

General Contract Terms and Conditions

(Changes effective from the 17th of September 2012, are underlined and marked in italic)

The present General Contract Terms and Conditions („GCTC”) apply for the events organised by Sziget Cultural Management Ltd. („Sziget”). Events are listed below („the Event” or „Events”). The present GCTC defines the rules of participation of the visitor, who is a natural person, („Visitor”) in the present Events and define the rights and obligations derived from the legal relation between Sziget and the Visitors („Contractors”).

The directions of the present GCTC are governing in any case in regard of the participation at the Events and the legal relations between Sziget and the Visitor.

Appendix for present GCTC are: 1. Policy of Sziget Festival, 2. Policy of Volt Festival, 3. Policy of Heineken Balaton Sound Festival, 4. Policy of OTP ClubBudai Gourmet Festival. 5. Guidelines of the Voucher Card, 6. Privacy Policy of META MPI Kft., 7. Policy of Benefit Program, 8. Privacy Policy of SzigetCultural.

Sziget informs the Visitor that the valid GCTC and the specific policy is available at:

<http://sziget.hu/fesztival/?language=en>

<http://sziget.hu/volt/?language=en>

<http://sziget.hu/balatonsound/?language=en>

<http://www.sziget.hu/gourmetfesztival>

I. DATA OF SZIGET AND THE EVENTS UNDER THE EFFECT OF PRESENT GCTC

1. Data of Sziget

- | | |
|-------------------------------------|---|
| 1.1. Full corporate name of Sziget: | SZIGET Kulturális Menedzser Iroda
Korlátolt Felelősségű Társaság |
| 1.2. Registered office of Sziget: | 1033 Budapest, Hajógyári-sziget, Hrsz.
23796/58 |
| 1.3. Record office authority: | Municipal Court of Budapest |
| 1.4. Company register number: | 01-09-263756 |
| 1.5. Tax number: | 10837410-2-41 |

2. Events organized by Sziget under the effect of present GCTC

2.1. Sziget Festival:

<http://sziget.hu/fesztival/?language=en>

2.2. VOLT Festival:

<http://sziget.hu/volt/?language=en>

2.3. Heineken Balaton Sound Festival:

<http://sziget.hu/balatonsound/?language=en>

2.4. OTP Club Gourmet Festival:

II. TERMINOLOGY

1. Sziget: business association specified at point I.1.
2. Event/Events: collectivity of programs and services insured at festival/festivals specified at point I.2., organized by Sziget.
3. Area of the Event/Events: any area, real estate, real estate section leased, used and/or possessed with any other legal title by Sziget, furthermore any public or private land Sziget has an official reservation or permit in relation to that.
4. Service: every service available by Sziget, collaborate or contractual partners of Sziget at the Events.
5. Ticket: certification issued by Sziget which gives the right of participation at the Events (voucher, e-ticket, ticket, day ticket, pass or wristband). At the validation of specific voucher, e-ticket, ticket, day ticket or pass Sziget gives the Visitor a wristband bearing the same rights.
6. Visitor: authorized natural person participating the specific Event.
7. Product: things available for purchase by Sziget, collaborate or contractual partners of Sziget at the Events.
8. Collaborate partner: subcontractor or agent of Sziget
9. Contractual partner: business association, individual or organization in contractual relation with sziget at specific Event who perform an independent economic, business, social or other activity.
10. Third parties: natural and legal persons and unincorporated business associations apart from Sziget and the Visitor.
11. Subpages: the following subpages together:
<http://sziget.hu/fesztival/?language=en>, <http://sziget.hu/volt/?language=en>,
<http://sziget.hu/balatonsound/?language=en>
<http://www.sziget.hu/gourmetfesztival>

III. Effect of GCTC

1. The personal scope of present GCTC covers Sziget, the Visitor and all natural persons participating the Event in a unauthorized way. The conditions of legal relations between Sziget and collaborate or contractual partners are specified in separate contracts.

2. Present GCTC is an open agreement.

3. The Visitor acknowledges that Sziget reserves the right to modify present GCTC. In case of modification changes in the last consolidated version of GCTC shall be in italics, underlined, and deletions shall be marked by crossed out letters. Sziget informs the Visitor by publishing the modifications at the subpages, which come into effect immediately.

4. By purchasing a ticket and also by beginning unauthorized participation the Visitor and the unauthorized person declares the recognition of present GCTC, the acceptance of its mandatory status and approves the necessary data management as specified in present GCTC.

IV. NATURE OF LEGAL RELATIONS

1. Sziget assures the Visitor who purchased a ticket the participation at specific Event/Events and the utilization of services (programs, catering, accommodation etc.) provided at specific Event.

2. Specific Event means – in accordance with section II.- the complex of programs and Services. The content and number of specific programs and Services at the Events are formed by Sziget as an organizer. In regard of the fact that these programs and Services provided by Sziget are supplied in cooperation with numerous collaborate or contractual partners, depending on their performance, Sziget cannot guarantee the content and number (for example the performance of specific band). Nevertheless Sziget at all times endeavors to provide the previously communicated programs and Services or in case of stalemate provide a program or Service with the similar content and standard to replace the cancelled program or Service.

V. TYPES OF TICKETS, PURCHASE OF TICKETS

1. Types of tickets

1.1. Ticket and wristband : At the validation of specific voucher, e-ticket, ticket, day ticket or pass Sziget gives the Visitor a wristband bearing the same rights. This wristband embodies the same rights and obligations further as the Ticket. Only the intact wristband worn around the wrist entitles the stay at the area of the Event. This will be checked continuously upon entry and at the area of the Event by the Collaborators of Sziget. Loss or damage of the wristband is an exclusive responsibility of the Visitor.

In case of loss or damage the wristband does not bears the same rights as an intact wristband, so the Visitor is bound to leave the area of the Event. Damaged wristbands - glued, cut, with a patent undone, broader than the hand- are invalid. Damaged and lost wristbands cannot be replaced by Sziget.

1.2. Types of Tickets at Sziget Festival

1st Appendix

1.3. Types of Tickets at Volt

Festival

2nd Appendix

1.4. Types of Tickets at Heineken Balaton Sound

3rd Appendix

1.5. Policy of OTP Club Gourmet Festival

4th Appendix

1.6. Guidelines of the Voucher Card

5th Appendix

1.7. Privacy Policy of META MPI Kft.

6th Appendix

1.8. Policy of Benefit Program

7th Appendix

1.9. Privacy Policy of Sziget Kulturális Menedzser Iroda Kft.

8th Appendix

2. Purchase of Tickets

2.1. Purchase of Tickets via electric or telecommunication channels

The on-line and telecommunication sales channels are operated by Sziget or specific Contractual Partners of Sziget [using the on-line payment system of OTP Bank Hungary](#). These channels do not have a booking option.

After giving the requested data, accepting present GCTC and a successful bank transfer Sziget or its Contractual Partner is sending a link in an e-mail to the e-mail address given by the customer. Using this link the customer can download the purchased voucher.

Each ordered Ticket has a separate voucher (with separate barcodes) so the customer finds separate links in the e-mail whose numbers are equivalent with the number of tickets ordered. Each separate link leads to separate voucher so in case of ordering more than 1 (one) Ticket each vouchers should be printed out because at the gates of the Event Sziget can give 1 (one) wristband to 1 (one) voucher. Printing out and preservation of the voucher (vouchers) are the customer's own responsibility. In case of on-line ordering the field „Ticket receiver” should be the actual person who will receive the wristband(s) at the gate of the Event.

The receiver, the customer and the cardholder person can be different but it is only the Ticket receiver who Sziget can give the wristband(s) at the gates of the Event. Detailed conditions regarding the on-line or telecommunication sales can be found on the website of the sales by Sziget or its Contractual Partner, especially in the following issues: on-line and

telecommunication sales agreement, methods of payment, manner of performance, invoicing and data management.

2.2. Purchase of Tickets in person

The customer is able to purchase Tickets for cash, holiday checks and vouchers (only Hungarian types) and credit card or bank transfer at the designated places run by Sziget or its Contractual Partners in opening hours for simultaneous performance. The list of sales places and payment methods is available at the Subpages.

2.3. Purchase of Tickets by cash on delivery (COD) and courier

The customer is able to purchase Tickets by COD or courier. In case of above mentioned methods the customer has to pay the purchase price and the extra price for delivery to the courier. Detailed conditions regarding the COD and courier sales can be found on the website of the sales by Sziget or its Contractual Partner, especially in the following issues: on-line and telecommunication sales agreement, methods of payment, manner of performance, invoicing and data management.

2.4. Difference in the persons

In case the person performing the purchase (Customer) is not the Visitor or the Customer is purchasing Tickets for other Visitors Sziget presumes that during the purchase the Customer is authorized to act in the name of the other Visitors and that the Customer advised the other Visitors about the rights and obligations according to the available informations.

3. Replacement, return and refund of Tickets

By purchasing the Ticket the Customer approves Sziget or its Collaborators to start the performance (COD, courier) or to consider it executed (personal, on-line, telecommunication purchase) so the Customer is not authorized to change intention.

Sziget excludes the replacement, return or any refund of the sales price of the Tickets. The exclusion does not include the upgrade of Sziget Non-Camping Pass to Sziget Camping Pass after the proper extra payment on the spot at the gates of the Event.

4. Change in prices

Sziget reserves the right to change the prices unilaterally at all times without any previous notice.

VI. PARTICIPATION IN THE EVENTS

1. Entry

1.1. Only the appointed persons can enter the Events only at the designated spots.

1.2. Entering the designated Event the Visitor submits the legal entering process.

It is prohibited to bring the following objects inside the area of the Events: drugs, pyrotechnics devices, glass, striking or cutting devices, umbrellas, explosives, toxic and flammable materials or any other objects which can cause harm to others. According to the valid laws the Visitor is prohibited to bring the following objects inside the area of the Events: knives with a blade longer than 8 cm, switch knives, gas sprays, black jacks, metal chains longer than 50 cm or any other objects which are unsafe to public security specified in 175/2003. (X.28.) governmental decree. Dismissing this regulation is a minor offence.

The Visitor is not authorized to bring any alcoholic drinks inside the area of the Events. The limit per Visitor for non-alcoholic drinks is half a liter in plastic bottle at Sziget Festival(1) and 1,5 liter for Volt Festival, Heineken Balaton Sound Festival and Budai Gourmet. The Visitor is not authorized to bring food products or tobacco in commercial quantities inside the area of the Events.

1.3. It is prohibited to enter the area of the Events by car without a valid car pass issued by Sziget. Sziget advises you to use the public transport or taxi services to get to the area of the Events.

1.4. For all children under the age of 11 (eleven) entering the area of Volt Festival, Heineken Balaton Sound Festival and Sziget Festival is free. All children under the age of 14 (fourteen) is to be accompanied by an competent adult to enter the area of the Event.

1.5. Only tame pets, which are not dangerous to the Visitors safety and can be brought on a leash can enter the area of the Event, if the owner meets the requirement of a Visitor. It is not recommended to bring dogs to the area of the Events. We kindly request you to leave your dog at home or use the services of one of the dog kennels in the nearby vicinity of the Events.

Owners can only bring the pets inside the area of the Event if the pets meet the following requirements:

(1) provide valid inoculation certificates with an anti-rabies jab not older than a year,

(2) identification (readable tattoo or microchip),

(3) use of: leash, muzzle, dog-collar and a pendant with the owner's phone number (on which the owner can be reached during the Event).

The above mentioned rules will be monitored upon entry the area of the Event. If any of them is not met, the pet is not allowed to enter the area of the Event. By bringing in a pet the owner accepts that the pet is to be kept in hygienic, appropriate conditions.

By bringing in a dog or a ferret the owner accepts that the pet will wear a muzzle and will be kept on a leash during the Event. Costs of a lost pet should be covered by the owner. Pets lost whose owner does not appear in 8 (eight) days will be transported to the animal health service depots from the area of the Event. Sziget reserves the right to bar the entrance of various animals to the area of the Event.

2. Rules of conduct inside the area of the Events

2.1. The behaviour of the Visitor should be appropriate, following the relevant legal regulations and social rules. The Visitor should be beware of actions which can threaten or offend other's life, security and personal rights.

Inside the area of the Events the Visitors have to pay special attention to protect the environment. Damaging the natural environment and littering is prohibited. Children under the age of 14 (fourteen) is to be accompanied by an competent adult to enter the area of the Event.

2.2. The Visitor acknowledges that sound and film recordings will be made of the event by Sziget , authorised contracted partners of Sziget, contributors, press staff or third parties. Accordingly, the Visitor by participating the Event(s) acknowledges that they can appear on pictures or videos, their actions might be recorded and reported. Anyone who appears on these recordings can be ycleped only with their agreement. The previously mentioned recorders, in regard of the Visitor, gains authorisation of application which is unlimited in space, time and in mode of application. The recorder, in regard of Visitor, has unlimited authorisation to use, copy, publish, adapt, broadcast and issue the recordings without any obligation to compensate the Visitor. In regard of the previously mentioned the Visitor may not have any claims to the makers of the recordings or Sziget. Film and sound recordings about the programs can only be made with the written agreement of Sziget. Visitors are allowed to take photographs.

2.3. The Visitor acknowledges that inside the area of the Event it is prohibited to practice any commercial or advertisement activity in particular ticket selling may be engaged in only withoperation without the previous written approvalagreement of Sziget, and in accordance with applicable rules.

The Visitor acknowledges that in the whole area of the Event personal and property security guards are employed who exercise their rights pursuant to Law CXXXIII of 2005 on rules of personal and property security and private investigation activities and other applicable legal acts.

The Visitor acknowledges that in the area of the Event in case of any action or activity exercised without an appropriate authorization personal and property security guards or other persons acting for Sziget may carry out acts the that limit personal freedom or harm personal privilege of the unauthorized persons, under certain conditions defined in law, in order to put an end to an irregular situation.

In relation to unauthorized activity Sziget may immediately notify competent authorities if necessary.

2.4. In the area of the Events any commercial or advertisement activity in particular selling or service providing against the law or violating the public interest is prohibited even if it was previously approved by Sziget in writing.

2.5. It is prohibited to serve alcohol to Visitors under the age of 18 (eighteen) or drunkards inside the area of the Event. Using drugs is illegal.

2.6. For the safety of the Visitors it is prohibited to do „body surf” (when the crowd send people over their heads toward the stage) inside the area of the Events.

2.7. For the safety of the Visitors it is prohibited to lay a fire inside the area of the Events.

2.8. It is prohibited and endangering life to swim in the Danube inside the area of the Event. It is the own responsibility of the Visitor to swim in the Lake Balaton during daytime, not being in drunk conditions and observing the relevant aquatic rules and regulations.

2.9. Rules and regulations concerning pets specified at IV.1.5. point are to be applied during the whole stay inside the area of the Event.

2.10. In view of the purposes of the festival that is to guarantee the undisturbed and appropriate amusement for those visitors who abide by the present GCTC, during the programmes all the demonstrations which is not connected to the events which are organised by the Sziget - with no regard to the number of the participants – is strictly prohibited.

The Sziget reserves the right to allow certain demonstrations or tacitly note, based on its exclusive award with a provision that the participants have to abide by the present GCTC and policy. Furthermore the participants have to adopt an attitude that does not disturb the other visitor's amusement, the traffic, getting in and getting out from the festival area, moreover it can not disturb, encumber or hamstring the strain of the services and/or the productions for the other visitors. Sziget has the right to pronounce finished the not permitted and not noted demonstrations without further justification. Furthermore Sziget also has the right to pronounce finished or determine certain condition without further justification - particularly the following: stuff numbers, locality and duration – in the case of those demonstrations which was previously announced allowed and noted. In the case of Sziget pronounces finished a demonstration, participants must immediately finish it. If Sziget determines conditions about the demonstrations which was previously announced as allowed or noted, participants must those entirely abide by.

3. Rules of conduct outside the area of the Events

Outside the area of the event, on the way there and back the Visitor is to follow the relevant legal regulations and social rules. The Visitor should be beware of actions which can threaten or offend other Visitors life, security and personal rights especially Third Person local residents.

4. Lost objects

Hand in and receipt of lost objects after proper identification is possible at the information tent during the Event. After the Event Sziget will follow the responsible safekeeping. Further information regarding this issue is available in the program leaflets and at the specific channels specified at the official website of the Event(s).

5. Security

Inside the area of the Event Collaborators of Sziget with proper professional qualifications insure the enforcement of the rules of conduct and security. By participating the Event the Visitor accepts the the co-operation, within the framework of the legal regulations, with these Collaborators.

6. First aid and medical care

Inside the area of the Events the continuous first aid and medical care is insured. Nevertheless purchasing the Ticket does not authorise the Visitor to use the services for free but social security, health or travel insurance is needed. In any other case the service is available for payment of consideration.

7. Providing Services and sales of Products

7.1. During the Events Services and Products are available both for free and for payment of consideration.

The Visitor accepts and assume responsibility that by using the latter there is always a price charged what has to be settled in due time. The Visitor can settle the price by choosing one of the payment methods tendered by Sziget or its Collaborators or Contractual Partners. Inside the area of the Events it is possible to pay using only the following payment methods and procedures instead of cash.

7.2. In the area of the Events payment can be realized on one hand by Festival Card which Sziget is considered unilaterally authorised to be issue an electronical purchase voucher. beside the conventional cash payments. The Festival Sziget card can be used at the designated spots, if it is decided by Sziget.

The voucher card is an electronical purchase voucher issued by the Sziget. The card is not ranked as an credit card, neither as an cash substituent instrument, the Sziget does not handle deposit. As a payment it is just considered at the appropriated event, and can be used only during its term at those commercial units which operates on the venue field assured by the Sziget.

In the area of the Events payment can be realized on the other hand by PayPass™ non-contact purchasing system according to agreement between Sziget Kft. and OTP Bank Nyrt. This purchasing system is based on a special device with a radio transmitter and a terminal suitable for read out this special device in order to realize the transaction.

PayPass™ refers to a technology, so all MasterCard® PayPass or Maestro® PayPass™ devices with PayPass™ function, issued by any bank (for example a credit card or a wristwatch with PayPass™ function) can be used as a payment instrument at the Events.

The Sziget does not reliable for card or other payment instrument (Festival Card, PayPass) misuses and neither for those damages which were arised by loosing, stealing, dissolving or damaging of or other payment instrument card except if these cases happened because of the malicious or serious negligent behaviour of Sziget. The Sziget does not reliable for the accomplishment of card or other payment instrument acceptors towards the card owners especially having regarded to the guarantee and warranty demands connected to those products and services which were purchased at the card or other payment instrument acceptors. Complaints and demands in regard to the products and services which were purchased at the card acceptors should be arranged directly with them.

Partial rules connected to the Sziget card is contained by the appendix no. ~~5~~4 of the recent General Contract Terms and Rules. In respect of a concrete event the Sziget decides if it will be applied or not until at the latest time of the beginning of the programme.

VII. WARRANTY AND RESBONSIBILITY

1. Sziget guarantees that the Visitor possessing a proper Ticket can enter the area of the Event and can use the provided services. The dates of the Events can be changed by Sziget unilaterally that due to incidental weather conditions the dates are not changed absolutely.

2. Sziget reserves the right to modify the Events, to revise, modify and improve the provided Services and Products from time to time and specifically the right to make changes in the line up. The Visitor is not authorized to create any claims or debts against Sziget in regard of these modifications or improvements.

3. In case of the legal denouncement of Sziget the Visitor is not authorized to create any claims or debts against Sziget.

4. Sziget is only can be held accountable for damages which are premeditated or the outcome of considerable negligent defects. Sziget decidedly exclude its own responsibility in any personal or material damage endured inside the area of the Events which are not specifically the outcome of defective organization id est the premeditated or the considerable negligent conduct of Sziget cannot be determined.

The extent of the responsibility of Sziget cannot pass the price of the Ticket, the price of the Ticket has been defined in respect of the restriction of responsibility. Left-luggage office and safe custodian is always available at the Events organized by Sziget, accordingly Sziget is only can be held accountable for the objects deposited there.

Objects, personal effects, cash etc. with the value higher than 50.000 HUF only can be deposited after signing a written proof of receipt, without this document the responsibility of Sziget is excluded. Responsibility of Sziget is excluded in case of objects left at designated parking areas, especially in respect of vehicles parked there and those objects left in these vehicles.

5. Sziget cannot be held responsible for the Services and Products provided by its Collaborators or Contractual Partners. It is alone the own responsibility of the Visitor to use the Services and Products provided by Collaborators or Contractual Partners. Sziget cannot be held responsible for the damages in relation to the use of the Services and Products provided by Collaborators or Contractual Partners.

6. After the Visitor received the Ticket/Wristband Sziget cannot be held responsible for the loss, damage or the destruction of the Ticket/Wristband. The Visitor is not authorized to create any claims or debts against Sziget in cause of the procedures applied because of the lost or damaged Ticket/Wristband.

7. The Visitor declares that the data supplied by the Visitor as real has been specified in accordance with reality during the purchase and in any other case when it is necessary for the use of Services. Sziget excludes the responsibility for the damages caused by the inaccurate or unrecoverable data, e-mail address or delivery address. At the same time Sziget can claim the reimbursement of its loss in relation to the above.

8. The Visitor acknowledge that Sziget cannot be held responsible for none of the damages or misuse occurred during any payment method, this way nor in the case when the Visitor forgot to report the loss of the credit card to the relevant issuer banking company.

Sziget especially cannot be held responsible for the defects, deficiencies or security for the applied payment methods. In case of bank transfer Sziget excludes the responsibility for the run over time of the transaction (with special attention to bank holidays) or for the damages caused by the false supply of the remitter identifier or the remitted amount.

9. The Visitor and unauthorized persons participating the Event have complete financial and criminal liability for the damages caused by the Visitor or the pet of the Visitor in the range

of the Event or the damages caused in perspective of the Event in regard of Sziget, Collaborators and Contractual Partners, other Visitors and Third Parties.

10. Sziget excludes the responsibility for every damage caused by the illegal action or negligence of the Visitor, pet or Third Party to any of the Collaborators and Contractual Partners, other Visitors and Third Parties of Sziget.

11. Sziget cannot be held responsible for the damages caused outside the area of the Event, during the travel of the Visitor to the area of the Event and back because Sziget only can be held responsible for the damages caused at the area of the Event if the conditions specified in present GCTC exist.

12. Sziget cannot arrange the accommodation of the pets, objects, drinks, food products and tobacco products which cannot be taken into the area of the Event. Sziget will not take them into safekeeping, in regard of them Sziget cannot be held responsible, so the proper placement of these things is the exclusive responsibility of the Visitor before entering the area of the event.

13. By purchasing the Sziget Moving in Ticket the Visitor acknowledge that the construction works are in progress and it is the own responsibility of the Visitor to enter the area of the Event before the Event officially starts.

14. Sziget cannot be held responsible for the use of personal data diverse from the points specified in present GCTC if the use or the damage caused by the use occurred because of a Third Party or the premeditated or considerable negligent conduct of the Visitor or if Sziget followed the regulations of present GCTC.

VIII. SANCTIONS

1. Sziget is authorized to terminate the legal relations immediately in regard of the given Event or any Events for which the Visitor possess a Ticket if the Visitor breaches any point of present GCTC in regard of legal relations concerning any Event.

2. Sziget is authorised alongside or instead of the notice with immediate effect to apply a partial deprivation against the involved Visitor for a fixed term (until the end of given Event or longer fixed term) or full deprivation (for all the Events organized by Sziget). After the expiration of the deprivation Sziget is authorized to vinctuate the attendance of the Events.

3. The Visitor only possessing a Sziget Non-Camping Ticket and sleeping inside the area of the Event acknowledges that alongside the call to account the Visitor has to pay the proper extra payment of the upgrade to a Sziget Camping Ticket or Sziget applies the notice with immediate effect and the Visitor is losing the right of further participation at the given Event. The Visitor is not authorized to create any claims or debts against Sziget in relation to above procedure.

4. Sziget files charges against persons involved in using/creating a counterfeit Ticket or persons committing a criminal act.

IX. TRADEMARK AND COPYRIGHT

1. Sziget, Collaborators and Contractual Partners have the exclusive ownership of the trademarks, logos and other information and materials published at the websites of Sziget, at the on-line and off-line media and at the Events.

These markings cannot be used, copied, distributed and published by a Third Party and the Visitors without the previous written agreement of Sziget, Collaborators and Contractual Partners

2. The trademarks, logos and other information and materials are under copyright protection. The rights concern Sziget, Collaborators and Contractual Partners.

3. Sziget bears the unlimited and exclusive official capacity to use the comments, advices and ideas concerning the Events shared with Sziget, Collaborators and Contractual Partners by the Visitors. Sziget is the exclusive owner of all of these comments concerning the Events and cannot be limited in their use. Sziget is authorized without restriction to use, replicate, revise and publish without any obligation to remunerate the Visitor.

X. VIS MAIOR

In case of war, revolt, terror attack, strike or demonstration not governed as strike, import or export embargo, accident, fire, blockade, flood, natural disaster, serious storm, serious electric shortage, serious traffic disorder/obstruction, official resolution or as a consequence of any other circumstance cannot be seen in advance or circumstances beyond control, which not fall in the range of the Visitor or Sziget, any of them cannot fulfill any of its contractual obligations, then this person is cannot be held responsible for any damage or loss which is caused by above events.

Present vis maior regulation is to be dully applied for given Event or all Events, for any Service or Program of given Event.

XI. CLOSING PROVISIONS

1. Sziget is authorized to co-operate with subcontractors and Collaborators.

2. Sziget is a business association resident and registered in Hungary. Hungarian legal regulations are governing and to be applied for present GCTC irrespective of incidental collision.

3. Any reference for the GCTC means a reference for the GCTC and its appendix. Any reference for any chapters and possible appendix means the chapters and possible appendix of the GCTC. The chapter heading only helps the better orientation but does not stand as a base for interpretation.

4. Sziget and the Visitor state that any legal dispute regarding the present GCTC or the Events furthermore the Services and Products provided by Sziget - irrespective of incidental

collision- are under the exclusive jurisdiction of the court competent where Sziget has its residence.

5. The present GCTC were executed in Hungarian language and they were translated to some foreign languages. The present GCTC are governed by Hungarian law. In the event of any discrepancy, contradiction or ambiguity, the Hungarian version shall prevail.

6. Any comments, complaints, ideas regarding the Events, catering or organization can be submitted to the information tent and the customer service office inside the area of the Events. Other addresses are available in the program leaflets and at the official websites of the Events.

Budapest, 17th of September 2012.

- 1st Appendix - [Policy of Sziget Festival](#)
- 2nd Appendix - [Policy of VOLT Festival](#)
- 3rd Appendix - [Policy Heineken Balaton Sound Festival](#)
- 4th Appendix - [Policy of OTP Club Gourmet Festival](#)
- 5th Appendix - Guidelines of the Voucher Card
- 6th Appendix - Privacy Policy of META MPI Kft.
- 7th Appendix - [Policy of Benefit Program](#)
- 8th Appendix - [Privacy Policy of Sziget Cultural Management](#)