

CONVENIENCE REFUND POLICY OF VOLT PRODUKCIÓ KFT.

(STRAND FESTIVAL 2020)

In view of the COVID-19 pandemic situation, **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 STRAND Festival 2020 (hereinafter: “**Event**”) has voluntarily offered without any respective obligation, based on business decision, to provide the limited right to amend the contract unilaterally and the limited right of cancellation to the Ticket Purchaser regarding the ticket purchase contract, which may be exercised according to the present Policy. The present document determines the detailed provisions related to the Convenience Refund of the purchase price and the other options of the Ticket Purchaser. The terms defined in the General Terms and Conditions (hereinafter: “**GTC**”) by applying block letters as first letter, and unless the context otherwise requires, shall have the same meaning as in the GTC.

I. Definitions:

“**2020 Ticket**” shall mean a Ticket for the Event.

“**2021 Ticket**” shall mean a Ticket for STRAND Festival 2021.

“**Cash Refund**” shall mean the amount to be pecuniary refunded upon the Ticket Purchaser’s cancellation.

“**Exchange**” shall mean the change of the validity of the 2020 Ticket to a different date for the 2020 Event.

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

“**Convenience Refund**” shall mean Transfer or Exchange in case of the unilateral amendment of the ticket purchase contract, or Cash Refund in case of cancelling the ticket purchase contract based on the decision of the Ticket Purchaser according to the present Refund Policy.

“**Refund Proceeding Fee**” shall mean an amount equal to the 5 (five) per cent of the amount of the Cash Refund.

“**Transfer**” shall mean the validity for the 2021 Event of the 2020 Ticket.

“**Use of Ticket**” shall mean the automatic validity of the 2020 Ticket for the Event.

II. General provisions

Upon his or her sole discretion, the Ticket Purchaser shall be entitled to:

- (i) Use of the Ticker, or
- (ii) Transfer; or

- (iii) Exchange; or
- (iv) Cash Refund

under the present Convenience Refund Policy.

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

Any 2020 Ticket may be disposed of separately.

Only the Ticket Purchaser shall be allowed to exercise cancellation regarding the ticket purchase contract or amend it, and request Convenience Refund. By exercising the cancellation, amendment and requesting the Convenience Refund, it shall be deemed that the person sending the respective questionnaire to VOLT has declared, that he/she is the Ticket Purchaser. VOLT's liability is excluded in this regard.

The cancellation, amendment and the request for Convenience Refund cannot be withdrawn.

Disposal of the 2020 Ticket shall be allowed only between June 25, 2020 and July 9, 2020. The default opting is the Use of Ticket, therefore, in an event of failure of initiation of the Convenience Refund within the respective period, the 2020 Ticket shall remain valid.

The present Convenience Refund Policy applies only to 2020 Tickets purchased prior to the announcement of the Refund, therefore purchased before June 23, 2020.

If Convenience Refund is being requested by more than one person regarding the same 2020 Ticket within the applicable deadline, VOLT shall not perform the Convenience Refund, and the right to Convenience Refund concerning the 2020 Ticket shall be lost automatically (forfeiture of right). The 2020 Ticket shall be valid for the Event (Use of Ticket). VOLT's liability is excluded in this regard.

A 2020 Ticket may be refunded only once in accordance with this Convenience Refund Policy.

If a 2020 Ticket has been sold by a Contracted Partner (ticket distributor), the provisions of any refund regarding the 2020 Ticket (including any exchange of the tickets or amendments) shall be determined by the terms and conditions applied by such Contracted Partner. For such a Ticket VOLT shall only provide the Convenience 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 (including any exchange of tickets or amendment) the Convenience Refund shall not be claimed from VOLT regarding the respective 2020 Ticket.

III. Use of Ticket

Opting for Use of Ticket is automatic. There is no need to request the Use of Ticket in any form. Therefore, in case of Use of Ticket, the lawful ticket holder of the Ticket shall be, without any further action, entitled to enter and participate the Event. However, if the

Convenience Refund has been claimed by the Ticket Purchaser, the Use of Ticket is not possible anymore and the 2020 Ticket shall become invalid. VOLT's liability is excluded in this regard

For other aspects of the use of the Ticket at the Event the provisions of the GTC in effect shall apply.

IV. Transfer

Based on the unilateral amendment by the Ticket Purchaser of the ticket purchase contract as allowed by the present Convenience Refund Policy, the Transfer may be claimed by filling out the respective questionnaire and providing the requested information. The questionnaire shall be completed between June 25, 2020 and July 9, 2020. In case of requesting Transfer, VOLT shall invalidate the originally purchased 2020 Ticket and shall send the 2021 Ticket valid on the day(s) indicated by the Ticket Purchaser to the e-mail address provided by the Ticket Purchaser. The lawful ticket holder of the 2021 Ticket shall be entitled to enter and participate the 2021 Event.

If the amount of the Purchase Price of the 2021 Ticket does not reach the amount of the Purchase Price of the 2020 Ticket, the difference between the 2020 Ticket's Purchase Price and the 2021 Ticket's Purchase Price shall not be reimbursed by VOLT. VOLT's liability is excluded in this regard.

In case of a day ticket or a 3 (three) day pass it is possible to indicate the day of entering the 2021 Event until June 1, 2020 by sending an e-mail to the following e-mail address: info@strandfesztival.com. In this case the 2021 Ticket shall be sent by VOLT to the Ticket Purchaser within 30 days after the respective request to the e-mail address provided by him/her. In an event of failure to indicate the day of entry, the 2021 Ticket shall be valid for the same day of the 2021 Event as it would have been valid in 2020. It is the ticket holder's sole responsibility to enter the 2021 Event at a time suitable for exploiting fully the 2021 Ticket. VOLT's liability is excluded in this regard.

For other aspects of the use of the 2021 Ticket at the 2021 Event the provisions of the GTC in effect shall apply.

V. Exchange

Based on the unilateral amendment by the Ticket Purchaser of the ticket purchase contract allowed by the present Convenience Refund Policy, the Exchange may be claimed by filling out the respective questionnaire and providing the requested information. The questionnaire shall be completed between June 25, 2020 and July 9, 2020. In case of requesting Exchange, VOLT shall invalidate the originally purchased 2020 Ticket and shall send a new 2020 Ticket valid on the days indicated by the Ticket Purchaser to the e-mail address provided by the Ticket Purchaser when filling out the questionnaire 30 (thirty) days after filling out the questionnaire. The lawful ticket holder of the new 2020 Ticket shall be entitled to enter and participate the 2020 Event.

In case of a multiple day pass, the 2020 Ticket can be used in the 2020 Event on consecutive days as determined by the Ticket Purchaser. It is the ticket holder's sole responsibility to enter

the 2020 Event at a time suitable for exploiting fully the 2020 Ticket. VOLT's liability is excluded in this regard.

If the amount of the Purchase Price of the originally purchased 2020 Ticket does not reach the amount of the Purchase Price of the 2020 Ticket claimed by Exchange, then the Purchase Price difference shall not be reimbursed by VOLT. VOLT's liability is excluded in this regard.

For other aspects of the use of the 2020 Ticket at the 2020 Event the provisions of the GTC in effect shall apply.

VI. Cash Refund

In order to cancel the ticket purchase agreement and request Cash Refund, allowed by the present Convenience Refund Policy, a questionnaire shall be filled out and the requested information shall be provided between June 25, 2020 and July 9, 2020.

The Cash Refund shall be initiated within 60 (sixty) days after the closing day of the Event. VOLT explicitly excludes all liability regarding providing incorrect data to VOLT. The Refund Proceeding Fee shall be offset against the Convenience Refund. Accordingly, 5 (five) per cent shall be deducted, so the entitled person shall receive 95 (ninety-five) per cent of the Convenience Refund (hereinafter the "**Actual Payable Amount**").

The Actual Payable Amount shall be credited to the bank account belonging to the bank card used for the purchase of the respective 2020 Ticket at VOLT's webshop if the Ticket was purchased online. If the bank card has been expired or any banking detail which is required to perform the transaction is not available, or the 2020 Ticket has been purchased in person 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 Purchase Price If an OTP SZÉP Card, MKB SZÉP Card, K&H SZÉP Card, OTP Cafeteria Card or Edenred Card has been used for the purchase of the Ticket, the Purchase Price shall be credited to the respective SZÉP Card, OTP Cafeteria Card or Edenred Card account.

The Actual Payable Amount shall be credited to the account of the Contracted Partner, if the 2020 Ticket has been purchased therefrom and it is the Contracted Partner's sole obligation 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.