

GENERAL TERMS AND CONDITIONS (GTC)

greatsynagogue.hu - effective from 2025-03-21

Disclaimer: this is an informative English translation of the official Hungarian-language GTC.

Preamble

Welcome to our website! Thank you for being interested in the Hungarian Jewish history and heritage!

This online shop GTC was created with the Consumer Friend GTC generator.

If you have any questions about these Terms and Conditions, the use of the website, the services, the purchase process or if you would like to discuss your specific needs with us, please contact us using the contact details provided.

Imprint: details of the Service Provider (Seller, Company)

Name: Hidden Treasure Tours Ltd.

Registered office: 2376, Hernád, Széchenyi út 5/B.

Address for correspondence: 2376, Hernád, Széchenyi út 5/B.

Registering authority: Budapest Környéki Törvényszék Cégbírósága

Company registration number: 13-09-108629

Tax number: 13753540-2-13

Representative: Szövérfi Emőke

Phone number: +36706586912

E-mail: visit@greatsynagogue.hu

Website: <http://greatsynagogue.hu>

Data of the digital platform hosting company

Name: Port Kft.

Address: 9200, Mosonmagyaróvár, Szent István király út 60.

Contact: +36/96/216-680, info@webtar.hu

Website: www.webtar.hu

Concepts

Parties: Seller and Buyer jointly

Consumer: a natural person acting outside his/her trade, profession, self-employed activity or business

Consumer contract: a contract to which one of the parties is a consumer

Website: this website which is used for the conclusion of the contract

Contract: a contract for the sale of goods or the provision of services concluded between the Seller and the Buyer by means of the Website and electronic mail

Remote means: a device which enables the parties to make a contractual statement in their absence in order to conclude a contract. Such means include, in particular, addressed or unaddressed printed matter, standard letters, advertisements published in the press with order forms, catalogues, telephones, faxes and Internet access devices

'Distance contract' means a consumer contract concluded without the simultaneous physical presence of the parties in the context of a distance sales system organised for the supply of the goods or services covered by the contract, where the parties use a means of distance communication only in order to conclude the contract

Service contract: any contract other than a sales contract under which an undertaking provides or undertakes to provide a service to a consumer, including digital services;

Business: a person acting in the course of his trade, profession, self-employed occupation or business

Buyer(s): a person who enters into a contract making an offer to purchase via the Website

Warranty: a guarantee for the performance of a contract within the meaning of the Civil Code, which the undertaking has voluntarily assumed for the proper performance of the contract, in addition to its legal obligation or in the absence thereof,

Digital service:

1. a) a service that enables the consumer to create, manage, store or access digital data; or
2. b) a service that enables the sharing of or other interaction with digital data uploaded or created by the consumer and other recipients of the service;

Digital content: data produced or supplied in digital form;

Functionality: the ability of a good, digital content or digital service containing digital elements to perform the functions for which it is intended;

Consumer: consumer as defined in the Civil Code;

Interoperability: the ability of a good, digital content or digital service that contains digital elements to interoperate with hardware and software that is different from that with which goods, digital content or digital services of the same type are normally used;

Compatibility: the ability of a good, digital content or digital service containing digital elements to interoperate, without the need for modification, with hardware or software with which the same type of good, digital content or digital service is commonly used.

Durable medium: any device which enables a consumer or a business to store data addressed personally to him in a way that is accessible in the future, for a period of time adequate for the purposes for which the data were intended, and to display the stored data in an unchanged form;

Purchase price: the consideration payable for the goods and for the supply of digital content;

Digital environment: the hardware, software and network connections used by the consumer to access or use digital content or services;

Integration: the interconnection and integration of digital content or digital services with the various components of the consumer's digital environment in such a way that the digital content or digital service can be used in accordance with the requirements for contractual performance;

Relevant legislation

The Contract shall be governed by the provisions of Hungarian law, and in particular by the following legislation:

- Act CLV of 1997 on Consumer Protection

- Act CVIII of 2001 on certain aspects of electronic commerce services and information society services
- Act V of 2013 on the Civil Code
- Government Decree No 45/2014 (26.II.26.) on the detailed rules of contracts between consumers and businesses
- Act LXXVI of 1999 on Copyright
- Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information
- REGULATION (EU) No 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 28 February 2018 on combating unjustified territorial restrictions of content and other forms of discrimination based on the nationality, residence or domicile of the purchaser in the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC
- REGULATION (EU) No 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)
- Government Decree No 373/2021 (VI. 30.) on the detailed rules for contracts between consumers and businesses for the sale of goods and the supply of digital content and services

Scope and adoption of the GTC

The content of the contract concluded between us is determined by these General Terms and Conditions (hereinafter referred to as "GTC"), in addition to the provisions of the applicable mandatory legislation. Accordingly, these General Terms and Conditions contain the rights and obligations of you and us, the conditions under which the contract is concluded, the time limits for performance and payment terms, the liability rules and the conditions for exercising the right of withdrawal.

The technical information necessary for the use of the Website, which is not included in these GTC, is provided by other information available on the Website.

You must read the provisions of these GTC before finalising your order.

Language of the contract, form of contract

The language of the contracts covered by these GTC is Hungarian.
Contracts covered by these GTC are not considered as written contracts and are not registered by the Seller.

Prices

Prices are in HUF and include VAT at 27%. The possibility that the Seller may change the prices for commercial policy reasons cannot be excluded. The modification of prices does not apply to contracts already concluded. If the Seller has indicated the price incorrectly and has received an order, but the parties have not yet concluded a contract, the Seller shall act in accordance with the "Procedure for incorrect price" clause of the GTC.

Procedure in case of incorrect price

It is considered to be a price which is obviously incorrectly indicated:

- a price of HUF 0,
- a price reduced by a discount, but incorrectly calculated in relation to the discount percentage indicated next to the original price (e.g.: in the case of a 1000 HUF Goods/Products, the incorrect price of 500 HUF instead of the correct price of 800 HUF, incorrectly calculated on the basis of the incorrect calculation, and not reduced in accordance with the percentage, is indicated with a 20% discount).

In the case of an incorrect price indication, the Seller offers the possibility to purchase the service at the real price, in the knowledge of which the Customer may decide whether to order the service at the real price or not to use this option, in which case no contract is concluded between the Parties.

Complaints and redress procedures

The consumer may lodge a complaint about the services or about the conduct, activity or omission of the Seller using the following contact details and methods:

- In writing via the following website: <http://greatsynagogue.hu>
- In writing via the following email address: visit@greatsynagogue.hu
- In writing by post: 2376, Hernád, Széchenyi út 5/B.

- In person, by telephone at the following number: +36706586912

The consumer may communicate to the business, either orally or in writing, a complaint about conduct, activity or omission of the business or of a person acting in the business's interest or on the business's behalf directly related to the marketing or sale of goods to consumers.

The business must investigate the oral complaint immediately and remedy it as necessary. If the consumer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the undertaking must immediately take a record of the complaint and its position on it and provide the consumer with a copy of the record in the case of an oral complaint made in person, or, in the case of an oral complaint made by telephone or other electronic communications service, within 30 days at the latest, in accordance with the provisions applicable to the response to the written complaint, together with the substantive response. The record of the complaint shall include the following:

- a. the name and address of the consumer,
- b. the place, time and manner in which the complaint was lodged,
- c. a detailed description of the consumer's complaint and a list of the documents, records and other evidence produced by the consumer,
- d. a statement by the undertaking of its position on the consumer's complaint, where an immediate investigation of the complaint is possible,
- e. the signatures of the person who took the record and, except in the case of an oral complaint made by telephone or other electronic communication service, the consumer,
- f. the time and place of the taking of the record,
- g. in the case of an oral complaint made by telephone or other electronic communications service, the unique identification number of the complaint.

Unless otherwise provided for in a directly applicable legal act of the European Union, the undertaking must reply in writing to the written complaint within thirty days of receipt and take steps to communicate the complaint. The undertaking shall state the reasons for its rejection of the complaint. If the complaint is rejected, the undertaking must inform the consumer in writing of the authority or conciliation body to which the complaint may be submitted, according to its nature. The information must also include the address, telephone and Internet contact details and the postal address of the competent authority or conciliation body in the

place where the consumer resides or is staying. The Seller has not made a general declaration of submission.

In the event that any consumer dispute between the seller and the consumer is not resolved in the negotiations, the consumer has the following means of redress:

Consumer protection procedure

Complaints can be lodged with the consumer protection authorities. If the consumer perceives a violation of his/her consumer rights, he/she has the right to lodge a complaint with the consumer protection authority in his/her place of residence. Once the complaint has been examined, the authority will decide whether to take consumer protection proceedings.

The first level consumer protection authorities are the government offices of the capital city and county where the consumer lives, and can be contacted here:

Budapest Metropolitan Government Office Consumer Protection
Department

Address: 1117 Budapest, Prielle Kornélia utca 4/b.

Postal address: 6001 Kecskemét, Pf. 189.

E-mail: fogyasztovedelem@bfkh.gov.hu

Phone number: (1) 450-2598

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/budapest/megye/szervezet/fogyasztovedelmi-foosztaly>

Area of jurisdiction: Budapest Capital Region

Pest Vármegyei Kormányhivatal Fogyasztóvédelmi Főosztály

Address: 1072 Budapest, Nagy Diófa u.10-12.

Postal address: 6001 Kecskemét, Pf. 189.

E-mail: fogyved@pest.gov.hu

Phone number: 06 1 459 4843

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/pest/megye/szervezet/fogyasztovedelmi-foosztaly>

Region: Pest Vármegye

Bács-Kiskun Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 6000 Kecskemét, Szent István krt. 19/A.

Postal address: 6001 Kecskemét, Pf. 189.

E-mail: fogyasztovedelem@bacs.gov.hu

Phone number: 06 76 795 710

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/bacs-kiskun/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Area of competence: Bács-Kiskun vármegye

Baranya Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 7630 Pécs, Hengermalom u. 2.

Address for correspondence: 7630 Pécs, Hengermalom u. 2.

E-mail: fogyasztovedelem@baranya.gov.hu

Phone number: 06 72 795 398

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/baranya/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Area of jurisdiction: Baranya county

Békés County Government Office Consumer Protection Department

Address: 5600 Békéscsaba, József Attila u. 2-4.

Address for correspondence: 5600 Békéscsaba, József Attila u. 2-4.

E-mail: fogyved@bekes.gov.hu

Phone number: +36 66 546 150

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/bekes/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Area of competence: Békés vármegye

Borsod-Abaúj- Zemplén Vármegyei Kormányhivatal Fogyauchvédelmi Osztály

Address: 3527 Miskolc, József Attila u 20.

E-mail: fogyasztovedelem@borsod.gov.hu

Phone number: 06 46 795 779

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/borsod-abauj-zemplen/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi>

Area of competence: Borsod-Abaúj-Zemplén county

Csongrád-Csanád County Government Office Consumer Protection Department

Address: 6722 Szeged, Rákóczi tér 1.

6722 Szeged, Rákóczi tér 1.

E-mail: fogyasztovedelem@csongrad.gov.hu

Phone number: 06 62 680 532

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/csongrad-csanad/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Area of competence: Csongrád-Csanád vármegye

Fejér Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 8000 Székesfehérvár, Honvéd utca 8.

E-mail: fogyved@fejer.gov.hu

Phone number: +36 22 501 751

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/fejer/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Region: Fejér county

Győr-Moson-Sopron County Government Office Consumer Protection Department

Address: 9022 Győr, Türr István utca. 7.

E-mail: fogyasztovedelem@gyor.gov.hu

Phone number: +36 96 795 950

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/gyor-moson-sopron/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Competence: Győr-Moson-Sopron vármegye

Hajdú-Bihar Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 4025 Debrecen, Széchenyi utca 46.

Address for correspondence: 4025 Debrecen, Széchenyi utca 46.

E-mail: fogyasztovedelem@hajdu.gov.hu

Phone number: 06 52 533 924

Fax: 06 52 504 105

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/hajdu-bihar/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Area of competence: Hajdú-Bihar county

Heves County Government Office Consumer Protection Department

Address: 3300 Eger, Kossuth L. u. 9.

Postal address: 3301 Eger, Pf. 216.

E-mail: fogyved@heves.gov.hu

Phone number: 06 (36) 515-469

Fax: 06 (36) 516-040

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/heves/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Competence: Heves vármegye

Jász-Nagykun-Szolnok Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 5000 Szolnok, Indóház u. 8.

E-mail: jasz.fogyved@jasz.gov.hu

Phone number: 56/795-165

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/jasz-nagykun-szolnok/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi>

Area of jurisdiction: Jász-Nagykun-Szolnok county

Komárom-Esztergom County Government Office Consumer Protection Department

Address: 2800 Tatabánya, Bárdos László utca 2.

E-mail: fogyasztovedelem.meff@komarom.gov.hu

Phone number: (34) 309-303

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/komarom-esztergom/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es>

Competence: Komárom-Esztergom vármegye

Nógrád Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 3100 Salgótarján, Karancs út 54.

E-mail: fogyved@nograd.gov.hu

Phone number: 06 32 511 116

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/nograd/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Area of competence: Nógrád county

Somogy County Government Office Consumer Protection Department

Address: 7400 Kaposvár, Vásártéri út 2.

E-mail: fogyasztovedelem@somogy.gov.hu

Phone number: 06 82 510 868

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/somogy/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Competence: Somogy vármegye

Szabolcs-Szatmár-Bereg Vármegyei Kormányhivatal Folgárvédelmi Osztály

Address: 4400 Nyíregyháza, Hatzel tér 10.

Postal address: 4401 Nyíregyháza, Pf. 77.

E-mail: fogyasztovedelem@szabolcs.gov.hu

Phone number: 06 42 500 694

Website: <https://kormanyhivatalok.hu/kormanyhivatalok/szabolcs-szatmar-bereg/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es>

Area of jurisdiction: Szabolcs-Szatmár-Bereg county

Tolna County Government Office Consumer Protection Department

Address: 7100 Szekszárd, Kiskorzó tér 3.

E-mail: fogyasztovedelem@tolna.gov.hu

Phone number: (74) 795-384

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/tolna/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Competence: Tolna vármegye

Vas Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 9700 Szombathely, Wesselényi u. 7.

Postal address: 9702 Szombathely, Pf. 24.

E-mail: fogyasztovedelem@vas.gov.hu

Phone number: +36/70-705-1435

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/vas/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-meresugyi-es>

Competence: Vas vármegye

Veszprém County Government Office Consumer Protection Department

Address: 8200 Veszprém, Kistó utca 1.

Address for correspondence: 8200 Veszprém, Kistó utca 1.

E-mail: fogyasztovedelem@veszprem.gov.hu

Phone number: +36 88 550 510

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/veszprem/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Area of competence: Veszprém vármegye

Zala Vármegyei Kormányhivatal Fogyasztóvédelmi Osztály

Address: 8900 Zalaegerszeg, Pintér Máté u. 22.

Postal address: 8900 Zalaegerszeg, Pintér Máté u. 22.

E-mail: fogyasztovedelem.zala@zala.gov.hu

Phone number: +36 92 510 530

Website:

<https://kormanyhivatalok.hu/kormanyhivatalok/zala/megye/szervezet/kozlekedesi-muszaki-engedelyezesi-es-fogyasztovedelmi>

Area of jurisdiction: Zala county

Judicial procedure

The customer is entitled to enforce his/her claim arising from the consumer dispute before the court in civil proceedings according to the provisions of Act V of 2013 on the Civil Code and Act CXXX of 2016 on the Civil Procedure Code.

Conciliation Board procedure

If your consumer complaint is rejected, you have the right to appeal to the competent Conciliation Body in your place of residence or stay or to the one you have indicated in your application. To start the conciliation procedure, the consumer must try to resolve the dispute directly with the business concerned.

Unless the consumer requests a personal hearing, the conciliation panel will hold the hearing online, without the consumer being present in person, by means of an electronic device that can transmit both sound and images simultaneously (hereinafter "online hearing").

The company has a duty to cooperate in the conciliation procedure, and in this context we are obliged to send our reply to the conciliation body within the deadline set by the conciliation body. With the exception of the application of Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC, the undertaking must ensure the participation of a person authorised to negotiate a settlement at the hearing. The representative of the undertaking authorised to conclude a settlement must attend the online hearing online. If the consumer requests a personal interview, the representative of the undertaking authorised to negotiate a settlement must attend the interview at least online.

More information on the Conciliation Boards is available at:
<https://www.bekeltetes.hu>

Contact details for each regional Conciliation Board

Budapest Conciliation Board

Budapest

Area of competence: Budapest

Contact:

Address: 1016 Budapest, Krisztina krt. 99. 111.

Postal address: 1253 Budapest, Pf.:10.

Phone number: 06-1-488-2131

E-mail: bekelteto.testulet@bkik.hu

Website: bekeltet.bkik.hu

Baranya County Conciliation Board

Office: Pécs

Area of jurisdiction: Baranya county, Somogy county, Tolna county

Contact:

Address: 7625 Pécs, Majorossy I. u. 36.

Phone number: 06-72-507-154

E-mail: info@baranyabekeltetes.hu

Website: baranyabekeltetes.hu

Borsod-Abaúj-Zemplén County Arbitration Board

Headquarters: Miskolc

Area of jurisdiction: Borsod-Abaúj-Zemplén county, Heves county, Nógrád county

Contact:

Address: 3525 Miskolc, Szentpáli u. 1.

Telephone numbers: 06-46-501-090, 06-46-501-091

E-mail: bekeltetes@bokik.hu

Website: bekeltetes.borsodmegye.hu

Csongrád-Csanád County Arbitration Board

Headquarters: Szeged

Area of jurisdiction: Békés county, Bács-Kiskun county, Csongrád-Csanád county

Contact:

6721 Szeged, Párizsi krt. 8-12.

Phone number: 06-62/549-392

E-mail: bekelteto.testulet@cskik.hu

Website: bekeltetes-csongrad.hu

Fejér County Conciliation Board

Headquarters: Székesfehérvár

Area of jurisdiction: Fejér county, Komárom-Esztergom county, Veszprém county

Contact:

Address: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Telefonszám:06-22-510-310

E-mail: bekeltetes@fmkik.hu

Website: www.bekeltetesfejer.hu

Győr-Moson-Sopron County Arbitration Board

Headquarters: Győr

Area of jurisdiction: Győr-Moson-Sopron county, Vas county, Zala county

Contact:

Address: 9021 Győr, Szent István út 10/a.

Phone number: 06-96-520-217

E-mail: bekeltetotestulet@gymkik.hu

Website: bekeltetesgyor.hu

Hajdú-Bihar County Arbitration Board

Seat: Debrecen

Area of jurisdiction: Jász-Nagykun-Szolnok county, Hajdú-Bihar county, Szabolcs-Szatmár-Bereg county

Contact:

Address.

Phone: 06-52-500-710, +36 52 500 745

E-mail: bekelteto@hbkik.hu

Website: hmbekeltetes.hu

Pest County Arbitration Board

Office: Budapest

Area of jurisdiction: Pest Vármegye

Contact:

Address: 1055 Budapest, Balassi Bálint u. 25.

Phone number: 06-1-792-7881

E-mail: pmbekelteto@pmkik.hu

Website: complaint-settlement.hu

Copyright

Pursuant to Section 1 (1) of Act LXXVI of 1999 on Copyright (hereinafter referred to as "the Copyright Act"), the website is a copyright work, and therefore all parts of it are protected by copyright. The Copyright Act (Szjt. Pursuant to Article 16 (1) of the Copyright Act, the unauthorised use of the graphics, software, computer programs or any other application that may be used to modify the website or any part thereof is prohibited. Any material from the website and its database may be reproduced, even with the written consent of the copyright holder, only with reference to the website and with acknowledgement of the source. The copyright holder: Hidden Treasure Tours Kft.

Partial invalidity, code of conduct

If a clause of the GTC is legally incomplete or ineffective, the remaining clauses of the contract remain in force and the provisions of the applicable legislation apply in place of the ineffective or defective part.

The Seller does not have a code of conduct under the Unfair Commercial Practices Act.

Operation of digital content, technical protection measures

The availability of the servers providing the data displayed on the website is above 99.9% per year. All data content is backed up regularly, so that the original data content can be restored in the event of a problem. Sensitive data is stored with encryption of appropriate strength and encrypted using hardware support built into the processor.

Information on the essential features of the services

Information about the essential features of the services available for purchase is provided in the descriptions of each service on the website.

The Service Provider is responsible for:

- Ensure the availability of the Website and its services,
- to the best of its ability to provide the service.

The Service Provider does not assume any liability:

- if the Internet browser used by the Customer does not work properly,
- the Customer is unable to access the Website due to the fault of the Customer's internet service provider,
- if the Customer does not use the Website as intended,
- for meeting the Customer's prior expectations,
- how the information obtained is used by the Customer.

Service Provider will hold the programs at the time advertised in advance. The Service Provider reserves the right to postpone the programme in the event of unforeseen circumstances that prevent the programme from being held (including, in particular, extreme weather conditions and closures).

All customers may participate in the programmes at their own risk. During the programmes, all customers are obliged to comply with any rules and regulations of the sites visited.

The Service Provider reserves the right to exclude from participation in the program any person whose conduct or appearance is detrimental to the peace of mind or other rights of other participants. In particular, persons who are drunk or who display symbols of authoritarianism may not participate in the programmes.

Correction of data entry errors - Responsibility for the accuracy of the data provided

You will always have the opportunity to correct the data you have entered during the order process before finalising your order (clicking on the back button in the browser will open the previous page, so you can correct the data you have entered even if you have already gone to the next page).

Please note that it is your responsibility to ensure that the information you provide is entered accurately, as the service will be billed and fulfilled

based on the information you provide. Please note that an incorrectly entered e-mail address or a saturated mailbox storage space may result in non-delivery of the confirmation and prevent the conclusion of the contract.

Use of the website

The site offers cross-references to the interesting information and information on the theme of the Site and to the tours advertised through the Site.

Tickets/tours can be booked via the "tickets" menu in the centre of the Site.

On the page that appears, you have to select the programme. Click on the programme icon for more information on the programme.

The status of the purchase process is indicated by the status bar at the top of the page.

The purchase process can be continued by clicking on the "next" button.

On the next page, you will be asked to select the month and day you wish to use the programme and the available free period.

Then click on the "next" button to fill in the requested personal data and select the type of tickets.

The purchase can be continued by clicking on the "next" button. On the page that appears, you can view a summary of your purchase and start the payment process as you wish.

The website also allows you to make a booking request via the sub-pages with detailed descriptions of each programme. In case of a booking request, the organiser will contact the person concerned on the basis of the completed form.

Finalising the booking (making an offer)

If you are satisfied that the contents of your shopping basket correspond to the services you wish to order and that your details are correct, you can complete your order by clicking on the "Buy Now" button. The information provided on the website does not constitute an offer to enter into a contract by the Seller. For orders covered by these GTC, you are considered the Bidder.

By clicking on the "Buy Now" button, you expressly acknowledge that your offer shall be deemed to have been made and that your declaration shall, in the event of confirmation by the Seller in accordance with these GTC, entail an obligation to pay. Seller shall promptly confirm receipt of your order to Buyer by electronic means. If this confirmation is not received by the Buyer within a reasonable period of time, depending on the nature of the service, but no later than 48 hours after the Buyer's order has been sent, the Buyer shall be released from the obligation to make an offer or contractual obligation.

Processing of the order, conclusion of the contract

You may place an order at any time. The Seller will confirm your offer by e-mail within 48 hours of sending your offer at the latest. If the customer also pays the program fee via the Website, the contract is concluded when the confirmation email sent by the Seller becomes available to you in your mail system.

If only a booking request can be made for the Programme, the contract is concluded when the offer sent in the booking request email is accepted by the Buyer.

Payment methods

K&H Bank card payment

Paying by credit card is a convenient and secure way to shop in our store. After ordering the service of your choice, you will be redirected to the K&H Bank website, where you can pay with your credit card via the encrypted transaction method used by the Bank, which is currently considered the most secure.

All our customers have to do is click on "pay by debit/credit card" when selecting the payment method and then enter the card number and expiry date on the K&H Bank payment server. K&H Bank accepts VISA, VISA Electron, V-Pay, MasterCard, Maestro and JCB cards.

Debit cards issued for electronic use only can only be accepted if their use is authorised by the issuing bank! Please check with your bank whether your card can be used for online purchases. After a successful purchase, K&H Bank will issue an authorisation number for the transaction, which

you should write down or print out the whole page. In case of an unsuccessful transaction, K&H Bank will send an error message with the reason for the error.

PayPal

PayPal is available to customers in over 200 countries, easy and secure as a safe and secure payment method.

PayPal has many advantages that make shopping easier and faster, while keeping your financial information safe:

- One email, one password. An email, an email address, an email address, an email address, an email address, an email address, and all you need to pay or transfer money through PayPal. And your debit card can stay in your wallet.
- You don't need to load money into your PayPal account to make a payment. All you need to do is assign your credit card to your PayPal account - in fact, you only need to do it once, at the beginning.
- PayPal is a globally recognised payment method, a guarantee for secure transactions and allows you to pay for goods online in 26 different currencies.

Execution deadline

The order will be fulfilled on the date chosen by the customer.

Sales abroad

The Seller does not distinguish between buyers within the territory of Hungary, the European Union and buyers outside the territory of the European Union by using the Website. Unless otherwise provided for in these GTC, the Seller shall ensure the delivery/pick-up of the ordered services in the territory of Hungary.

The provisions of these GTC shall also apply to purchases made outside Hungary, with the provision that, for the purposes of this clause, a consumer shall be deemed to be a buyer under the provisions of the relevant Regulation if he/she is a national or resident of a Member State or an undertaking established in a Member State and purchasing goods or services within the European Union solely for the purpose of end use or

with such intention. A consumer is a natural person who is acting for purposes which are outside his trade, business, craft or profession.

The language of communication and purchase is primarily Hungarian, the Seller is not obliged to communicate with the Buyer in the language of the Buyer's Member State.

Seller is not obliged to comply with, or to inform Buyer of, any non-contractual requirements, such as labelling or sector-specific requirements, laid down in the national law of Buyer's Member State in relation to the service concerned.

Unless otherwise specified, the Seller shall apply Hungarian VAT to all services.

The Customer may exercise his/her enforcement rights in accordance with these GTC.

In the case of electronic payment, payment is made in the currency specified by the Seller.

The Seller may withhold performance of the service until it is satisfied that payment of the price of the service and the delivery charge has been successfully and fully made using the electronic payment solution (including where, in the case of a service paid for by bank transfer, the Buyer transfers the purchase price in the currency of the Member State in which the payment is made and the Seller does not receive the full amount of the purchase price due to the conversion and bank commissions and charges). If the price of the service has not been paid in full, the Seller may request the Buyer to supplement the purchase price.

The Seller shall also provide non-Hungarian purchasers with the same access to the service as Hungarian purchasers.

Consumer information according to the Government Decree 45/2014 (II. 26.)

We would like to inform the customers that we sell programme options and tours for pre-announced dates on the Website, therefore the right of withdrawal is generally excluded pursuant to Section 29 (1) (I) of Paragraph (1) of Government Decree 45/2014.

In case of a reservation for a given programme, the Service Provider provides the possibility of **withdrawal from the programme** at its own discretion as follows:

1. Should it be necessary, the customer may request a rescheduling of the programme free of charge to another date of the customer's choice – if available. The request for rescheduling in case of public tours must be made up to 24 hours prior to the programme in question, while in the case of private tours we can only modify the requested date or time of the programme, if the guide is available at the requested new date or time.
If there is a price increase in the meantime, the guest will only have to pay the difference.
2. If the customer does not wish to make use of the option described in point 1. and wishes to cancel the programme, we will refund the programme price as follows: up to 48 hours before the start of the programme at a cancellation fee of 15%, up to 24 hours before the start of the programme at a cancellation fee of 50%. Cancellation or no-show on the day of the programme will be charged at 100% cancellation fee.

Requests for changes or cancellations must be made by email to visit@greatsynagogue.hu email.

In the event that we are forced to cancel the program, we will proceed as follows:

1. offer the customer an alternative date(s) for the program.
2. if the customer does not wish to accept the date(s) offered in 1., we will refund 100% of the amount paid by the guest.
3. If a programme includes several synagogues or museums and one of them closes unexpectedly for some reason and we are unable to take the guest inside, we cannot offer the guest a refund as the programme is sold as a "package".

If this unforeseen situation affects the main attraction, the synagogue on Dohány Street, then points 1. or 2. apply.

In the event of cancellation or modification of the programme, the Service Provider excludes its liability for damages.

Information on the warranty of fitness for purpose for consumer contracts

This section of the consumer information has been drawn up on the basis of the authorisation of Article 11(5) of Government Decree 45/2014 (II.26.), in accordance with Annex 3 of Government Decree 45/2014 (II.26.)

The Consumer Information Notice applies only to Customers who are consumers, the rules applicable to Customers who are not consumers are set out in a separate chapter.

Contractual performance requirements for the sale of digital content and digital services generally sold under a consumer contract (hereinafter collectively referred to as "service")

The service and the performance must comply with the requirements of Government Decree 373/2021 (30.6.2021) at the time of performance.

In order for the performance to be deemed to be in conformity with the contract, the service which is the subject of the contract must

- must comply with the specifications, quantity, quality, type and have the functionality, compatibility, interoperability and other characteristics specified in the contract;
- it must be fit for any purpose specified by the consumer and brought to the seller's attention by the consumer at the latest at the time of the conclusion of the contract and accepted by the seller;
- have all the accessories, instructions for use, including installation instructions, installation instructions and customer support as specified in the contract; and
- provide the updates specified in the contract.

In order to be considered as being in conformity with the contract, the service covered by the contract must

- must be suitable for the purposes for which it is intended, for the same type of service, by the legislation, technical standard or, in the absence of a technical standard, by the relevant code of conduct;
- must have the quantity, quality, performance and other characteristics that the Consumer could reasonably expect, in particular in terms of functionality, compatibility, availability, continuity and security, which are normal for the same type of service, taking into account any public statement, in particular in an advertisement or on a label, by the Seller, his representative or any other person in the distribution chain, concerning the specific characteristics of the service;
- have the accessories and instructions, including packaging and installation instructions, which the consumer could reasonably expect; and

- comply with the characteristics and description of the service which the Seller has made available as a sample, model or trial version prior to the conclusion of the contract.

The service need not conform to the public statement if the Seller proves that

- did not know and had no reason to know of the public statement;
- the public statement has been adequately corrected by the time of the conclusion of the contract; or
- the public statement could not have influenced the decision of the person entitled to conclude the contract.

Contractual performance requirements for the sale of digital content sold under a consumer contract and the provision of digital services

The digital content or service is supplied by the seller to the consumer. Unless otherwise agreed by the parties, the Seller shall, without undue delay after the conclusion of the contract, provide the digital content or digital service to the consumer in the latest version available at the time of the conclusion of the contract.

The service shall be deemed to be completed when

- the digital content or any solution for accessing or downloading it has been delivered to the consumer or to a physical or virtual device chosen by the consumer for that purpose; or
- the digital service has been made available to the consumer or made available to the physical or virtual device chosen by the consumer for that purpose.

The seller must ensure that the consumer is notified of and receives any updates to the digital content or digital service, including security updates, that are necessary to keep the digital content or digital service in conformity with the contract.

The Seller shall make the update available

- for the duration of the provision of the digital content or digital service under the contract, if the contract provides for a continuous service for a specified period; or
- for a period which the consumer could reasonably expect, taking into account the type and purpose of the digital content or digital service, the

circumstances in which the contract was concluded and the terms of the contract, and the prevailing customs and practices of the parties concerned, if the contract provides for a single service or a series of individual acts of service.

Where the contract provides for the supply of digital content or the provision of a digital service on a continuous basis over a specified period, the contractual performance of the digital content or digital service must be ensured throughout the duration of the contract.

If the consumer fails to install within a reasonable time the updates provided by the seller, the seller is not liable for any failure of the service if it is due solely to the failure to apply the relevant update, provided that

- the Seller has informed the consumer of the availability of the update and the consequences of the consumer's failure to install it; and
- the failure of the consumer to install the upgrade or the incorrect installation of the upgrade by the consumer is not due to a lack of installation instructions provided by the Seller.

No lack of conformity shall be established if, at the time of the conclusion of the contract, the consumer was specifically informed that a particular characteristic of the digital content or digital service deviated from the requirements set out herein and the consumer specifically and expressly accepted this deviation at the time of the conclusion of the contract.

The Seller shall be deemed to have failed to perform where the digital content or digital service provision is defective due to the consumer's improper integration into his digital environment, provided that

- the integration of the digital content or digital service was carried out by the Seller or under the Seller's responsibility; or
- the digital content or digital service is to be integrated by the consumer and the unprofessional integration was caused by the lack of integration instructions provided by the Seller.

If the contract provides for a one-off service or a series of individual acts of service, the Seller is liable for the defect, including updates and security updates necessary to maintain conformity with the contract, which exists at the time of delivery of the digital content or provision of the digital service.

If the contract provides for the continuous supply of digital content or digital services for a specified period, the Seller is liable for any defect in the digital content or digital services if the defect occurs or becomes apparent during the period specified in the contract.

If the contract provides for a single service or a series of individual acts of service, it must be presumed, unless the contrary is proved, that the lack of conformity which the consumer has discovered within one year of the date of performance was already present at the time of performance. However, the seller shall not be deemed to have failed to perform if he proves that the consumer's digital environment is not compatible with the technical requirements of the digital content or service and he has informed the consumer of this in a clear and comprehensible manner prior to the conclusion of the contract.

If the contract provides for the continuous provision of digital content or digital services for a specified period, the burden of proof that the service affected by the defect detected during the contractual period was in conformity with the contract during the period of contractual performance of the service is on the Seller. However, the Seller is not in breach of contract if he proves that the consumer's digital environment is not compatible with the technical requirements of the digital content or digital service and he has informed the consumer of this in a clear and comprehensible manner prior to the conclusion of the contract.

The consumer must cooperate with the seller to enable the seller to ascertain that the cause of the lack of conformity is the consumer's digital environment, using the least intrusive means technically available to the consumer. If the consumer fails to comply with this obligation to cooperate, after having been clearly and intelligibly informed of this obligation by the seller prior to the conclusion of the contract, the burden of proof shall be on the consumer to prove that

- the defect was discovered within one year of performance and was already present at the time of performance, or
- the service affected by the defect discovered during the contractual period was not in conformity with the contract during the period of contractual performance.

Warranty for accessories

What rights do you have under a warranty claim?

You may - at your option - make the following claims:

You may request repair or replacement, unless the claim you choose is impossible or would impose a disproportionate additional cost on the Seller compared to any other claim. If you have not requested or could not request the repair or replacement, you may request a proportionate reduction in the price or, as a last resort, withdraw from the contract.

You may transfer your right to a different warranty, but you will bear the cost of the transfer, unless it was justified or the Seller gave a reason for it.

Specific rules on rights of accessory warranty for digital content and digital services sold under a consumer contract

The consumer also has the right to claim a proportionate reduction of the price or to terminate the contract for the supply of digital content or services, according to the seriousness of the lack of conformity, if

- repair or replacement is impossible or would result in disproportionate additional costs for the Seller;
- the Seller, in the case of the exercise of the right of accessory warranty for repair or replacement, does not render the performance free of charge within a reasonable period of time after the consumer's notification of the defect, without significant inconvenience to the consumer, taking into account the nature and purpose of the digital content or digital service;
- there is a repeated failure of performance despite the Seller's attempts to bring the service into conformity with the contract;
- the non-performance is of such a serious nature as to justify immediate price reduction or termination of the contract; or
- the seller has not undertaken to bring the service into conformity or it is clear from the circumstances that the seller will not bring the service into conformity within a reasonable time or without significant detriment to the consumer.

In the case of the exercise of the right to repair or replacement, the seller must, without significant inconvenience to the consumer and having regard to the nature and purpose of the digital content or digital service, make the performance free of charge in conformity with the contract within a reasonable time after the consumer has been informed of the lack of conformity.

When exercising the right to repair or replace, the Seller may choose the method of making the digital content or digital service conform to the contract, depending on the technical characteristics of the digital content or digital service.

The reduction of the consideration shall be proportionate if it is equal to the difference between the value of the service which the consumer would have been entitled to receive in the case of contractual performance and the value of the service actually provided to the consumer.

If the contract provides for a continuous service over a specified period, the proportionate reduction of the consideration must relate to the period during which the service was not in conformity with the contract.

Where the consumer wishes to terminate the contract on the grounds of defective performance, the burden of proving that the defect is insignificant shall lie with the seller.

If the seller provides or undertakes to provide digital content or a digital service and the consumer provides or undertakes to provide the seller with only personal data, the consumer is entitled to terminate the contract even if the lack of conformity is insignificant, but may not claim a proportionate reduction of the consideration.

The consumer's right to terminate the contract may be exercised by means of a declaration addressed to the seller expressing the decision to terminate.

If the Seller fails to perform, the consumer is obliged to request the Seller to perform. If, despite the consumer's request, the Seller fails to supply or provide the digital content or service without delay or within a period of grace agreed by the parties, the consumer may terminate the contract.

The consumer may terminate the contract without requiring the seller to perform if

- the seller has not undertaken to supply the digital content or to provide the digital service or it is clear from the circumstances that the seller will not supply the digital content or provide the digital service; or
- it is clear from the agreement of the parties or the circumstances in which the contract was concluded that it is essential for the consumer that the digital content be provided on a specified date and the seller fails to do so.

In the event of termination of the contract, the Seller must refund the full amount paid by the consumer as consideration.

If, however, performance has been contractual for a specified period before termination of the contract, the consideration due for that period shall not be refunded. In the latter case, that part of the consideration which relates to the period of non-contractual performance and the consideration paid in advance by the consumer which would have been due for the remaining duration of the contract in the event of non-termination shall be refunded.

If the consumer has the right to a proportionate reduction of the consideration or termination of the contract, the Seller must fulfil his

obligation to refund without delay, but at the latest within fourteen days of becoming aware of the exercise of this right.

The business shall reimburse the amount refunded to the consumer in the same way as the consumer used to pay. Subject to the express consent of the consumer, the trader may use another method of payment for the refund, but the consumer shall not be charged any additional fee as a result.

The costs of the refund shall be borne by the Seller.

In the event of termination of the contract, the Seller may prevent the consumer from continuing to use the digital content or digital service, in particular by making the digital content or digital service inaccessible to the consumer or by disabling the consumer's user account.

In the event of termination of the contract, the consumer must refrain from using the digital content or service and from making it available to third parties.

If the digital content has been provided on a physical medium, the consumer must return the physical medium without delay at the expense of the seller, at the request of the seller communicated within fourteen days of the date on which the seller becomes aware of the termination.

The consumer must pay a fee for the use of the digital content or digital service for the period before the termination of the contract, proportionate to the service contractually provided.

What is the time limit for you to claim your rights under the accessory warranty?

You must notify us of the defect as soon as it is discovered, but no later than two months after the defect is discovered. However, you should note that you cannot claim for a defect after the two-year limitation period from the date of performance of the contract.

The limitation period does not include the part of the repair period during which the Customer cannot use the service as intended.

For the part of the Service that has been replaced or repaired, the limitation period for claims under the warranty of fitness for purpose shall start to run again. This rule shall also apply in the event that a new defect occurs as a result of the repair.

Who can you claim against?

You can make a claim against the Seller.

What are the other conditions for exercising your rights?

Within one year from the date of performance, you can claim for a replacement warranty on the basis of no more than the notification of the defect, provided that you prove that the service was provided by the Seller. However, after one year from the date of performance, you will have the burden of proving that the defect which you have discovered existed at the time of performance.

Information on the warranty of conformity of services for non-consumer Customers

Non-consumer Customers may, at their option, make the following claims for the warranty of service:

Request repair or replacement, unless the claim you choose is impossible or would impose disproportionate additional costs on the Seller compared to any other claim. If you have not requested or could not request the repair or replacement, you may request a proportionate reduction in the price or the Buyer may have the defect repaired or replaced at the Seller's expense or, as a last resort, you may withdraw from the contract.

You may transfer your right to a different warranty, but you will bear the cost of the transfer, unless it was justified or the Seller has given a reason for it. For purchasers who are not consumers, the time limit for exercising the right to a warranty of replacement is 1 year from the date of delivery.