

## TERMS & CONDITIONS

We kindly ask you to read our terms and conditions before completing your reservation.

**Tickets:** Customers shall purchase a valid ticket to participate our tours. Tickets are non replaceable, the customer must keep the ticket safe. Customers found participating without a valid ticket will be charged the full ticket price. 'Hop on hop off' ticket is valid for 24/48/72 hours from the first boarding. Ticket must be shown or purchased as you board.

**Children:** Children aged 0-6 travel free on 'hop on hop off' buses, if accompanied by a dedicated adult with a valid ticket.

**Departure points and times:** Departure points, stops and times are defined by the service provider Company(ies). The Company endeavours to adhere published departure, arrival and general travel times, but is not liable for any failure to meet those times. The Company reserves the right to vary such departure points, stops and times without notice as circumstances require.

**Tour route:** The Company reserves the right to deviate from the route of a service in the event of marches, parades, or where reasonably prudent to do so in the light of circumstances beyond the Company's control. The Company reserves the right to change the published program, prices as well as the Terms and Conditions. You find our valid ticket and package prices on our website. Read our data management information: <http://www.programcentrum.com/privacy>

**Buses:** The buses are double-deckers or open top buses and they'll depart regardless of weather conditions. For safety reasons all customers are required to remain seated while the bus is in motion. During peak times seating cannot be guaranteed. Boarding depends on free capacity.

**Boat:** The river cruise is operated by Budapest Sightseeing Ltd. The boat ticket is valid for the cruises for the same period as your hop on hop off ticket. In case of low or high water level the boat service may temporarily be unavailable.

**Refunds:** If the Company is unable to provide a service throughout the period of the validity of the ticket through circumstances within its control, Customers shall be entitled to a full or partial refund. Any application for refund must be made at our Customer's Service Office at 1075 Budapest, Károly krt. 21.

**Accident or loss:** The Company will not be liable for any loss, damage, delay, inconvenience, direct or consequential loss, however caused, unless due to intentional tort or negligence by the Company, in which case its liability is limited (except for causing death or personal injury) for damages to a maximum of the refund of the ticket price.

**Alcohol, cigarettes, sweets, food, drink and pets:** The consumption of alcohol, cigarettes, ice-cream, food and drinks (except bottled drinks) is prohibited on the buses and on other vehicles at all times. No pets allowed.

**Customer conduct:** The Company may at its discretion require any person to alight from a tour if the Company deems his/her conduct offensive or a nuisance to other passengers, or if his/her behaviour constitutes a risk to his/her own safety or to the safety of other passengers. In that case the Company shall have no further liability. If the customer is under the influence of alcohol, intoxicating effects of drugs and/or infectious diseases, contaminated clothing or baggage, the passenger can be excluded. In case of injury: minimum 20.000 HUF payable!

**Baby carriage, wheelchair:** Baby carriages and wheelchairs must be folded on all our buses.

**Child Protection Provisions:** The provision of the travel service or the travel agent service of the package tour must not be aimed at infringing the rights of children, especially so the violation of the freedom of sexual life and the commission of crimes against sexual morality of a person under the age of eighteen.

**Please note:** If you lose your ticket you lose your ride!