

**AMENDED AND SEPARATED REFUND POLICY OF VOLT PRODUKCIÓ KFT.
REGARDING B.MY.LAKE FESTIVAL 2020
AS OF MARCH 24, 2022**

VOLT Produkció Korlátolt Felelősségű Társaság (Hajógyári sziget, lot number: 23796/58., 1033 Budapest, Hungary, registration number: 01-09-695549, hereinafter “**VOLT**”), as the organiser of B.my.Lake Festival could not hold its festivals in 2020, since the holding of mass events were prohibited by the Hungarian government based on the COVID-19 pandemic situation. VOLT issued its refund policy in 2020 regarding STRAND Festival 2020 and B my Lake Festival 2020.

VOLT hereby determines the detailed provisions related to the refund regarding exclusively the 2020 Ticket/Service purchased for the B.my.Lake Festival 2020 in accordance with the General Terms and Conditions of VOLT as of 10 March 2020 (hereinafter “**GTC**”). The scope of this Refund Policy covers the 2020 Ticket/Service for STRAND Festival 2020.

The ground for issuing the present Refund Policy is that the 2022 B.my.Lake Festival will not be held.

The terms defined in the present Refund Policy and the GTC by applying block letters as first letter, unless the context otherwise requires, shall have the same meaning as in the GTC.

I. Definitions:

“**2020 Event**” shall mean the B.my.Lake Festival 2020.

“**2020 Ticket/Service**” shall mean a Ticket for a cancelled 2020 Event or a Service should have been made available by VOLT at the cancelled 2020 Event.

“**Cash Refund**” shall mean the Purchase Price to be pecuniary refunded.

“**Purchase Price**” shall mean the original price, not inclusive of the handling fee, that has been paid for the 2020 Ticket/Service by the Ticket Purchaser.

“**Refund**” shall mean Cash Refund according to the present Refund Policy.

II. General provisions

The Ticket Purchaser or lawful ticket holder shall be entitled to Cash Refund under the present Refund Policy.

This Refund Policy shall not be applied to any 2020 Ticket/Service issued differently than the ticket purchase transaction determined by Section 2 of Part II of the GTC (therefore, the present Refund Policy is not applicable in particular to artist, staff, guest, vendor and press 2020 Ticket/Service and 2020 Ticket/Service given by VOLT or any affiliated party as a prize or gift).

A 2020 Ticket/Service may be refunded only once in accordance with this Refund Policy. If a 2020 Ticket/Service has been purchased from a Contracted Partner (ticket distributor) and it has performed refund on that, no Refund can be claimed from VOLT.

If a 2020 Ticket/Service has been sold by a Contracted Partner (ticket distributor), the provisions of the Cash Refund regarding the 2020 Ticket/Service shall be determined by the terms and conditions applied by such Contracted Partner. For such a 2020 Ticket/Service VOLT shall only provide the Cash Refund under a separate agreement with the Contracted Partner. In the absence of a separate agreement, or if the Contracted Partner has already performed Refund, the Cash Refund shall not be claimed from VOLT regarding the respective 2020 Ticket/Service.

III. Cash Refund

The Cash Refund shall be performed within 45 (forty-five) days after publishing the present Refund Policy.

The entitled person shall receive the amount of the Cash Refund as follows.

- (i) The Cash Refund shall be credited to the bank account belonging to the bank card used for the purchase of the respective 2020 Ticket/Service if the 2020 Ticket/Service was purchased by bank card, therefore only the Ticket Purchaser is entitled to the Cash Refund in this case.
- (ii) If any banking detail which is required to perform the transaction is not available, or the 2020 Ticket/Service has been purchased in person and in cash pursuant to Section 2.2 of Part II of the GTC, or Erzsébet Card, Erzsébet Voucher, Edenred voucher has been used for the purchase, providing a bank account number/IBAN and the name linked to is necessary in order to receive the Cash Refund.
- (iii) If an OTP SZÉP Card, MKB SZÉP Card, OTP Cafeteria Card or Edenred Card has been used for the purchase of the 2020 Ticket/Service, the sum of the Cash Refund shall be credited to the respective SZÉP Card, OTP Cafeteria Card or Edenred Card account, therefore only the Ticket Purchaser is entitled to the Cash Refund.
- (iv) If a K&H SZÉP Card has been used for the purchase of the 2020 Ticket/Service, the sum of the Cash Refund shall be credited to the respective K&H SZÉP Card, therefore only the Ticket Purchaser is entitled to the Cash Refund.
- (v) If Erzsébet Card, or Erzsébet Voucher has been used for the purchase, then the sum of the Cash Refund shall be credited to the designated bank account.

The Cash Refund shall be deemed as performed, if the sum of that (i) has been deducted from VOLT's bank account for the purpose of Cash Refund on the basis of the transaction data of the original purchase or (ii) has been paid - in cases determined in the present Refund Policy - to the designated bank account (iii) has been credited to the bank account of the provider of

SZÉP Card, OTP Cafeteria Card or Edenred Card account (iv) has been credited to the bank account of the Contracted Partner.

If the bank card used for the purchase of the 2020 Ticket/Service has been expired or has been changed in the meantime, then the sum of the Cash Refund is being kept by the bank managing the bank account belonging to the previous bank card. In this case the payment of the sum of the Cash Refund shall exclusively be requested from the respective bank. VOLT's liability is excluded in this regard.

If the bank account belonging to the bank card used for the purchase of the 2020 Ticket/Service has been terminated in the meantime, then the sum of the Cash Refund is being kept by the bank that has previously managed the terminated bank account. In this case the payment of the sum of the Cash Refund shall exclusively be requested from the respective bank. VOLT's liability is excluded in this regard.

If (i) already 2 (two) years have been passed from the termination of the bank account belonging to the bank card used for the purchase of the relevant 2020 Ticket/Service, (ii) the bank account belonging to the bank card used for the purchase of the relevant 2020 Ticket/Service has been held at Sberbank Magyarország Zrt., or (iii) the relevant 2020 Ticket/Service has been purchased by cash payment, the Cash Refund can only be performed if the Purchaser/lawful ticket holder contacts VOLT at the electronic mail availability info@bmylake.hu in order to cross-check bank account data. In course of the cross-check of bank account data, the Purchaser/lawful ticket holder shall provide the QR code belonging to the relevant 2020 Ticket/Service and the data of the bank account (name of the bank, name of the beneficiary, bank account number) where to the performance of the Cash Refund is requested. Failing to do so, the Cash Refund cannot be performed. VOLT's liability is excluded in this regard.

In respect of a relevant 2022 Ticket/Service, Cash Refund may be performed only once. Apart from the QR code of the relevant 2020 Ticket/Service, VOLT is not examining the authenticity of the provided data. VOLT's liability is excluded in this regard.

In the event the Purchaser/lawful ticket holder and the holder of the credited account are different persons, it is their sole obligation to settle accounts with each other. VOLT's liability is excluded in this regard.

The sum of the Cash Refund shall be credited to the account of the Contracted Partner, if the 2020 Ticket/Service has been purchased therefrom and it is the Contracted Partner's sole obligation to settle accounts with the entitled person. VOLT transfers the personal data to the Contracted Partner that is necessary to settle accounts with the entitled person. VOLT's liability is excluded in this regard.

The present Policy was written in Hungarian, although its English version is also accessible. In the event of contradiction between Hungarian and English version, the Hungarian language version shall prevail.