

## General terms and conditions

The present General Terms and Conditions (hereinafter referred to as the **GTC**) apply to the online purchase of tickets by the Customer through the [www.ststephen.hu](http://www.ststephen.hu) website.

The website is operated by HudsonDean Kft. (hereinafter referred to as the Service Provider), whose details are the following:

Company name:	<b>HudsonDean Ltd.</b>
Seat:	<b>1039 Budapest, Aradi u. 11.</b>
Tax number:	<b>13640682-1-41</b>
Mailing address:	<b>1039 Budapest, Aradi u. 11.</b>
E-mail:	<a href="mailto:secretary@ststephen.hu">secretary@ststephen.hu</a>
Telephone:	<b>+36 70 322 8684</b>

Through the website the Customer can purchase the tickets of St Stephen Lodge 25th Anniversary event. The Service Provider is only responsible for the online sales of the ticket.

The Customer acknowledges only the members of a regular fraternities or guest of the forementioned members are entitled to purchase tickets and participate on the event.

**Ticket purchase made by Customers not entitled to participate on the event will be refunded at the rate of 50% up to 2 weeks before the event, thereafter no refund is possible.**

Use of the webshop:

1. The Customer needs to select the ticket option requires to purchase. Eleven ticket options are listed in the webshop for the event. The detailed description of the ticket is at the website.
2. After selecting the options, the Customer needs to submit the information required. In case of given false or misleading information the Customer not entitled to participate on the event.
3. After adding the ticket(s) to the basket the Customer can add a coupon before proceed to checkout.
4. At the checkout the Customer needs to provide name and billing address and select the payment option (card payment via SimplePay) and press the Place Order button.
5. By placing the order, the Customer agreed to this GTC and the Privacy Policy published on the website.
6. After placing the order, the Customer will be redirected to the Payment Provider secure webpage.

After the successful payment the invoice of the purchase will be automatically sent to the Customer's email address in electronic format together with the electronic ticket.

The Service Provider uses the SimplePay credit card payment service provided by OTP mobil Kft. The customer enters his credit card details in the secure SimplePay interface. The payment process is the same as that offered by similar providers and offered by banks: by selecting the SimplePay option during the online payment, you will be redirected to the SimplePay payment page, where you will start the transaction by entering your credit card details.

With submitting the order the Customer acknowledges that the following personal data stored in the user account of HudsonDean Ltd (1039 Budapest, Aradi u. 11. ) in the user database of [www.ststephen.hu](http://www.ststephen.hu) will be handed over to OTP Mobil Ltd. and is trusted as data processor. The data transferred by the data controller are the following: name, email address and physical address. The nature and purpose of the data processing activity performed by the data processor in the SimplePay Privacy Policy can be found at the following link: <http://simplepay.hu/vasarlo-aff>.

By accepting the Terms and Conditions, the Customer acknowledges that the personal data stored by HudsonDean Ltd. as the data controller in the user database of [www.ststephen.hu](http://www.ststephen.hu) will be transferred to the companies providing payment services as data processors. The following data are transferred by the data controller: name, delivery and billing address, telephone number, email address. The nature and purpose of the processing activities carried out by the data processor can be found in the service providers' privacy policy, which can be found at <https://www.ststephen.hu/wp-content/uploads/2024/02/StStephen-GDPR-ENGLISH.pdf>

The Service Provider draws the Customer's attention to the fact that in the event that the Customer does not receive the order confirmation e-mail for reasons attributable to the Service Provider, the transaction shall be deemed unsuccessful.

The Service Provider shall issue an invoice for the purchase of the product(s) based on the data provided by the Customer using an invoicing software (szamlazz.hu; KBOSS.hu Kft.; cg.: 01-09-303201), which shall be sent to the Customer by e-mail. If the Customer has provided an incorrect name or address to be included on the invoice and the invoice was issued with this content, the Customer has one opportunity to request a modification of the invoice, which must be notified within a maximum of 10 calendar days from the date of issue of the invoice. The Customer may submit a request for an invoice amendment by sending an e-mail to [secretary@ststephen.hu](mailto:secretary@ststephen.hu).

The personal data that must be provided in connection with the order are processed by the Service Provider on the basis of legal authorization, in accordance with the applicable legal provisions, in order to perform the contract and to subsequently prove the terms of the contract. The detailed conditions relating to the processing of personal data are set out in the "Privacy Policy", which can be accessed directly by clicking on the address before providing the data.

By sending the order, a contract of sale is concluded between the Customer and the Service Provider. The contract shall be deemed to be a contract concluded by electronic means, by means of a device enabling communication at a distance, between persons acting at a distance, and shall be governed by Act V of 2013 on the Civil Code (Civil Code), Act CVIII of 2001 on certain issues of electronic commerce services and information society services (Act on the Provision of Services). If the Customer qualifies as a consumer under the applicable legislation in force (currently defined as a natural person acting outside the scope of his/her profession, self-employment or business activity), the contract is subject to the provisions of Government Decree 45/2014 (26.II.26.) on the detailed rules of contracts between consumers and businesses and shall comply with the provisions of Directive 2011/83/EU of the European Parliament and of the Council on consumer rights.

The electronic receipt of the order will be confirmed to the Customer by an automatic email, confirming that the Service Provider has received the order sent by the Customer and containing the details of the order. The confirmation email shall be deemed to be a confirmation of the conclusion of the contract on a durable medium.

If the confirmation by e-mail is not received by the Customer within 48 hours from the date of sending the order, the Customer is released from the contractual obligation.

The Customer accepts that the contract with the Service Provider was concluded electronically. The invoice for the products delivered by the Supplier will be sent to the Customer by e-mail.

If a data entry error is detected by the Customer only on the basis of the confirmation email, the Customer may initiate its correction by sending a reply email within 3 working days on the basis of the confirmation email. However, the Service Provider will consider this as a proposal to amend the contract and will suspend the performance of the contract until the correction is made on the basis of the Customer's request and the correctness of the corrected data is confirmed.

The Customer accepts and acknowledges that the Service Provider shall not be liable for any delay in performance or other problems or errors caused by the Customer's incorrectly and/or inaccurately provided data, or by the provision of e-mail contact details that are not suitable for receiving e-mails.

The Customer has the right to withdraw from the contract without giving any reason within 14 days from the purchase of the ticket.

The Service Provider informs the Customer that the exercise of the statutory right of withdrawal is subject to the provisions of the Civil Code. The Service Provider informs that the right of withdrawal under the statutory law is reserved to consumers within the meaning of Section 8 (1) (3) of Paragraph 1 of the Act - natural persons acting outside the scope of their profession, self-employment or business activity - and that legal persons may not exercise the right of withdrawal without giving a reason.

The notice of withdrawal must be sent in writing to the Service Provider's address indicated in Chapter I. The burden of proving that the customer has exercised his right of withdrawal in accordance with the provisions set out in this point shall lie with the customer.

If the Customer withdraws from the contract concluded with the Service Provider in accordance with the previous point, the Service Provider shall reimburse the total amount paid by the Customer as consideration, including the paid delivery costs, within 14 days of becoming aware of the withdrawal at the latest.

In the event of cancellation in accordance with the above, the Service Provider shall refund the amount due to the Customer in the same way as the payment method used by the Customer. Subject to the express consent of the Customer, the Service Provider may use another method of payment for the refund, but the Customer shall not be charged any additional fees as a result.

## ENFORCEMENT OPTIONS

If the Service Provider's customer service is unable to provide a satisfactory and satisfactory response to the Customer's request, the Customer may write his/her comments and complaints to the e-mail address [secretary@ststephen.hu](mailto:secretary@ststephen.hu) or send them to the Service Provider's address at 1039 Budapest, Aradi u. 11. Hungary which is also the place of complaint handling. The Service Provider requests the Customer to refer in his complaint to the consultation at the customer service and the circumstances of the failure of the consultation.

The Service Provider shall reply to the complaint in writing within 30 days at the latest, and if it does not consider the complaint justified, it shall justify its position in writing.

If the complaint is rejected, the Service Provider shall inform the Customer in writing of the authority or arbitration body to which the complaint may be submitted, depending on its nature. The information shall also include the headquarters, telephone and Internet contact details and postal address of the competent authority or conciliation body in the place where the Customer resides or is staying. The information shall also indicate whether the Service Provider will use the conciliation body's procedure to settle the consumer dispute.

The Service Provider shall keep the record of the complaint and a copy of the reply for five years and shall present it to the supervisory authorities upon request.

If any consumer dispute between the Service Provider and the Customer is not resolved during the complaint handling procedure, the following enforcement options are available to the Customer:

Complain to the consumer authorities. If the Customer detects a breach of his/her consumer rights, he/she has the right to lodge a complaint with the consumer protection authority competent for his/her place of residence. Once the complaint has been examined, the authority will decide whether to initiate consumer protection proceedings;

Conciliation Body. For the out-of-court and amicable settlement of consumer disputes concerning the quality, safety and application of product liability rules of the product(s) and the conclusion and performance of the contract, the consumer may bring the dispute before the competent territorial conciliation body. For the purposes of the rules on the conciliation body, a consumer is also a non-governmental organisation, a church, a condominium, a housing association, a micro, small or medium-sized enterprise within the meaning of a separate law, who buys, orders, receives, uses, makes use of or is the addressee of a commercial communication or offer in relation to goods.

Budapest Arbitration Board

Address: 1016 Budapest, Krisztina krt. 99. I. em. 111.

Postal address: 1253 Budapest, Pf.: 10.

Phone numbers: +36 (1) 488 21 31

Website address: <https://bekeltet.bkik.hu>

E-mail address: [bekelteto.testulet@bkik.hu](mailto:bekelteto.testulet@bkik.hu)

The Customer is entitled to pursue his/her claim arising from the dispute before a court in civil proceedings in accordance with the applicable legislation.

The Customer acknowledges and accepts that the Service Provider will treat the data obtained through the online purchase confidentially, will use it exclusively for the fulfilment of purchases, and will not pass it on to third parties in any form other than the service providers specified in the Data Management Information. By providing his/her personal data, the Customer consents to the processing of such data by the Service Provider in the manner specified in the Data Processing Policy in force and in force at the Service Provider.

The Service Provider shall be entitled to use subcontractors and contributors to carry out its activities.

The Service Provider is a company registered and domiciled in Hungary. The language of the contract shall be Hungarian and these GTC shall be governed by and construed in accordance with Hungarian law.

The Service Provider and the Customer stipulate the exclusive jurisdiction of the District Court of Budapest for any disputes related to these GTC or the products, as well as the services and product(s) provided by the Service Provider.

Budapest, 1<sup>st</sup> February 2024.