

GENERAL TERMS AND CONDITIONS

for the sale of admission tickets and attendance at the Pole and Aerial ART Hungary & World Cup event

Effective from: 13 October 2026

1. Ticket Seller and Organiser

Ticket Seller:

Rúdvilág Korlátolt Felelősségű Társaság (Rúdvilág Ltd.)
Registered office: Bokréta utca 3, 2017 Pócsmegyer, Hungary
Company registration number: 13-09-220956
Tax number: 25343904-2-13
Represented by: Barbara Holler-Rácz
E-mail: info@rudvilag.hu
Customer service: info@poleandaerialart.com, +36 70 370 5337
Hereinafter referred to as the **Ticket Seller**.

Organiser of the Event:

Paradise Táncművészeti, Rúdfitness és Légtorna Akadémia Sportegyesület
(Paradise Dance Art, Pole Fitness and Aerial Academy Sports Association)
Registered office: Galgóczy utca 9-11, Building A, Floor I, Door 6, 1125 Budapest, Hungary
Registration number: 01-02-0016124
Tax number: 18754546-1-46
E-mail: info@poleandaerialart.com
Hereinafter referred to as the **Organiser**.

These General Terms and Conditions apply to the online purchase of admission tickets, entry to and attendance at the Pole and Aerial ART Hungary & World Cup event.

2. Ticket Purchase and Conclusion of the Contract

The Customer selects the ticket, provides the necessary contact and billing information, reviews the order and pays the ticket price by bank card. The information provided may be corrected before payment is finalised.

The ticket purchase contract is concluded between the Customer and the Ticket Seller upon electronic confirmation by the Ticket Seller. The ticket becomes valid once the full purchase price has been successfully paid. The Customer is responsible for providing a valid e-mail address and checking their spam and promotions folders.

The language of the contract is Hungarian. The contract is concluded electronically, is not considered a written contract and is not separately filed by the Ticket Seller. The Ticket Seller has not undertaken to comply with any specific code of conduct.

All ticket prices are stated in Hungarian forints and include applicable taxes. Online bank card payments are processed through Stripe; the Ticket Seller does not receive or have access to the Customer's bank card details. The electronic invoice is issued by Rúdvilág Kft. through the Számlázz.hu system.

3. Tickets, Discounts and Seating

Admission is free of charge for children under the age of six.

Tickets are not issued in a specific person's name and do not entitle the holder to a numbered or reserved seat. Seating is available on a first come, first served basis.

Tickets may be freely transferred to another person; however, each ticket permits entry only once. If a ticket has been copied or presented more than once, the ticket validated first will grant admission.

4. Withdrawal and Refunds

Pursuant to Section 29(1)(l) of Hungarian Government Decree 45/2014 (II. 26.), the Customer does not have a 14-day right of withdrawal when purchasing a ticket for a leisure event scheduled for a specific date.

Purchased tickets cannot be returned and the ticket price is non-refundable, except where the Event is cancelled.

If the Event is postponed, the ticket will remain valid for the new date. If the Customer does not accept the new date, they may request a refund within the deadline specified by the Ticket Seller.

Changes to the programme, timetable, performers or individual programme elements do not in themselves entitle the Customer to a refund, provided that the essential nature and main purpose of the Event remain unchanged.

5. Entry and Conduct Rules

Visitors must comply with the generally accepted rules of respectful public conduct and follow all lawful instructions given by the Organiser, security staff and the operator of the venue.

Admission may be refused, or a visitor may be removed from the Event, if they are under the influence of alcohol or other mind-altering substances, behave aggressively, offensively or dangerously, or endanger the enjoyment, dignity or physical safety of others.

If admission is refused or a visitor is removed due to their own breach of these rules, the ticket price will not be refunded.

6. Photography and Video Recording

Professional photographic, video or other professional recording equipment may not be brought into or used at the Event without the Organiser's prior written permission.

If this rule is breached, the visitor may be instructed to stop using the equipment or to leave the Event. No refund will be provided if the visitor is removed for breaching this rule.

The Organiser and its authorised representatives may take official photographs and make audio and video recordings at the Event. Detailed information concerning such recordings is provided in the Privacy Notice.

7. Data Processing

Rúdvilág Kft. is the independent data controller in respect of personal data processed in connection with ticket purchases, payments, invoicing and customer communication.

Paradise Táncművészeti, Rúdfitnessz és Légtorna Akadémia Sportegyesület is the independent data controller in respect of personal data processed in connection with the organisation, on-site operation and documentation of the Event.

Detailed information about the processing of personal data is provided in the Privacy Notice available on the website.

8. Complaints and Final Provisions

Complaints may be submitted by e-mail to **info@poleandaerialart.com** or by post to the registered office of the Ticket Seller. Written complaints will be answered by the Ticket Seller within 30 days.

Consumers may contact the conciliation body competent according to their place of residence or stay, or the competent consumer protection authority. Contact details of the Hungarian conciliation bodies are available at www.bekeltetes.hu.

Matters not regulated by these General Terms and Conditions are governed by Hungarian law, in particular the Hungarian Civil Code, Government Decree 45/2014 (II. 26.) and Act CVIII of 2001 on Electronic Commerce.

Before completing the purchase, the Customer accepts these General Terms and Conditions by selecting the relevant checkbox. Each purchase is governed by the version of the General Terms and Conditions in force at the time of purchase.