

CITY PARK ICE RINK

SKATING SEASON 2023-2024

RULES

1. OBJECTIVES OF THE RULES: To specify fundamental policies and rules of conduct for the guests of the outdoor City Park Ice Rink (hereinafter: **City Park Ice Rink**), operated by the Sport Service Centre of Budapest Nonprofit Ltd (hereinafter: **Operator**).

2. EFFECT OF THE RULES: by entering the premises of **City Park Ice Rink**, guests of the City Park Ice Rink and organizers, visitors of special events held at the City Park Ice Rink, as well as its tenants, agree to these Rules, data protection and safety regulations of the City Park Ice Rink, and acknowledge that upon violation of fundamental policies and rules of conduct guests, tenants, event organizers or participants of events, are obliged to leave the premises, despite possession of valid tickets or passes.

3. PROVISIONS CONCERNING THE PANDEMIC: guests may use the sports services of City Park Ice Rink in compliance with the provisions in force concerning the pandemic. The Operator reserves the right to set stricter requirements than the provisions in force concerning the pandemic at any time. The issue of the vaccination certificate is governed by the provisions in force concerning the pandemic. 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. Visitors at the City Park Ice Rink are required to have a valid ticket or pass for skating (hereinafter jointly: **ticket**) or be a participant of an official school skating session. A digital ticket with a QR code is also considered a valid ticket, as is a wristband with a unique ID or voucher, issued by the Operator in limited numbers for specific events. In areas fenced off for snowboarding, sledding, curling or any other sport, the conditions of participation will be determined separately and may be subject to the payment of a separate fee.

4.2. Tickets can be purchased on-site at the ticket booths located in the lounge of the Historic Skating Hall, or online at www.mujegpalya.hu. In order to avoid queuing at the ticket booths, for quicker entry it is recommended to purchase your tickets online whenever possible.

4.3. Tickets and passes purchased for skating at the City Park Ice Rink are exempt from VAT. Please let our cashiers know if you need an invoice for your purchase before payment, otherwise visitors will be given a receipt.

4.4. Tickets and passes to the City Park Ice Rink may be purchased only and directly from the Operator - with the exception of private events, where tickets issued and distributed by the organiser of the event are the only means of access to the event, and the Operator is not liable for any compensation or reimbursement in this respect.

4.5. The City Park Ice Rink is an outdoor facility; guest shall inspect the rink from outside the premises by the fence or from the bridge, therefore complaints about the quality of the rink will not be accepted by the Operator after tickets and passes are purchased. Tickets and passes are non-refundable. 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.

4.6. Tickets and passes provide access to the ice rink, use of the toilets, cloakroom or locker, and cover accident insurance for guests under the age of 80. The price of tickets and passes do not include the fees for skate renting or sharpening, nor the fees of an ice-skating trainer, the fees of the skating aid: Bobby, the seal or consumption at the catering facilities at the City Park Ice Rink.

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

4.8. Tickets and passes or unused parts of passes shall not be refunded if the guest did not want to or could not come to skate, regardless of the reason. In case of a shutdown of the facility for reasons associated with the energy crisis, related to wartime scenario or the pandemic based on law or the owner's decision, the Operator will proportionally extend the term of using tickets and passes but will not refund tickets and passes; please be aware of this when you purchase a ticket or pass.

1. **USE OF THE ICE RINK FOR TENANTS AND PARTICIPANTS OF EVENTS:** Tenants of the City Park Ice Rink, as well as event organizers and visitors may only use the skating rink if their contract concluded with the Operator for renting, sports services, or event organization expressly covers the use of the skating rink, or if tickets have been purchased on-site in accordance with the general rules. General rent fees for the premises do not include the price of tickets.
2. **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>
3. **ENTERING AND LEAVING THE ICE RINK, USE OF THE ICE RINK:**

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

7.2 The ice rink is available during opening hours; visiting at other times is subject to a separate agreement or being a participant of an officially organised school skating session. You must leave the ice rink no later than 10 minutes before closing time, while the last song is being played.

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

7.4 Visitors may use the ice rink and services at their own risk and liability. Conducting sporting activities that correspond with the person's state of health is the sole responsibility of the visitor or athlete. If the guest has an accident in the sports facility or while skating, they may not claim compensation, hospital reimbursement, compensation for loss of income or any other expenses from the Operator in connection with the accident, because the guest uses the sports facility and its services at their own risk and responsibility.

7.5 We strongly recommend using gloves, cap and helmet while skating.

7.6 The visitors shall be asked to leave the ice or sections of it while it is resurfaced. During such times, only the ice resurfacing machines shall enter the ice rink.

7.7 No littering on the ice. Any tissue, paper cup or other items dropped on the ice carries the risk of accident. The guest who litters shall be liable for any accident caused by that

8.USING SKATES OUTSIDE THE ICE RINK: OUTSIDE OF THE ICE RINK, VISITORS SHALL MOVE around in skates without blade protection only on the stairs and walkways covered by rubber bricks. Visitors violating this rule shall be held responsible for damages. Damages shall be paid by visitors who destroy the blades of skates rented from the City Park Ice Rink by walking on the stone covered pavement or concrete surfaces.

9. ENTRY TO OPERATIONAL AREAS: Unauthorized entry to operational areas is forbidden.

10. USING FENCED-OFF AREAS OF THE ICE:

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

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

10.3. 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.

11. USING THE WARDROBE AND LOCKERS:

11.1 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 sanitizing 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.

11.2 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.

11.3 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.**

11.4 Please empty your locker and leave it in a clean condition before leaving the premises.

11.5 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.

12. SKATE RENTALS:

12.1 Skate rental is available at all times during opening hours at the City Park Ice Rink for sizes between 26 and 50. Rental fee is 3.000 HUF / pair of skates for a single visit and a cash deposit of HUF 2.000, *in exceptional cases*, if the person renting the skates is over the age of 18, by depositing a valid identity document of the person. The deposit or document will be returned after the return of the skates.

- It is the guest's sole responsibility to ensure that they receive their own document when it is returned;
- in the event of losing the skates, the Operator will return the document only if the guest pays the Operator a compensation

fee of HUF 20 000 (twenty thousand forints) for the skates, and the Operator may, particularly in the case of heavy guest traffic, oblige the guest to wait until the end of the opening hours to arrange this. If the guest fails to pay the compensation fee, the Operator shall not be liable for any damage which the guest may suffer as a result of the lack of his/her document. The Operator shall hand over the unclaimed documents to the police, which shall not release the Guest from the obligation to pay the compensation fee.

- The document may be withheld, without the Operator being liable for damages, if neither the skate nor the skates are found. In this case, the Operator will take a record. The document may be returned only on payment of the compensation fee referred to in the previous point and on presentation of another valid document proving the identity of the guest which has not been deposited. Otherwise, the previous point shall apply.

- the guest hands over his/her document to the Operator, at his/her own risk and discretion, instead of a cash deposit: the Operator shall not be liable for any loss or damage to the document received, nor for any damage suffered by the guest in connection therewith.

The Guest acknowledges that, particularly during peak periods such as Fridays, Saturdays, Sundays and winter holidays, the Operator reserves the right to give skates to rent only if a cash deposit is given. No compensation shall be paid to the guest in connection with this and the rental tickets or entry tickets purchased shall not be refunded by the Operator. It is the responsibility of the guest to be aware of these rules and to be prepared accordingly with a deposit.

12.2 There are two skate rental places at the City Park Ice Rink: one is directly accessible from outside as well, from the Olof Palme Promenade; the other is accessible only from inside the building. The skates are to be returned to the rental room where they have been rented, and the cash deposit and document shall be returned only there.

12.3 Rental tickets shall be purchased as follows:

a) ONLINE: Visitors shall purchase their rental tickets comfortably at our website www.mujeppalya.hu. In this case, payment is completed online. To receive the rented pair of skates you shall show your rental ticket with the QR code – in a digital or printed format – at the rental room and pay 2.000 HUF deposit in cash.

b) ON-SITE: Notify our cashiers at the ticket booths when purchasing tickets to the City Park Ice Rink that you wish to rent skates. Apart from the rental ticket, you will be asked to deposit HUF 2,000 **in cash** at the skate rental place or in exceptional cases, the person's valid identity document can serve as a deposit.

12.4 Before you leave the premises, please return the skates to the rental room where your pair of skates had been rented.

12.5 If the size of your rented skates shall not fit, you shall ask for a replacement at the rental room free of charge.

12.6 Skates provided for rent are for amateur skating; appropriate use is the responsibility of the borrower.

12.7 Each guest is entitled to rent more than one pair of skates, with the provision that in such cases the deposit fees add up (e.g., 6.000 HUF in deposit for three pairs of skates);

12.8 You shall not take the rental skates out of the premises of the City Park Ice Rink;

12.9 Your deposit will be refunded at the skate rental upon returning the skates in mint condition, as well as the deposit receipt you'd been given.

13. SEAL RENTALS: City Park Ice Rink offers seal-shaped plastic sports devices for rent during regular opening hours to help visitors learn to skate. Keep in mind, for adult use might be uncomfortable! Depends on your height. The rental fee is 1000 HUF for 30 minutes.

Follow these instructions to rent:

13.1 After paying the rental fee at the seal rental counter at the Ice Rink walkway, you will receive a token. You have to pay 5.000 HUF deposit in **cash**. or in exceptional cases, the person's valid identity document can serve as a deposit if they're above the age of 18. When depositing the document, the rules under point 12 apply, with the following difference: if the guest cannot return both the rental voucher and the token, the deposited document can only be returned if the guest pays the full amount of the deposit, HUF 5000, to the Operator. The Operator shall not be liable for any damage resulting from the fact that the guest may not receive his document back until a later date.

13.2 Use the token to retrieve the seal from the storage facility next to the ice rink.

13.3 When your rental time is up, return the seal. This will automatically return your token, which you can take to the seal rental counter together with your deposit receipt. Your deposit then will be paid back to you or the identity document returned.

13.4 In case you overstep the rental time, you will be asked to pay an additional fee (the rental fee for the next half an hour after 15 minutes).

13.5 The plastic sports device must be used for its intended purpose, properly otherwise guests must return the equipment. No refund in case of improper use of SEAL.

13.6 Guests using the equipment without paying rental and deposit fees paid or leaving a valid identity document as a deposit, furthermore in the event of inappropriate use and incorrect possession of the seal (stolen token, invalid token, abducted seal) may be dismissed and obliged to leave the Ice Rink, likewise the City Park Ice Rink.

14. USING A VALID IDENTITY DOCUMENT AS A DEPOSIT AS A REPLACEMENT FOR CASH DEPOSIT: the Operator allows the rental of the equipment primarily in exchange for a cash deposit, after purchasing the rental ticket. In exceptional cases the Operator allows the renting of the equipment by depositing a valid document proving the identity of the person who is renting the equipment (identity card, passport, driving licence, student card). The document will be returned at the place of rental the same way as the cash deposit, after the return of the equipment. Due to the personal data content of the official identity cards, the general information on data management on the website of the City Park Ice Rink includes information on data management, rights and remedies, in addition to the information on data management. The Operator does not make copies or take photographs of the documents received as a deposit.

15. SMOKING: Smoking is permitted only at the designated smoking areas at the City Park Ice Rink for visitors above the age of 18. Smoking is strictly forbidden in the building and in the area of the catering facilities. If the smoke alarm is triggered by the guest and the fire brigade arrives to the scene, the guest shall be charged with the full fire service charges and fees.

Policy above strictly applies to e-cigarette users as well. Guests breaching, not following the policy are obliged to leave the City Park Ice Rink area.

16. REFUSING ENTRY, ESCORTING UNWANTED VISITORS FROM THE CITY PARK ICE RINK: Entry to the City Park Ice Rink shall be refused, and individuals shall be obligated to cease sporting activities or leave the premises without a refund of their purchased tickets and services, if such a person:

- 16.1 fails to comply with the provisions in force concerning the pandemic;
- 16.2 who shows symptoms of severe respiratory illness (cough) or pandemic illness
- 16.3 is under the influence of drugs, alcohol, or intoxicating substances;
- 16.4 is in a state of health or mental state that is visibly inadequate or otherwise suffers from a contagious illness;
- 16.5 unlawfully conducts skating training activities;
- 16.6 is of reduced legal capability and is without supervision;
- 16.7 has caused damages to the sports facility, until such damages are compensated;
- 16.8 commits an unlawful act within the premises of the City Park Ice Rink, until the competent authorities arrive.

17. FORBIDDEN OBJECTS: It is STRICTLY FORBIDDEN to carry cigarettes, paper bags, glass, plastic cups, food, drink, intoxicating substances, tools for hitting, cutting or poking, weapons, objects resembling weapons, explosives, plastic bags, backpacks, pocketbooks larger than an A4 document, prams, balls, disks, ice hockey sticks, and other dangerous objects to the ice rink. Firearms may not be taken to the Ice Rink even if the guest has a permission to possess firearms.

18. TAKING PHOTOS:

18.1 Engagement, maternity, creative and wedding photography sessions, advertising, catalog photography, commercial and business photography, video, drone and/or audio recording, and for any commercial and business media (newspaper, magazine, television, youtube channel, etc.) shall be conducted only upon prior contract with the Operator and agreed upon fee determined by the Operator.

18.2 The guest shall use a mobile phone, camera, selfie stick or any other recording device only at the guest's sole responsibility at the City Park Ice Rink. The Operator is not responsible for any such equipment brought to the City Park Ice rink. Drones may not be flown over guests without a permit and a licence and the Operator's prior written permission.

18.3 The recordings shall not infringe upon the rights of the Municipality of Budapest, the Operator, or their contractual partners, employees, or visitors of the sports facility.

18.4. Taking pictures shall not obstruct or interfere with the operation of the sports facility. It is strictly forbidden to enter the restricted area or use the route of the ice resurfacing machines, or to obstruct skating or any sport activities.

18.5 The visitor acknowledges that, in accordance with the applicable legal regulations, the other visitors and employees of the the City Park Ice Rink shall be photographed and the photos shall be published only with their consent. In the case of minors and persons with limited legal capacity, the legal representative shall also authorize the recording and publication. Visitors of the City Park Ice by entering to the sports facility accept that the Operator may take photos and post them on its website, social media sites, and in the City Park Ice Rink promotional publications where they may appear as visitors. Upon the written request of the data subject, the Operator shall cover (pixelate) the data subject's face.

18.6. It is forbidden to use flash at sports events and flash into the eyes of athletes.

18.7 The City Park Ice Rink is a private and drone free area. It is forbidden to disturb the visitors and participants of sporting events or risk an accidental situation with drones or other aerial vehicles. Aerial photoshootings shall be taken and such photos shall be published only with the prior written agreement of the Operator.

18.8. Requests for photography and filming shall be sent directly to iroda@mujegpalya.hu. The photo shootings and filming shall be conducted only after a written contract is signed with the Operator and the applicable fee has been paid.

19. FORBIDDEN ACTIVITIES: Skating against the designated direction of traffic or obstructing traffic, gathering in groups, playing catch and run, or lining up for a game is FORBIDDEN and CARRIES THE RISK OF ACCIDENTS. Performance of dangerous tricks and acrobatic moves - in the absence of a specific agreement concluded with the Operator for this purpose - is forbidden. All activities that violate legal regulations or constitute public indecency are forbidden at the ice rink. It is prohibited to eat, drink and smoke or use cigarettes upon the ice surface.

20. PROCEDURES FOR MISCONDUCT AND DAMAGES: In case of a violation of legal regulations, these Rules, and generally accepted rules of conduct, the skating organizers, the on-call executive or the security service is entitled to act - in accordance with the relevant operational regulations - in the entire area of the premises and is entitled to request intervention by the police or any other authority. Causing damage and any act of vandalism will incur liability for damages and an official report to the police.

21. ACCIDENTS AND INJURY:

21.1 Accidents at the premises of the City Park Ice Rink are covered by insurance for visitors holding a valid ticket, provided that the accident is recorded in an official report by the permanent medical on-call service at the site.

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 above the age of 80 accept by entering that accident insurance is not valid in their case and the Operator is not obliged to pay the premium under the accident insurance or any compensation or reimbursement of expenses. They use the ice rink at their own risk and risk only.

21.4. The Operator reserves the right to allow its employees and volunteers wearing distinctive clothing to cross the rink, either across the rink or in the opposite direction to the rink, or otherwise, if they are deemed to be required to intervene to prevent or rescue an accident, and in all cases they shall be given right of way. No compensation shall be paid to by the operator if the failure to give way results in an accident or damage.

21.5. Events at the City Park Ice Rink not organised by the Operator are not covered by the City Park Ice Rink ticket insurance. The Organiser or the Organiser's insurer shall be liable for accidents occurring at such events.

22. SPORTS EDUCATORS: Professional sports activities, trainings and sports education may only be conducted by adequately qualified trainers and coaches with contractual relationship with the Operator for such activities at the officially announced hours at the City Park Ice Rink. Trainers and coaches eligible for holding skating classes shall work in their official sports gear at the City Park Ice Rink.

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

24. DISTRIBUTION OF ADVERTISEMENTS AND FLYERS: Displaying advertisements and flyers or conducting direct or indirect marketing activities at the City Park Ice Rink is subject to a prior written agreement.

25. LOST AND FOUND: Lost and found objects shall be handed over to the security personnel of the City Park Ice Rink concurrently with recording the minutes of handover. If you have lost an object, please inquire personally during opening hours at the dispatcher service. Lost legal documents will be handed over to the Budapest 14th District Police Headquarters on the fifteenth working day after they have been found. Other lost objects will be kept at the dispatcher service of the City Park Ice Rink until the winter season closes.

26. FUNDRAISING, RECRUITMENT: Fundraising for any organization or person, recruitment of persons, sponsors for any purpose, is only possible with a prior written agreement of the Operator.

27. DOGS: During the skating season, only accredited assistance dogs are allowed to enter the facility.

28. AMENDMENT TO THE RULES: City Park Ice Rink reserves the right to amend these Rules. Rules of the City Park Ice Rink are publicly available and can be viewed freely at the display board in the visitor's area, and at the websites of the City Park Ice Rink (www.bsk.sport.hu, www.mujegpalya.hu).

29. SMALL CHILDREN: Children under the age of 14 years may only enter the ice rink and the premises of the City Park Ice Rink with adult supervision; however, children between ages 12 and 14 may enter the ice rink unaccompanied if they present a written parental permission to do so, provided by their parents, including the mobile phone number(s) of the parent(s). Parental consent is accepted via email, info@mujegpalya.hu. Do not leave children unattended in prams, pushchairs & strollers within our premises.

30. SCOOTER: The operator won't be held responsible for unattended scooters of any kind within the City Park Ice Rink premises. Furthermore, regarding damaged or stolen scooters the Operator shall not be liable, either. Please turn off and fold your scooter on the premises of the City Park Ice Rink. The parked folded scooter (electronic vehicle), should not block entrances, exits nor any pathways/sidewalks/corridors fellow guests may use. Park your scooter in the locker/changing room at your own risk!

31. DATA PROTECTION: The Operator shall act in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 and national legislation in order to protect personal data. The Operator does not collect or process personal data about visitors or athletes outside the legal basis of the legal obligation (eg billing). The Operator shall do its best to protect the privacy of its guests. Our privacy policy shall be found on the City Park Ice Rink's website (www.mujegpalya.hu) under "Data management".

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

If you have any questions about skating, need help, or have suffered an accident, please do not hesitate to contact the official hostesses of the City Park Ice Rink, wearing blue vest. They will be happy to assist you.

We provide regular on-call executive supervision during opening hours.

We wish you a pleasant time and delightful skating at the City Park Ice Rink!

Budapest, on 20 December 2023.

