



VÁROSLIGETI
MŰJÉGPÁLYA

CITY PARK ICE RINK SKATING SEASON 2025-2026

GROUND RULES

1. THE PURPOSE OF THE GROUND RULES: is to define the behaviour and fundamental guidelines for individuals present at the City Park Ice Rink (hereinafter referred to as "City Park Ice Rink") operated by the Budapest Sport Service Provider Nonprofit Ltd (hereinafter referred to as the "Operator").

2. THE SCOPE OF THE GROUND RULES: Visitors of the City Park Ice Rink, as well as organisers, attendees of events, and lessees of premises at the City Park Ice Rink, accept the ground rules, data protection, and safety regulations by entering the property. They acknowledge that violation of these rules may lead to their removal from the City Park Ice Rink, even if they hold a valid entry ticket, pass, are employees, service providers or an organiser or participant of certain events.

3. HEALTH AND SAFETY REGULATIONS: Guests are permitted to use the sports services at the City Park Ice Rink in compliance with current health regulations. The Operator reserves the right to implement stricter conditions than the current health guidelines and may restrict building access or provide alternative solutions for skate rental and cloakroom services as preventive or pandemic control measures. The Operator reserves the right to restrict the use of all or a part of the building, and/or to continue skate renting and cloakroom operation using alternative solutions as measures concerning the pandemic.

4. TICKET PURCHASE:

4.1. During regular opening hours, only guests with a valid entry ticket or pass (hereinafter collectively referred to as "entry ticket"), or those arriving as part of an official school skating program, are allowed to skate. Digital entry tickets or cards with QR codes, as well as event-specific wristbands or vouchers with unique identifiers issued by the Operator, are also considered entry tickets. Separate participation conditions and fees apply for designated areas for activities such as snowboarding, sledding, curling, or any other sports. The amusement park operated by _____ under the name of Happy Wonderland takes place at a designated area.

4.2. Tickets can be purchased on-site at the ticket booths located in the lounge of the Historic Skating Hall, or online at jegy.mujegpalya.hu. In order to avoid queuing at the ticket booths, for quicker entry it is recommended to purchase your tickets online whenever possible. **The Operator reserves the right to limit, suspend, or allow ticket purchases intermittently at any time, especially in cases of full capacity.**

4.3. The entry tickets and passes issued for skating by the Operator, which performs public sports and youth services, are VAT-exempt. Guests must request an invoice at the time of ticket or pass purchase. If not requested, a receipt will be provided.

4.4. Entry tickets and passes for the City Park Ice Rink may only be purchased directly from the Operator, except for private events where tickets may be issued and distributed by the event organizer based on a contract with the Operator. In such cases, the Operator assumes no liability for compensation or refunds. It is the guest's sole responsibility to purchase tickets from the authorized Operator or, for events, from an organizer contracted with the Operator, and not from unauthorized resellers. The Operator publishes on its official online platforms the events where tickets are sold by contracted organizers (e.g., Freeze Festival 2024).

4.5. The City Park Ice Rink is an outdoor skating rink, and guests have the opportunity to assess the ice surface, the crowd of skaters from outside the fence, from the bridge, or from the City Park side. Therefore, after purchasing a ticket, the Operator does not accept complaints regarding the quality or size of the rink or anticipated full house, and will not issue refunds or exchanges for tickets or passes. Guests shall inspect from the outside the size of the surface of the Ice Rink in active use, which the Operator preserves the right to reduce and restrict certain sections due to unforeseen circumstances such as maintenance work. No refund or complaint will be accepted if during your stay the quality of the ice changes or a layer of water appears on the surface of the ice due to the changed weather conditions like raining, snowing or in case of strong wind. These are factors that the guest must take into account in the case of a large outdoor ice rink.

There is no refund or attribution to another ticket, pass in the cases below:

- if the Guest could not use or did not want to use their ticket or pass, or did not calculate with the anticipated full house in peak times and did not enter or entered late into the facility
- ice skating events organised for educational institutions
- if a child could not use their previously purchased ticket for school, group tickets for any reason
- tickets and passes received as gifts, Christmas presents, which the Guest does not want to or can not use
- if the Guest wishes to enter the facility in a time to which their ticket is not valid for (eg.: closed for an event or a time period designated for school groups)
- if a valid identification is required for entry and the Guest can only show one in the DÁP application, on photo or does not have the original, physical copy and therefore cannot enter the facility.

4.6. The ticket or pass entitles the holder to use the ice rink, cloakroom, restroom, and locker facilities, and provides accident insurance coverage for guests under the age of 80. The ticket or pass does not include the fees for skate rental, penguin skate aids, helmet rental, skate sharpening, or lessons, nor does it cover consumption at the food and beverage outlets of the City Park Ice Rink, additional periodic sports services (e.g., curling, ski lessons), or use of the photo booth and mobile charging stations.

4.7. The price of tickets and passes will not be reduced if the Operator closes or sections off a part of the ice rink due to an event, ice maintenance or other reasons.

4.8. **Purchased tickets or passes, including any unused portion, are non-refundable if the guest chooses not to or is unable to attend for any reason.** In cases where the facility must close due to energy crisis, wartime circumstances, or public health regulations, as mandated by law or the owner's decision, the Operator will proportionately extend the validity of tickets and passes **by 8 days**, but will not issue refunds. Please consider this when purchasing your ticket or pass.

It is the guest's responsibility if they arrive shortly before closing and thus have limited time to skate. Opening hours are publicly available and accessible. The Operator does not issue refunds for guests who are delayed entry during peak capacity or who arrive late, close to closing time.

It is the Guests' responsibility if they arrive shortly before closing and do not have abundant time for skating. The opening hours are public, and therefore free to be checked before arrival. The Operator will not refund tickets and passes in case the Guest entered the facility late in peak time, or arrived late, shortly before closing. The Guest cannot state the cashier or security guard did not inform them of this, since this information is accessible to the public, can be seen on all gates, and the City Park Ice Rink's online platforms, and as such it is the Guests' responsibility to check the opening hours.

Guests cannot enter the facility 45 minutes before closing, even if they possess valid tickets, passes. Ticket booths close 60 minutes before closing time.

USE OF THE ICE RINK FOR TENANTS, EVENT ORGANISERS, AND SERVICE PROVIDERS: Tenants of the City Park Ice Rink premises, as well as event organisers, attendees, and the Operator's service providers, may only skate if their rental, sports service, event organisation, or service contract with the Operator specifically includes skating privileges, or if they purchase an entry ticket according to the ground rules at the venue. The general rental fees for the premises, as well as the fees paid by the Operator for services, do not include the cost of entry tickets.

During non-operating hours, it is prohibited to be on the ice rink or in any areas outside the rented premises. Tenants, subcontractors, and their affiliates may not bring anyone onto the ice rink or into areas beyond their rented premises, unless otherwise specified in their contract with the Operator.

5. WINTER OPENING HOURS, TICKET PRICES: For opening hours, ticket prices, and available discounts for any given season, please see the advertisement boards on display at the City Park Ice Rink, or our website at www.mujegpalya.hu. You can also follow our news and events concerning the sports facility on the official Facebook page of the City Park Ice Rink at <https://www.facebook.com/mujegpalya.varosligeti>

In the week before the Christmas break, only previously registered groups and pensioners with passes can enter the facility, ice skating is not available to the public. On the full day of December 24th, as well as the afternoon and evening of December 31st and morning of January 1st the facility is closed

6. USE OF THE ICE RINK, ENTERING AND LEAVING THE ICE RINK:

6.1 The ice rink must be used as intended, within the permitted limits of visitor numbers.

6.2 The ice rink can be used during opening hours; at other times, guests may only be on the ice with special permission, or as part of an official school skating program or official speed skating training. The ice surface must be vacated during the last song played at least 10 minutes before closing time. **In the last 15 minutes before closing, no further orders can be placed at the catering units, food and drink vending machines cannot be used, and any ongoing consumption must be finished. The ice rink area must then be vacated.**

6.3 Only **short blade skates** are allowed in the ice rink. The use of speed skates is only allowed on organised speed skating trainings. Hockey sticks may only be brought onto the ice rink during official hockey events within the rules set for the event.

6.4 The ice rink and its services are used at each individual's own responsibility and risk. It is solely the responsibility of the guest or athlete to engage in sports activities that are appropriate for their health and mental condition. In the event of an accident on the premises or while skating, the guest cannot claim compensation, hospital cost reimbursement, lost income, or any other costs from the Operator, as the guest uses the facility and its services at their own risk. The guest is also responsible for skating in crowded conditions or on an ice rink exposed to weather conditions, particularly when skating in rain, strong winds, or on a wet rink. Skating is a dangerous sport.

6.5 Wearing gloves while skating is strongly recommended, and using a hat or helmet is advised. The Operator is not obligated to provide helmets for participants in skating lessons or winter sports; securing a helmet is the guest's responsibility. However, the Operator allows guests to rent a helmet at the on-site shop in limited quantities and sizes for a single opening period, subject to a rental fee AND a deposit (or, exceptionally, by leaving a valid personal ID instead of the deposit). The helmet rental fee is 1500 HUF per opening period, and the deposit is 5000 HUF. The rules for paying the deposit follow the same guidelines as skate rentals, with the provision that, in the case of theft, compensation is set at 10,000 HUF. The Guest acknowledges that the same valid identification document cannot be used simultaneously for renting a helmet, a seal, and skates, as these are separate rental units. It is also not sufficient to show a digital photo of the identification or the DÁP application, as the Operator does not accept these as proof of identity.

6.6 During ice resurfacing, organisers may require skaters to leave the ice or a portion of it, and only maintenance machinery is allowed on the ice during the this period.

6.7 Littering on the ice is prohibited. Items dropped on the ice, such as tissues, paper cups, or anything else, can be hazardous. Guests who litter can be held responsible for any accidents caused as a result.

7. USING SKATES OUTSIDE THE ICE RINK: Outside the ice surface, skates may only be used on stairs and walkways covered with rubber tiles or mats, and only without blade guards attached to the skates. Anyone who violates this rule is responsible for any resulting damage. A guest who damages the blade of rental skates from the City Park Ice Rink by walking on decorative stone or concrete surfaces will be liable for compensation.

8. ENTRY TO OPERATIONAL AREAS: Unauthorised entry to operational areas is forbidden.

9. USING FENCED-OFF AREAS OF THE ICE:

9.1. Fenced-off areas of the ice (e.g., trainings, event areas) are off-limits to the public;

9.2. City Park Ice Rink reserves the right to hold private events in the entire area or in portions of the City Park Ice Rink.

9.3. The large skating rink measuring 12 thousand square meters, or a portion of it, is available for private events and training sessions under a separate agreement and fees apply.

10. USING THE WARDROBE AND LOCKERS:

10.1 Visitors with valid tickets and passes are entitled to use the locker/ cloakroom free of charge. Lockers are available with the use of an economically friendly key card. Collect your reusable key card from the hostesses. One card is linked to a specific locker and can be used during a single visit.

Do not forget to drop your card into the blue collection boxes, so they can be reused after the sanitising procedure. All cards are activated for a single visit, the same card is unable to open the same locker in your next visit, therefore please do not keep the deactivated card after leaving the facility.

10.2 The Operator only assumes responsibility for general, everyday items such as clothes and objects of a small value deposited in the cloakroom or in the lockers. The Operator shall not be held liable even for those small value items if the visitors not closing their lockers properly according to the software controlling the lockers, or if the thief can be identified on the security camera footage of the City Park Ice Rink. Liability does not extend to valuables, phones and documents left in clothes or objects (e.g., bags) deposited in the wardrobe or in lockers. Any loss of value thereof will have to be proved by the injured party. Lockers may be opened only by master key card of the on-call executive of the City Park Ice Rink.

10.3 Clothes and bags will be returned at the cloakroom only in exchange for cloakroom tags. In case you have lost your cloakroom tag – and ownership of the object cannot be verified without doubt –, you will need to wait until closing time to receive your property from the wardrobe. When a wardrobe tag is lost, minutes of this fact must be recorded. **The Operator shall not be held responsible for damages arising from a visitor losing a cloakroom/locker room tag or locker card.**

10.4 Guests must empty their locker and leave it in a clean condition before leaving the premises.

10.5 The Operator shall not be held responsible for the following unattended belongings; baby carriages, rollers, scooters. This policy applies in the wardrobe area and over all property of the City Park Ice Rink.

11. SKATE RENTALS:

11.1 Skate rental is available at all times during opening hours at the City Park Ice Rink for sizes between 26 and 50, **subject to availability**. Rental fee is 3.500 HUF / pair of skates for a single visit and a cash deposit of HUF 2.000, or in exceptional cases, if the renter is over 18 years old, by leaving a valid personal identification document as a deposit. This deposit amount or identification document will be returned upon the return of the skates. If a document is left as a deposit:

-It is the guest's sole responsibility to ensure that they receive their own document when it is returned;
-In case of lost skates, the Operator will only return the document upon presentation of the rental deposit receipt and payment of a compensation fee of 20,000 HUF (twenty thousand Hungarian forints) or 50 EUR (fifty euros) to the Operator. Additionally, particularly during high visitor traffic, the Operator may require the guest to wait until the end of opening hours to handle this matter. In cases of **simulated loss or intentional theft, rules regarding theft-related damages apply**. If the guest does not pay the compensation fee, the Operator is not liable for any potential damages the guest may incur due to the lack of their document. The Operator will hand over unclaimed documents to the police, which does not exempt the guest from paying the compensation fee.

- The document may be withheld, without liability on the Operator's part, if neither the rental deposit receipt nor the skates are available. In this case, the Operator will record the incident. The document will only be returned upon payment of the compensation fee specified in the previous clause and presentation of another valid identification document that has not been used as a deposit. The previous clause applies otherwise.

- The guest provides their document as a deposit in place of cash at their own responsibility and discretion; the Operator assumes no liability for the loss or damage of the document or any damages the guest may suffer as a result.

The guest is required to retain the deposit receipt issued by the rental service for the return of the skates. The serial number of the rented skates is also recorded on the deposit receipt.

The guest acknowledges that, especially during peak times—such as Fridays, Saturdays, Sundays, and the winter break—the Operator reserves the right to rent skates only against a cash deposit. The guest is not entitled to any compensation related to this requirement, and the Operator will not refund any rental or entry tickets purchased. It is the guest's responsibility to be aware of these rules and be prepared to provide a cash deposit as required.

AMOUNT OF THEFT DAMAGE: The guest acknowledges that in the event of theft of rental skates, the Operator will file a police report and will charge the guest for the cost of procuring the replacement skates abroad, including shipping costs, as well as any lost revenue due to the skates being unavailable until the new pair arrives. Administrative and legal costs associated with managing the theft will also be charged. The guest acknowledges that the Operator is entitled to publicly release camera footage featuring the guest who committed the theft, where they are identifiable, until the damages are compensated.

11.2 There are two skate rental places at the City Park Ice Rink: one is directly accessible from outside, from the Olof Palme Promenade; the other is accessible only from inside the building. Skates must be returned to the rental location where they were originally collected, and only there will the deposit or deposited identification document be returned. The guest must present the rental deposit receipt issued at the time of rental, which includes the inventory number of the skates received.

11.3 Rental tickets shall be purchased as follows:

a) **ONLINE:** Guests can conveniently purchase their skate rental ticket in advance through the website jegy.mujegepalya.hu. Payment is made online in this case. To collect the skates, the guest must present their QR-coded rental ticket, either digitally or in printed form, and pay a cash deposit of 2000 HUF at the skate rental counter. Alternatively, a valid personal identification document can be accepted as a deposit in exceptional cases.

b) **ON-SITE:** At the City Park Ice Rink ticket offices, guests can indicate their intention to rent skates when purchasing their entry ticket. Payment is made at the ticket office in this case. To collect the skates, in addition to presenting the rental ticket, the guest must pay a deposit of 2000 HUF at the rental counter, or, in exceptional cases, provide a valid personal identification document as a deposit.

- 11.4 Skates must be returned to the same rental location which they were collected, no later than before leaving the facility.
- 11.5 If the rented skates do not fit properly, the rental service will exchange them free of charge.
- 11.6 Rental skates are intended for recreational skating, and it is the renter's responsibility to use them appropriately
- 11.7 A guest may rent multiple pairs of skates at once, with the deposit amount accumulating accordingly (e.g., for three pairs of skates, the deposit is 6,000 HUF).
- 11.8 It is prohibited to take rental skates outside the City Park Ice Rink premises;
- 11.9 The deposit will be refunded on-site upon presentation of the deposit receipt, provided the rental skates are returned undamaged

12. SEAL RENTALS: At the City Park Ice Rink, there is an option to rent seal-shaped plastic aids designed to help young children learn to skate during regular opening hours. The seal is primarily intended for children under five years old who are wearing skates, allowing their adult companions to push them, or for smaller children to use as a support by leaning on and pushing the seal while learning to skate. **The seal is not intended for teenagers or adults, and the Operator reserves the right to deny rental to them.** Rental fee: 1000 HUF per 30 minutes.

Rental procedure:

12.1 At the seal rental counter located on the promenade of the Ice Rink, guests receive a token after paying the rental fee. For use, a cash deposit of 5000 HUF is required, or, exceptionally, if the renter is over 18, a valid personal identification document may be provided as a deposit. The rules outlined in Section 12 apply when leaving an ID as a deposit, with the following exception: if the guest cannot return the rental receipt or token, the deposited ID will only be returned upon payment of the deposit amount, 5000 HUF. The Operator is not liable for any damages resulting from the guest receiving their ID back at a later time.

12.2 With the token, the seal can be retrieved from the storage unit located next to the ice rink..

12.3 After the rental period ends, returning the seal will automatically release the token, which must then be handed in at the seal rental counter. After this, the paid deposit or deposited identification document will be returned, provided the deposit receipt is presented.

12.4 If the guest exceeds the rental period, an additional fee will apply (for each additional 10 minutes, the next half-hour rental fee will be charged).

12.5 In cases of improper use, the guest may be asked to return the equipment, and the rental fee will not be refunded in such cases.

12.6 Any guest who uses the seal without paying the rental and deposit fees, without providing a valid identification document as a deposit, or who uses it improperly (e.g., with a stolen or incorrect token, or by taking a seal rented by someone else), may be required to leave the ice surface and facility.

13. DEPOSIT REPLACEMENT WITH A PERSONAL IDENTIFICATION DOCUMENT: The Operator primarily allows rentals against a cash deposit along with the rental fee, but exceptionally permits a valid personal identification document (ID card, passport, driver's license, or student ID) to be left as a deposit. The document will be returned in the same manner as the cash deposit, at the place of return, once the rented equipment is handed back. Due to the personal data contained in official identification documents, the City Park Ice Rink website provides information on data management, including details on data processing, rights, and remedies, available in the general data management notice. The Operator does not make copies or take photos of the deposited documents.

14. SMOKING: At the City Park Ice Rink, smoking is permitted exclusively in designated smoking areas and only for guests over the age of 18. Smoking is strictly prohibited inside the building, on the promenade, on the ice surface, and in the vicinity of hospitality units.

If a smoke detector is triggered due to a guest and the fire department is dispatched, the full call-out cost shall be borne by the guest. The use of electronic cigarettes is also only permitted in the designated smoking areas. Any guest who violates these rules may be required to leave the facility.

The Operator reserves the right to require any guest who smokes outside the designated smoking areas to leave the sports facility immediately or to ban them for the entire season.

15. DENIAL OF ENTRY AND REQUIREMENT TO LEAVE CITY PARK ICE RINK: Entry to the City Park Ice Rink may be denied, and individuals may be required to stop participating in sports activities or leave the ice rink—without compensation or refund of the services purchased—if they:

- 15.1 do not comply with current public health regulations;
- 15.2 exhibit symptoms of a severe respiratory illness (such as coughing) or symptoms of a pandemic illness
- 15.3 are under the influence of drugs, alcohol, or intoxicating substances;
- 15.4 visibly have an unsuitable health or mental condition or suffer from a contagious disease;
- 15.5 conduct unauthorised skating lessons;
- 15.6 have limited capacity for self-care and are unsupervised;
- 15.7 have caused damage to the facility, until the damage is compensated;
- 15.8 engage in unlawful actions at the City Park Ice Rink or act aggressively toward other guests or the Operator's staff..

16. PROHIBITED ITEMS: It is STRICTLY FORBIDDEN to bring onto the ice surface cigarettes, paper bags, glass, plastic cups, food, drinks, intoxicating substances, any striking, cutting, or stabbing implements, weapons, weapon-like objects, explosives, any kind of bag, backpack, side bags larger than A4 size, strollers, wheelchairs, balls, pucks, hockey sticks, or any other hazardous items. Weapons are not permitted on the Ice Rink premises, even if the guest holds a firearms permit.

17. PHOTOGRAPHY:

17.1 At the City Park Ice Rink, any engagement photography, maternity photography, creative and wedding photography, advertising, catalogue photography, commercial or business images, videos, drone recordings, and audio recordings, as well as media (newspapers, magazines, television, YouTube channels, etc.) image, video, drone, and audio recordings and their publication are only permitted with a contract made in advance with the Operator and payment of the Operator's established fee..

17.2 Mobile phones, cameras, photo cameras, selfie sticks, and all other recording devices may be used within the facility at the user's own risk. The Operator is not responsible for equipment and gear brought into the City Park Ice Rink. Flying a drone over guests is prohibited without a license and prior written permission from the Operator

17.3 Recordings must not infringe upon the personal rights of the Municipality of Budapest, the Operator, their contractual partners, employees, or the facility's visitors and service users.

17.4. Recording must not interfere with or disrupt the facility's operation; it is strictly forbidden to enter operational areas, use pathways for machinery, or obstruct skating and sports activities.

17.5 Visitors acknowledge that, under current regulations, recordings of persons at the City Park Ice Rink may only be made and published with their consent. For minors or those with limited legal capacity, permission must be obtained from their legal representative for both recording and publication. By entering the facility, visitors accept that the Operator may record images and audio, which may be published on the Operator's website, social media platforms, or promotional material about the City Park Ice Rink, where visitors may appear. Upon an affected person's explicit written request, the Operator will obscure their face in the images.

17.6. It is forbidden and hazardous to flash a camera's flash in the eyes of competitors during sports events.

17.7 The Ice Rink and Boating Lake are private property and a drone-free zone. It is forbidden to disrupt skaters and participants of sports events with drones or other unmanned aerial vehicles or create a dangerous situation. Aerial recordings and their publication may only be conducted with a prior written agreement with the Operator.

17.8. Requests for photography/filming must be submitted in writing to info@mujegpalya.hu before the photography or filming. Photography or filming may only commence once an agreement with the Operator is in place and the photography fee has been paid.

18. PROHIBITED ACTIVITIES: It is FORBIDDEN and DANGEROUS on the ice to skate against the designated direction, block movement, congregate, play tag, or form chains. Unless a specific contract with the Operator has been established, performing dangerous stunts or acrobatic moves on the ice is prohibited. Any activities that violate laws or public morals are also forbidden on the ice surface. Eating, drinking, smoking, and using electronic cigarettes on the ice surface are strictly prohibited.

20. PROCEDURE IN CASE OF DISORDER AND VANDALISM: In cases of violations of laws, ground rules, or generally accepted behaviour standards, skating supervisors, on-duty managers, and security personnel are authorised to take action to maintain order across the entire ice rink area, as outlined in the Operator's current instructions. They are also entitled to request police or other official intervention if necessary.

Vandalism and disorderly conduct will result in liability for damages and may lead to legal charges. Anyone who repeatedly violates the ground rules—especially sections 16 and 18—or resists the authority of security personnel or skating supervisors responsible for maintaining order may be required to leave the ice rink and facility

21. ACCIDENTS AND DAMAGES:

21.1 Apart from the ticket insurance service mentioned in section 21.1, the Operator is not liable for any compensation; all individuals skate and use the ice surface at their own risk. The insurer is released from providing coverage if it proves that the guest caused the accident by failing to comply with laws, safety regulations, warnings, or this house rule, or if the accident was caused by the guest's unlawful, intentional, or grossly negligent conduct.

21.2 Apart from the ticket insurance service, the Operator offers no indemnities: each visitor skates or plays ice hockey at their own risk and uses the ice at their own risk. The insurance company shall be exempt from providing services if it is proved that the accident has been caused by the visitor by violating legal regulations, safety regulations and warnings, or these Rules, or if the accident was caused by the visitor's unlawful or intentional conduct or his material negligence and violation of the law.

21.3. Guests aged 80 and above acknowledge by entering that the accident insurance is not applicable to them, and the Operator cannot be held responsible for payment of insurance or any compensation or reimbursement. They also use the ice rink at their own risk.

21.4. The Operator reserves the right for staff and volunteers in distinctive uniforms to cross the ice, even against the designated direction or across the rink, if they need to intervene for accident prevention or rescue purposes. They must always be given priority. No compensation can be claimed from the Operator if an accident or damage occurs due to the failure to yield priority.

21.5. The insurance policy for the City Park Ice Rink does not cover events not organised by the Operator. For accidents occurring at such events, liability rests with the Organiser or the Organiser's insurer, and no claims can be made against the Operator.

22. COACHES: Only certified coaches and sports instructors who have a contractual relationship with the Operator are permitted to conduct professional sports activities, training, and instruction at the City Park Ice Rink during officially scheduled lessons. Coaches and sports instructors authorised to provide skating lessons at the City Park Ice Rink wear the official sports attire of the facility.

23. COMPLAINTS: All sales are final. No complaints are accepted after payment.

24. ADVERTISING AND DISTRIBUTION OF FLYERS: Advertising, distribution of flyers, and any direct or indirect marketing activities on the City Park Ice Rink premises are only allowed with prior written agreement with the Operator.

25. LOST AND FOUND: Any found items must be handed over to the security personnel at the City Park Ice Rink, who will record them. Inquiries about lost items can be made in person at the dispatch center during opening hours. Lost identification documents are handed over to the Budapest 14th District Police Station on the fifteenth working day following discovery, while other items are kept by the Ice Rink's dispatch center until the end of the winter season.

26. FUNDRAISING, RECRUITMENT: Fundraising or recruitment for any purpose by any organization or individual is only allowed with a prior contract with the Operator.

27. DOGS: During the skating season, only assistance dogs with distinctive markings are allowed in public areas and near the rink. Dogs are not permitted on the ice

28. MODIFICATION OF GROUND RULES: The City Park Ice Rink reserves the right to modify its Ground Rules. The Ground Rules are publicly available for viewing on notices in the guest area and on the City Park Ice Rink's websites (www.bsk.sport.hu, www.mujegpalya.hu).

29. YOUNG CHILDREN: Children under 14 are only permitted on the ice or at the City Park Ice Rink when accompanied by an adult. However, children aged 12-14 may enter the Ice Rink alone if they present a signed, original parental consent form on-site, including the parent(s)' mobile contact information, or if the parent sends the consent to the Operator at info@mujegpalya.hu. Children in strollers must not be left unattended within the facility

30. SCOOTER STORAGE: The Operator assumes no responsibility for damage to, theft, or loss of scooters brought into the facility. Scooters may only be brought in when folded and stored in areas that do not obstruct guests or exits. The Operator is not responsible for scooters left in the cloakroom.

31. DATA PROTECTION: The Operator complies with the European Parliament and Council Regulation 2016/679 and local laws to protect personal data. The Operator does not collect or process personal data about visitors or athletes outside of legal requirements (e.g., billing). BSK takes all necessary steps to protect guests' personal data on its website. Data protection regulations can be viewed on the City Park Ice Rink website (www.mujeppalya.hu) under the "Data Management" section.

32. SECURITY SERVICES: A security camera system is operating within the premises of the City Park Ice Rink.

In case of divergence **the Hungarian version shall prevail.**

If you have any questions about skating, need assistance, or experience an accident, please feel free to approach our hosts in official blue vests at the City Park Ice Rink—they are happy to assist you. We ensure continuous managerial supervision during opening hours.

We wish you an enjoyable time and joyful skating at the City Park Ice Rink!!

Budapest, October 31, 2025

