: (62) 426-149
Name: László Dékány, Zoltán Jerney
Email address: bekelteto.testulet@csmkik.hu;

• **Conciliatory Council of Fejér County**

Address: 4-6 Hosszúsétatér, Székesfehérvár, Hungary 8000
Telephone number : (22) 510-310
Fax number: (22) 510-312
Name: László Kirst
Email address: fmkik@fmkik.hu;

• **Conciliatory Council of Győr-Moson-Sopron County**

Address: 10/a Szent István út, Győr, Hungary 9021
Telephone number: (96) 520-202; 520-217
Fax number: (96) 520-218
Name: László Horváth
Email address: bekeltetotestulet@gymkik.hu;

• **Conciliatory Council of Hajdú-Bihar County**

Address: 10 Petőfi tér, Debrecen, Hungary 4025
Telephone number: (52) 500-749
Fax number: (52) 500-720
Name: Dr. Zsolt Hajnal
Email address: info@hbkik.hu;

• **Conciliatory Council of Heves County**

Address: 15 Faiskola út, Eger, Hungary 3300
Postal address: Eger, Pf. (P.O.Box) 440., 3301
Telephone number : (36) 416-660/105 extension number
Fax number: (36) 323-615
Name: Tünde Dobó Pintérné
Email address: tunde@hkik.hu;

• **Conciliatory Council of Jász-Nagykun-Szolnok County**

Címe: 8 Verseggy park, Szolnok, Hungary 5000
Telephone number: (56) 510-610
Fax number: (56) 370-005
Name: dr. Judit Vígh Dr. Lajkóné
Email address: kamara@jnszmkik.hu;

• **Conciliatory Council of Komárom-Esztergom County**

Address: 36 Fő tér, Tatabánya, Hungary 2800
Telephone number: (34) 513-010
Fax number: (34) 316-259
Name: Dr. György Rozsnyói
Email address: kemkik@kemkik.hu;

• **Conciliatory Council of Nógrád County**

Address: 9/a Alkotmány út, Salgótarján, Hungary 3100

Telephone number: (32) 520-860

Fax number: (32) 520-862

Name: Dr. Erik Pongó

Email address: nkik@nkik.hu;

• **Conciliatory Council of Somogy County**

Address: 6 Anna utca, Kaposvár, Hungary 7400

Telephone number: (82) 501-000

Fax number: (82) 501-046

Name: Dr. Ferenc Novák

Email address: skik@skik.hu;

• **Conciliatory Council of Szabolcs-Szatmár-Bereg County**

Address: 2 Széchenyi utca, Nyíregyháza, Hungary 4400

Telephone number: (42) 311-544, (42) 420-180

Fax number: (42) 311-750

Name: dr. Katalin Balmaz Görömbeiné

Email address: bekelteto@szabkam.hu;

• **Conciliatory Council of Tolna County**

Address: 23-25 Arany J. u., Szekszárd, Hungary 7100

Telephone number: (74) 411-661

Fax number: (74) 411-456

Name: Tibor Mátyás

Email address: kamara@tmkik.hu;

• **Conciliatory Council of Vas County**

Address: 2 Honvéd tér, Szombathely, Hungary 9700

Telephone number: (94) 312-356

Fax number: (94) 316-936

Name: Dr. Zoltán Kövesdi

Email address: pergel.bea@vmkik.hu

• **Conciliatory Council of Veszprém County**

Address: 1 Radnóti tér, Veszprém, Hungary 8200

Telephone number: 88/429-008, 88/814-111 (VKIK)

Fax number: 88/412-150 (the fax number of VKIK)

Name: dr. Csaba Vasvári, president (on working days: between 8 AM and 1 PM; cell phone number: 06/30/608-0270)

Office hours: Tuesdays between 8 AM and 1PM, direct phone number at that time: 88/814-121

Email address: info@bekeltetesveszprem.hu

web: www.bekeltetesveszprem.hu

• **Conciliatory Council of Zala County**

Address: 24 Petőfi utca, Zalaegerszeg, Hungary 8900

Telephone number: (92) 550-513

Fax number: (92) 550-525
Name: dr. Csaba Koczka
Email address: zmbekelteto@zmkik.hu

11.11. In case of cross-border legal dispute, the use of an online dispute settlement platform is possible. The EU online dispute settlement cannot be used if both parties are residing in Hungary.

The request necessary for the procedure and other information are available on this website: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>
(The language could be changed at the bottom of the page)

Conciliatory Council of Budapest:

Address: 99 Krisztina krt., III.floor 310, Budapest, Hungary 1016
Postal address: Budapest, Pf.(P.O.Box) 10., 1253

Information regarding the online dispute settlement procedure is available on the following telephone number: +36 1 488 2033 or at the following address: information is available on the webpage of the conciliatory council: <http://bekeltet.hu/en/>

11.12. Data protection regarding complaint handling can be found in the 'Tanpálya Kft.' GDPR regulations.

12. Copyrights

12.1. This Web Page is under copyright. The Service Provider is the holder and legal user of the copyright of all contents displayed on the Web Page, or displayed during the provision of the services available via the Web Page. This right includes: all work or other intellectual properties protected by copyright (including but not limited to all graphics and other materials, the layout and structuring of the Web Page, the software and other solutions, ideas, displays).

12.2. Saving or printing the Web Page's contents fully or partly to other external media for private purposes is only permitted with the Service Provider's prior written approval. Any other usage beyond those private purposes – for example storing in databases, transmission, making the contents downloadable, publication, or commercialisation – are all permitted exclusively with the prior written approval of the Service Provider.

12.3. Beyond the rights expressly determined in this GTC, neither registration, nor the use of the Web Page or any rule of this GTC provide any rights to the Client for the use or utilization of any trade names or trademarks published on the Web Page. The use or utilization of such Intellectual Properties is prohibited, except with the written prior approval of the Service Provider excluding the displaying of the ordinary use of the Web Page, and temporary multiplication or copying for private purposes.

13. General information on 'Tanpálya' Kft. services that are considered adult training, as well as on voucher redemption

13.1. "Tanpálya" Kft, as training provider, provides trainings that fall under the effect of the Adult Training Act (hereinafter referred to as: training), and in accordance with the law, reports at the adult training administrative authority. Application for the training is possible

on its website at www.tanpalya.hu. Participation is also possible by using pre-paid vouchers purchased on this website: www.hungaroringshop.hu.

13.2. Trainings under the effect of the adult training Act: all types of driving trainings, and all types of motorbike trainings, with the exception of Motul warm-up training.

13.3. Anybody who uses the services (hereinafter referred to as: Client) acknowledges that the GTC published at www.tanpalya.hu together with the confirmation of training application constitute a training contract based on the Act. Accepting the GTC is a precondition of participation at the training.

13.4. GTC published at www.tanpalya.hu detail the general terms of using the services, while the confirmation of applications detail the specific terms of the given training, if relevant, as listed below:

a) name of training and number of lessons,

b) the training's

ba) planned beginning and finishing date by month and day, considering pre-existing knowledge, and skills,

bb) –except for closed system electronic distance learning – planned progress based on study units,

c) specification of document to be obtained at completing the training,

d) methodology of assessing and checking performance during the training, as well as pre-conditions of taking exams, if any is required by law,

e) acceptable amount of absence, and consequences if the limit is exceeded,

f) fee – if the law requires examination following the training, and the service provider is entitled to organise such examination, the exam fee and optional re-take exam fee, and condition of its payment, considering pre-existing knowledge and skills, as well as scheduling the payment of the training fee in proportion with the practical realisation of the training,

g) any grant or subsidy from state or European Union sources that are available for the training,

13.5. Participants of trainings /Clients must supply the following data, in accordance with the service provider's obligation to report, based on . 21.§. of the Act:

- surname and given name
- surname and given name at birth
- place of birth
- country of origin
- date of birth
- surname and given name of mother
- email
- training ID (if applicable)
- highest level of formal education
- domestic or foreign participant

Should the Client refuse to supply the above data, they must be excluded from participation at the training.

The above detailed data will be reported in the adult training data supply system (FAR) in accordance with 15.§ of the Act.

13.6. The training is not subject to official examination. Upon completing the training if the participant wishes, service provider issues a certification of participation. The certification

is issued electronically but the participant may request it on paper. In this case the certification will be posted to the address provided by the participant. If participant forbids certain personal data to be forwarded into the FAR system, issuing of certification is not possible.

The certification certifies only participation. It does not entitle for certain jobs nor for specific activities.

13.7. The vouchers for the services of Tanpálya Ltd. are valid for the period of **183 days** from the date of purchase, with the following **exceptions**:

- **vouchers for the Winter Preparation Training**, the use of which is regulated in Section 13.5.
- **vouchers for the motorcycle training**, the use of which is regulated in Section 13.4.

13.8. If failure to use the vouchers for driving technical courses or off-road trainings arises out of the force of a major event on the Service Provider's side, and the Client cannot use the voucher as a result of such frustration, then the Service provider shall extend the validity period with 30 days free of charge.

13.9. Regulations **for vouchers for off-road experience programmes**:

- vouchers are valid for 183 days from the date of purchase;
- not transferable or redeemable, validation cannot be extended
 - all members of the group, the voucher was purchased for, can use it only once and at the same time; after the purchase of the voucher, headcount or pre-agreed date cannot be changed.

13.10. **Regulations for vouchers for motorcycle trainings**:

1./ Vouchers for **Dirt, enduro and enduro cross** training are valid 183 days from the date of purchase.

2./ Vouchers for **Basic road, active road, premium road and Motul Hungaroring warm up training** may be used according to the following:

- vouchers purchased between the 1st of June (06/01) and the 16th of August (08/16) are valid until the 31st of October (10/31) of the given year;
- vouchers purchased between the 17th of August (08/17) and the 31st of December (12/31) are valid until the 30th of June (06/30) of the following year.
- vouchers purchased between the 1st of January (1/1) and the 31st of May (05/31) are valid until the 30th of June (06/30) of the given year;

If failure to use the vouchers for **motorcycle trainings** arises out of the force of a major event on the Service provider's side during the motor season (between the 1st of April (4/1) and the 31st of October (10/31) of the object year) and the Client cannot use the voucher as a result of such failure, the Service Provider shall extend the validity period for the first 2 months of the next season free of charge.

13.11. **The vouchers for Winter Preparation Training are sold and validated in a limited time period during the year.**

- Sale takes place between the 20th of September (9/20) and the 20th of January (1/20) following the object year.
- Redemption takes place between the 15th of November (11/15) and the 28th of February (2/28) following the object year.

13.12. One voucher entitles one person for a single participation for the course displayed on it, with the use of the voucher holder's own car. Participation in a course of higher value than the voucher may be possible only after paying the price difference. The voucher cannot be used for a course of a lower value, the Service Provider cannot refund any prices. More vouchers of lower value cannot be used together for a course of a higher value.

13.13. The Service Provider does not undertake individual trainings, but conducts team courses (depending upon the type of training) for 5-10 people. **Trainings are held only if a sufficient number of participants applied. The Service Provider reserves the right to delete the dates in case of not having enough applicants, consequently the Service Provider shall make another appointment with the holder of the voucher.** Nevertheless, if the Service Provider decides to start such groups, the instructor may finish the course sooner than prescribed, if the number of the participants in the group does not exceed 50% of the number prescribed.

13.14. **The Service Provider settles the available dates for the actual month's trainings for each training type, depending on the number of applications.** Information on the dates of the actual trainings are available at this link:

Driving technique courses: <http://tanpalya.hu/hu/szolgalatasok/idopontok>

Motorcycle trainings: <https://uralomamotorom.hu/hu/szolgalatasok/idopontok>

Scheduling appointments for off-road trainings only individually.

From these offered dates the user of the voucher may select the most appropriate.

13.15. Dates

- **Dates of driving technique courses, and off-road trainings organized for private individuals are mostly on weekends**, but the Service Provider may provide training dates on weekdays on demand.
- **Dates of motorcycle trainings organized for private individuals are mostly on weekdays**

13.16. The Service Provider reserves the right of date modification due to technical, weather or other reasons.

13.17. Application deadline: the latest **30 days prior to the expiry date** shown on the voucher of the specific training - **at www.tanpalya.hu/2020/szolgalatasok/treningek**, by clicking on the name of the training. For further information, please call this telephone number 06-28/441-951 during working hours (Mon-Fri: from 9 AM to 4 PM) or write to this email: ertesites@tanpalya.hu. **We do not accept any complaints in case of a late registration.**

Before checking in, please prepare the voucher and the serial number.

At the check-in we register the participant's name, phone number, the voucher type, and number. **GDPR regulations in connection with check-in are included in 'Tanpálya Kft.' GDPR information.**

13.18. If the user of the voucher cannot participate in the training at the agreed and ordered date, and informs the Service Provider about this fact **in writing**, the parties may agree on another date. **The Service Provider may not accept any date-modification by phone due to quality insurance reasons.** Modifying the agreed date is possible only once.

13.19. In case of training, all participants must gather half an hour before beginning time, at the place indicated in the confirmation. If the user of the voucher does not arrive by the agreed time, the Service Provider is released from the liability for damages arising from Client's being late, as the user of the voucher is aware, on the basis of Section 13.7, that they do not participate in an individual training, but in a training organized for groups.

13.20. The user of the voucher accepts that in order to use the services, they enter the premises of Hungaroring Sport Co.Ltd, where the following regulations are authoritative:

a./ Maximum speed limit within the premises of Hungaroring is **30 km/h**.

b./ The Hungaroring Race Track or any other race tracks within the area of Hungaroring Sport Co.Ltd. Co.Ltd., operated by Tanpálya Ltd., may be used exclusively during the training or event, and exclusively under the supervision of the instructors. In any other case, the use or pulling into any of such tracks is strictly prohibited without the express permission of the officials of the above mentioned companies. Beyond the full responsibility for damages, people failing to comply with the regulation detailed herein may be fined for HUF 100.000 as per occasion, and they may also be excluded from the area of Hungaroring Sport Co.Ltd. for an indefinite period of time.

c./ The user of the voucher accepts that within the area of Hungaroring Race Track and "Tanpálya" Vezetéstechnikai Centrum Ltd., photos, or video recordings may be taken exclusively of the training or event in which the user participates in. Taking any photos or video recordings about other events in the Hungaroring Race Track is strictly prohibited.

d./ The user of the voucher accepts that within the area of Hungaroring Race Track and "Tanpálya" Vezetéstechnikai Centrum Ltd, the use of any type of drones is strictly prohibited.

e./ The user of the voucher accepts that people staying within the area of Hungaroring Race Track and "Tanpálya" Vezetéstechnikai Centrum Ltd may be exposed to increased noise effects, the user undertakes the participation in the training expressly being informed of it.

f./ During motorbike programmes, Hungaroring Sport Co.Ltd. is continuously checking and measuring the noise. Hungaroring Sport Co.Ltd. is entitled to disqualify vehicles exceeding the maximum noise impact determined by law. Only vehicles equipped with factory exhaust-pipe or built-in silencer are allowed to participate at the programmes.

13.21. Prior to the use of the voucher, the user is obliged to:

- give the voucher to the administrator during the registration; and
- present the voucher on their mobile phone in case of an electronic voucher; and
- upon request, present documents proving the entitlement for junior discount to the administrator while checking-in; and
- upon request, prove the existence of a driving licence to the administrator; and

- read the terms of use of the track carefully, confirm that they have carefully read and understood the terms by their signature, and comply with such terms until the end of the training.

13.22. **No one else is permitted to sit in the car used during the training, other than the driver**, except at the end of the family training when it is allowed to have the child seated in the car .

13.23. People failing to comply with the safety regulations during the training or event, or their car does not conform to the road safety aspects (e.g. state of tyres, state of steering wheel, damages) may be excluded from the training. The instructors are entitled to exclude those participants with improper conduct or cars with improper technical condition from the training due to safety reasons.

13.24. People leaving the event by any cause or failing to finish it, cannot claim any reimbursement of the fee of the training.

13.25. The user of the voucher accepts that during the events a photo or video recording can be taken, in which – as a participant of the events – they may be present. The user of the voucher may not claim any compensation arising from such photo or video recording neither towards "Tanpálya" Vezetéstechnikai Centrum Ltd., nor the photographer, the recorder, or the legitimate user. This regulation includes the possibility that "Tanpálya" Vezetéstechnikai Centrum Ltd, the photographers, recorders or legitimate users of such photos/recordings may use, or publish such photo/sound/video recordings. GDPR regulation regarding photo/audio/video recording is included in 'Tanpálya' Kft.' GDPR Information. [link]

13.26. The validity period of the Voucher cannot be extended beyond the period determined by the law (Section 9 of the GTC), but it may be transferred. **Vouchers purchased by junior discount are transferable only to a person who is also entitled for the same discount.** In other cases, the transferee must cover the margin between the full and the discounted voucher. Our colleagues can ask for proving the entitlement by presenting any photo identification. 'Tanpálya' does not make any concerning identifications at the data processing process .

13.27. The date of expiry of vouchers can be extended once, by the period of one month free of charge. If the Client requests an extension for more than one month, the fee of extension is HUF 2500 for every month of the extension.

13.28. The request for extension should be sent to the ertesites@tanpalya.hu e-mail address at least one month prior to the expiry date of the voucher. Our administrator confirms the request by writing. We cannot accept any extension requests by phone for quality insurance reasons.

13.29. If the voucher expired and its extension was not initiated, it is not possible to redeem or refund its value.

13.30. The perforated part (with the price) on the right of the ticket can be removed.

13.31. A valid driving licence is a precondition of participation in the training, the existence of which is not checked on-site, however, our colleagues may request to see the driving licence. 'Tanpálya' does process any data in connection with the identification.

13.32. According to demand, we can make uniquely designed vouchers for companies (in case of order in substantial quantity).

13.33 Complaints regarding the vouchers for services of **Tanpály Kft**, are handled in accordance with Section 11 of this GTC.

14. Use of vouchers for the services of Hungaroring Sport Co. Ltd.

14.1. All vouchers for the services of Hungaroring Sport Co.Ltd. **are valid for 365 days from the date of purchase. In order to safely use the voucher, please pay extra attention to register within 30 days of purchase, at any of the contact details shown on the voucher.**

Programmes are organised from April to October, on average once or twice a month, mainly on weekdays. When giving vouchers as a gift or redeeming them, please pay extra attention to the limited possibility of their use.

If redeeming the voucher fails during the season (1 April – 31 October) due to a major event arising on the Service Provider's side and as a result of which the Client is not able to use the voucher within its validity period, the Service Provider is obliged to extend the voucher's validity period to the first 2 months of the following season, free of charge.

14.2. The voucher entitles one person for a single participation. The voucher is transferable between individuals.

14.3. Information for the application process:

14.3.1. In case of purchasing **Experience Driving**:

The deadline for application: within 30 days, following the purchase, but not earlier than the 1st of April (4/1) in the object year, on the following availabilities:

1./ At the autoselmenyek@gmail.com email address or by phone: +36-20-222-1330,

2./ At the info@drive-x.eu email address or by phone+36-20/313-6431

The information regarding the certain types is shown on the vouchers, or the Service Provider can give detailed information by phone if requested.

A valid driving licence is necessary for the participation in the event, its existence is not checked on-site, however, our colleagues can ask for the presentation of the driving licence. Service Provider makes data processing, concerning the proving process of identification.

Driving the sports cars is possible exclusively at a date, agreed in advance. Hungaroring Sport Co.Ltd.reserves the right to modify the dates agreed in advance.

Please check the validity of the date on our website 48 hours prior to the event on the website of Hungaroring Sport Co.Ltd. The race control may cancel the event in case of adverse weather conditions at any date. If the repair works due to a possible accident are longer than expected, some participants may not be able to take turns. In both cases, the refund of the voucher or requesting a new date is possible. The validity of the vouchers cannot be extended and the vouchers are not refundable except for the two cases detailed above.

14.3.2. In case of **Race Taxi** vouchers, the date should be fixed at: race@foenixmse.hu.

The deadline for application: 30 days before the expiry date, at the latest.

Participation in the race taxi event is possible exclusively at a date agreed in advance. Hungaroring Sport Co.Ltd. reserves the right to modify the dates agreed in advance.

Please check the validity of the date on our website 48 hours prior to the event on the website of Hungaroring Sport Co.Ltd. The race control may cancel the event in case of adverse weather conditions at any date. If the repair works, due to a possible accident are longer than expected, some participants may not be able to take turns. In both cases, the refund of the voucher or requesting a new date is possible. The validity of the vouchers cannot be extended and the vouchers are not refundable except for the two cases detailed above.

14.3.3. The **car open** day applications are to be sent to the following link for the published dates: <https://hungaroring.hu/en/experience/open-day-for-cars>

The deadline for application: 30 days before the expiry date, at the latest.

Participation is performed by the participant's own vehicle. A valid driving licence is necessary for the participation in the event, during the registration process, it must be proved by presenting the number of the driving licence. Service provider makes data processing concerning the proving process of identification.

During the programme, Hungaroring Sport Co.Ltd. is continuously checking and measuring the noise. Hungaroring Sport Co.Ltd. is entitled to disqualify vehicles exceeding the maximum noise impact determined by legislation.

14.3.4. Track tour vouchers can be used on the date shown on the voucher. The voucher is valid only for the selected date. The programme begins at 11.00 am, and has a duration of one hour. Minimum number of participants on the given day is 2 people.

If you wish to modify the date, please send an email to visit@hungaroring.hu. Service Provider can accept modification requests only for the previously published dates.

14.4. The Voucher may not be refunded or its validity period cannot be extended beyond the period determined by the law (Section 9 of the GTC).

14.5. According to demand, we can make uniquely designed vouchers for companies (in case of orders with larger quantities).

14.6. The Client approves that the Service provider excludes its liability for the fulfilment of the use of vouchers of Hungaroring Sport Co.Ltd., and the quality of the performance of the services.

14.7. In case of any complaints or questions within a year, regarding the services of Hungaroring Sport Co.Ltd. Section 11 of this CGT is authoritative for the management of complaints. After one year, the Client may contact us in the following availabilities:

- Address: 10 Hungaroring út, Mogyoród, Hungary 2146
- Postal address: Mogyoród, Pf.(P.O.Box.) 10., 2146
- Telephone number: +36-28 444 444

- Fax number: +36-28 441 860
- Email address: office@hungaroring.hu

15. Use of the vouchers for the services of Molishop Ltd.

15.1. Vouchers of Hungaroring Kart Center are valid throughout the object season in case of purchasing during the go-kart season (between April and the end of October); in case of purchasing during the off-season period, the vouchers are valid until the end of the following open-air go-kart season (the following year, the end of October).

15.2. Daily tickets entitle one person for a single participation. The pass entitles its holder for multiple participation. The Mini GP package entitles several participants for one single participation. The voucher is not for an identified person and is transferable.

15.3. The deadline for application: 15 days before the expiry date shown on the voucher, at the latest, at the following link:

<http://www.hungaroringkartcenter.hu/hu/palyafoglas>

Molishop Ltd. does not accept any complaints in case of late registration.

15.4. The Service Provider will not refund the voucher or its validity period cannot be extended beyond the period determined by the law (Section 9 of the GTC).

15.5. The Client approves that the Service provider excludes its liability for the fulfilment of the use of vouchers of Molishop Ltd. and the quality of the performance of the services.

15.6. In case of any complaints or questions regarding the services of Molishop Ltd within a year. Section 11 of this GTC is authoritative for the management of complaints. After one year, the Client may contact us at the following availabilities:

- Address: 10 Hungaroring út, Mogyoród, Hungary 2146
- Postal address: 3/A Montevideo u., Budapest, Hungary 1037
- Telephone number: +36-30-973-8370 (during office hours); +36-30-992-2302
- Fax number: +36-1-351-3646
- Email address: info@hungaroringkartcenter.hu

16. Miscellaneous provisions

The Service Provider may modify the terms and conditions of this GTC unilaterally at any time. The Service Provider shall inform the visitors on the website about the changes made. The modified GTC enters into force from the date of publication on the website.

Mogyoród, 25, February, 2021.

Appendix 1.

Sample document for renunciation/termination declaration

(you should fill it out and send it back exclusively in case of the intention of termination or renunciation)

Recipient:

I, as the undersigned hereby declare that I exercise my right of renunciation/termination regarding the contract of purchase of the following Product(s), or contract of provision of the following services:

Date of conclusion of contract/date of delivery:

Name of the Client:

Address of the Client:

Signature of the Client (only in case of declaration made on paper):

Date: