

E-HÉV-TICKET AND PASS TERMS AND CONDITIONS

EXTRACT OF THE GENERAL TERMS & CONDITIONS OF MÁV-HÉV AND THE TERMS & CONDITIONS OF HÉV TICKETS AND PASSES PURCHASED FROM MÁV APPLICATION

On Behalf of MÁV-HÉV Zrt., different rules for the purchase and use of tickets sold by MÁV-START Zrt.

1. Concepts

MÁV application: The timetable information and ticket sales application of MÁV-START Zrt. operating on smartphones, the use of which is governed by the legal notice in the information menu of the application.

New Elvira: Online ticket purchase system available on the MÁV Group website. The use of New Elvira is governed by the disclaimer in the information menu of this website.

MÁV-START ticket vending machine: A self-service facility of MÁV-START Zrt. that allows passengers to purchase tickets and passes without the assistance of a ticketing employee.

Electronic ticket: Any ticket voucher issued on an electronic medium as defined in the business rules of the railway corporation, as provided for in Article 7(5) of Annex I. to the EU Railway Regulation.

A ticket sold electronically: A ticket that entitles the holder to one journey on a specific route or for a specific period of time, and a ticket that entitles the holder to an unlimited number of journeys on a specific route or (typically, but not exclusively, 4 or 24 hours) for a specific period of time (day ticket type), which is purchased electronically (via the internet or a mobile phone application) without the personal involvement of the employee making the sale.

2. Scope of the annex

The provisions of this annex shall apply to the purchase and use of tickets sold by MÁV-START Zrt. In matters not covered by the annex, the general provisions of these General Terms and Conditions shall apply.

In the case of tickets sold electronically, the documents containing the conditions of use or use (available on the purchase interface) become part of the contract between MÁV-HÉV Zrt. and the passenger without any special notification upon successful purchase (special conditions of carriage).

3. Conditions for using the service:

Tickets sold electronically can be purchased by anyone who has access to the internet or mobile network, and who has accepted the terms of use and data protection conditions during the electronic registration process.

In the case of tickets sold electronically or through a ticket vending machine, the passenger buys the ticket independently. When using the user interfaces and equipment for sales, it is the passenger's responsibility to select the appropriate type of ticket, type of journey, validity, class of carriage and discount for their journey, and to provide other payment details.

Electronic ordering and purchase of tickets can only take place after the data processing consent has been given. During the purchase and/or registration process, the passenger has the opportunity to learn about the applicable data processing rules from the data protection statement on the website of MÁV-START Zrt.

4. Validity of tickets, advance booking

The range of tickets sold by MÁV-START Zrt. may differ from the range of fare products available at BKK Zrt. ticket offices and ticket vending machines, as MÁV HÉV Zrt. provides information on this in its Fare Conditions.

Tickets sold by MÁV-START Zrt. may only be used during the period and on the route indicated on the ticket. A ticket sold electronically can only be used by the passenger whose identity details have been provided in the electronic purchase interface prior to payment. Identification documents must always be presented when tickets are sold.

Tickets cannot be purchased from MÁV-START Zrt. without indicating their validity, and tickets cannot be used to interrupt a journey. The tickets sold by MÁV-START Zrt. are valid only for the period and area of validity indicated on them. For advance purchase of tickets, the general rules for other tickets apply.

Tickets sold by MÁV-START Zrt. - including tickets purchased via the MÁV app and the new Elvira for the MÁV-HÉV service area - are valid for the period specified in the Tariff.

5. Prizes

There is no extra charge for the recording of the order for tickets sold by MÁV-START Zrt. The fees for access to electronic sales platforms are set out in the contract between the passenger and the internet or mobile phone service provider.

6. Issuing tickets and passes

The ticket sold electronically, according to the method of acceptance chosen at the time of purchase:

- can be presented on a suitable device (e.g. a smartphone) without being printed at the time of inspection,
- can be printed on the passenger's own device.

The electronically sold ticket purchased in the MÁV application can be downloaded to the MÁV application and will be sent in pdf format to the e-mail address provided by the passenger.

During verification, a ticket purchased in the MÁV application can be presented in the following ways:

- ticket downloaded to the MÁV application from the application,
- the pdf ticket on the passenger's mobile device,
- the pdf ticket printed.

The e-ticket purchased on the new Elvira will be sent in pdf. format to the e-mail address provided by the passenger.

During verification, a ticket purchased on the new Elvira can be presented in the following ways:

- the pdf ticket on the passenger's mobile device
- the pdf ticket printed

It is the passenger's responsibility and liability to ensure the functionality of the device used to purchase a ticket electronically. If the passenger cannot present the ticket (that he/she bought without printing) at the check-in, he/she is considered as a ticketless passenger.

7. Issuing an invoice

In case of electronic purchases, the invoice is issued by MÁV-START Zrt., which MÁV START Zrt. provides information about on the electronic sales platform. Only an electronic invoice can be requested for tickets sold electronically and presented on a suitable device, which will be generated for each purchase and sent to the e-mail address provided.

Invoices can only be requested at the time of purchase, no invoices can be issued afterwards. Invoices can be requested from the Customer Service of MÁV-START Zrt. in case, someone purchased a ticket from a ticket vending machine that did not issue an invoice due to a design or technical fault.

8. Malfunction

A breakdown in the MÁV application or the new Elvira does not exempt you from paying the fare. In case of failure, ticket replacement must be done through other sales channels (under

the conditions set out in point VI. of the General Business Rules, at a ticket office or a ticket vending machine, or, failing that, by on-board ticketing).

9. Ticket exchange, refund

The details of the rules for the exchange or redemption of tickets sold by MÁV-START Zrt., are set out in the General Business Rules of MÁV-START Zrt.

It is not possible to exchange tickets sold electronically.

Refunds for tickets sold electronically can only be initiated by the passenger via the electronic sales platform, during the period specified in the Tariff and for a handling fee.

MÁV-HÉV Zrt.