

General Terms and Conditions (GTC)

Concluded between Panoráma Deck Hajózási Kft. (1137 Budapest, Radnóti M. u. 40., adószám: HU12062498) hereinafter **Provider** and the customer specified in the Contract, hereinafter **Customer**.

The general conditions cover all services supplied for **Customer** (ship rental, catering). **Customer** undertakes entire financial liability to discharge in due time to the account of the **Provider** the value of the supplied services. Any amendment or the withdrawal of the commission or of the corresponding contract can be made only in writing.

Scope of the commission

The scope of the commission is specified in the individual Contract, including the following details: Customer, Contact Person (on Provider's side), Contact Person (on Customer's side), Type of Programme, Date of the Programme, Number of Participants, Duration of Programme, Supplied services (incl. Cruising, Mooring, Catering etc.), Terms of payment: bank transfer (within 8 days).

Annex to the contract

The Annex includes the detailed programme, the content and price of services, and VAT. The objects and premises used in connection with the programme will be handed-over together with the furnishing according to the purposes and for the duration specified in the Annex.

Modification of the contract

Customer will notify **Provider** about the final number of participants at least 5 workdays before the date of the programme. In this number a maximum of 10% decrease is acceptable in 24-72 hours before the opening. The additional cost linked to a significant decrease of the participants' number will be charged on the account of **Customer**. In case of an increase of the participation rate the base of the settlement of accounts will be the actual number which must be forthwith confirmed by both parties.

Advance payment

Customer is obliged to settle the invoice of the Provider regarding advance payment. The amount of the advance payment is 50% of the total cost specified in the Contract. In case of withdrawal the advance payment shall not be paid back to **Customer**. If the withdrawal is caused by **Provider**, it is bound to pay to **Customer** the double amount of the advance payment (Except the cases specified in the Withdrawal Clauses).



PANORAMA DECK CRUISING COMPANY

+1137 Budapest, Radnóti Miklós u 40. III.16. t (36) 1 / 270 1040
✉ info@europahajo.hu 🌐 www.pandeck.hu

Invoicing, payment conditions

Provider will invoice only the prices that were commissioned and are according to the conditions of the contract.

Customer shall transfer the due amount within 8 days from the date of the receipt of the invoice; the charges related to the remittance will be covered by the **Customer**. In case of late payment **Provider** is entitled to invoice a delay interest according to the Hungarian Civil Code valid at the time of invoicing.

Invoicing is performed in two instalments:

- A pro-forma advance payment bill will be issued at the same time with the conclusion of the Contract, in the amount specified in the Contract. The official advance payment bill will be issued upon receipt of this amount,
- Having closed the programme, the final invoice will be issued (less the advance payment bills).

Terms of payment: bank transfer within 8 days to the bank account of Panorama Deck Kft.

Bank: UniCredit Bank Hungary

10918001-00000005-09490159 (EUR)

IBAN/EURO: HU33 1091 8001 0000 0005 0949 0159

Withdrawal conditions

Withdrawal caused by Customer

- the advance payment shall not be paid back to **Customer** if the withdrawal occurs in more than 30 days before the date of the programme
- in case of withdrawal between 29 and 4 days before the date of the event, the 50% of the estimated total cost of the event's programme will be invoiced, less the advance payment, -
- In case of withdrawal on the third day or within 3 days before the date of the programme the total estimated cost of the event's programme will be invoiced.

Withdrawal caused by Provider

Provider has the right to cancel the contract immediately:

- a) in case of failure in connection with performing Customer's obligations, the advance payment is not due back to **Customer**
- b) in case of force majeure (if the event can not be performed according to the original plan) the Parties try to find a mutually acceptable solution. If this experiment is unsuccessful, both Parties are entitled to quit the contract. (Customer's advance payment(s) should be paid back)

If **Provider** motivates the cancellation of the contract by any other reason than listed above, is bound to pay back Customer's advance payment and also bound to pay a compensation fee to Customer, equal to the amount payable in case of Customer's withdrawal (see above).

Programmes

Customer may use the object of the contract only for the purposes stipulated in the commission/acknowledgement.

Customer is obliged to arrange safe and secure placing of his/ her furniture and its cover, as well as for the transportation of the objects following the closure of the event. If **Customer** fails to perform this task, **Provider** will debit its account with the cost of the transport and storage. The person(s) responsible for the safekeeping of the furniture during the programme must be specified, (together with the way of safekeeping).

Customer shall undertake responsibility for its employees, subcontractors, guests and it is obliged to pay compensation for the damages caused by itself or by the guests. The damages will be registered on the spot at the closing of the programme by **Provider** and **Customer** (or its representative). **Provider** shall notify **Customer** about the assessed damages within 5 workdays from the date of the programme.

Food and drink needed for the programme will be supplied exclusively by **Provider**. **Provider** suggests **Customer** to insure its valuable furniture since **Provider** can take responsibility only for the objects received in return receipt.

Smoking is permitted on the ship in the marked areas only, being elsewhere

forbidden. **Modifications performed on the rented property, decoration**

In case of presentations and other additional constructions, it is needed the previous permission of the **Provider**, based on the production of a detailed plan. **Customer** is bound to restore the original state of the rented property at its own expense at the closure of the programme. Advertising falls within the competence of **Customer**. **Provider** may solicit the showing of the advertising materials before their publication. **Provider** has the right to decline publication, particularly if the manner of advertising is not consistent with its advertising frame or with its interests and reputation.



PANORAMA DECK CRUISING COMPANY

+1137 Budapest, Radnóti Miklós u 40. III.16. t (36) 1 / 270 1040
✉ info@europahajo.hu 🌐 www.pandeck.hu

Obligations of the Customer

If required, **Customer** is bound to notify the authorities about the programme, to obtain in due time the permissions and to pay accurately the required taxes, presenting the certifying documents to **Provider**. **Provider** may undertake to obtain the above authorisations through a previous agreement. Gaining the required permissions for the activities supplied by **Provider**

is its obligation.

Customer is responsible for compliance with the usual fire prevention, safety, sanitary and police decrees. The maximum number of the guests determined in the operational permit of the property specified in the individual contract cannot be exceeded.

Other clauses

The prices specified in the contract shall be treated as confidential and may not be disclosed to third parties without prior written consent. Breach of this confidentiality obligation may result in the immediate termination of the contractual relationship by the Provider.

Any matters not regulated in the Contract and these General Terms and Conditions shall be governed by the applicable provisions of the Hungarian Civil Code.

Customer and **Provider** endeavour to solve the possible disputed problems through peaceful settlement. If this is not possible the disputed issue will fall under the jurisdiction of the competent court according to the head office of the **Provider**.

Closure

The Customer has reviewed and understood the Contract and the present General Terms and Conditions, has aligned them with the Provider, and by signing the Contract, confirms mutual agreement with the Provider.

These General Terms and Conditions shall apply as an annex to the individual contract concluded between the Customer and the Provider. They enter into effect on the date specified in the main contract and remain in force in accordance with the terms set out therein.

Last updated: 7th April, 2025. These conditions remain valid until amended or withdrawn by the Provider.