

General Terms and Conditions

This document is not filed (not accessible afterwards), is concluded in electronic form only, is not a written contract, does not refer to a code of conduct. In case of any questions regarding the operation of the website or the ordering process, please contact us at the contact details provided.

These GTC apply to the legal relations on the Service Provider's website (<https://dunacruises.com>) and its subdomains. These GTC are permanently available on the following website: <https://dunacruises.com/files/eng/aszf.pdf> and can be downloaded and printed at any time from the link below: <https://dunacruises.com/files/eng/aszf.pdf>

1. Service provider details:

Name of the service provider: Dunai Sétahajózási Szolgáltató Korlátolt Felelősségű Társaság

The place where the service provider is established (and where the complaint is lodged): 1036 Budapest, Perc utca 2.

The contact details of the service provider, the electronic mail address regularly used to contact the users: info@dunacruises.com

Company registration number: 01-09-388532

Tax number: 27400843-2-41

Name of the registering authority: Fővárosi Törvényszék Cégbírósága

Language of the contract: Hungarian

Name, address and e-mail address of the hosting provider: Mediacenter Kft, 6000 Kecskemét, Sosztakovics u. 3. II/6, mediacenter@mediacenter.hu

2. Basic provisions:

2.1. Issues not regulated in these Rules and the interpretation of these Rules shall be governed by Hungarian law, in particular with regard to the relevant provisions of Act V of 2013 on the Civil Code ("Civil Code") and Act CVIII of 2001 on certain issues of electronic commerce services and information society services (Act on electronic commerce), and the detailed rules of contracts between consumers and businesses (Government Decree No. 45/2014 (26.II.)). The mandatory provisions of the relevant legislation shall apply to the parties without any specific stipulation.

2.2. These Rules shall enter into force on 10 July 2023 and shall remain in force until revoked. The Service Provider shall be entitled to unilaterally amend the Regulations (circumstances giving rise to the amendment: changes in legislation, business interests, changes in the company). The Service Provider shall publish the amendments on the website 11 (eleven) days before they enter into force, during which period the User shall be entitled to withdraw from or terminate the contract. By using the website, Users agree that all regulations relating to their use of the website shall automatically apply to them.

2.3. The Service Provider reserves all rights with respect to the website, any part thereof and the content displayed thereon, as well as the distribution of the website. You may not download, electronically store, process or sell the content of the website or any part thereof without the written consent of the Provider.

3. Range of products available for purchase, price indication, incorrect price

3.1. Prices displayed for tickets are in EUR and include VAT as required by law.

3.2. On the website, the Service Provider will provide details of the name, type and description of the ticket..

3.3. If a promotional price is introduced, the Service Provider will fully inform Users about the promotion and its exact duration.

3.4. If the Service Provider, despite all due care, displays an incorrect price on the Webshop interface, in particular a clearly incorrect price, e.g. a "0" HUF or "1" HUF price that differs significantly from the well-known, generally accepted or estimated price of the ticket, or a price of "0" HUF due to a system error, the Service Provider is not obliged to confirm the order at the incorrect price, but may reject the offer and offer to confirm the correct price, in the knowledge of which the Customer may withdraw from the purchase. In accordance with national case-law, a significant deviation is defined as a deviation of at least 50% from the market value of the ticket or service in question, whether positive or negative. However, we would like to inform consumers that the law does not define the concept of a conspicuous disproportion in value (Civil Code § 6:98).

3.5. In the event of a noticeable discrepancy between the actual and the indicated price of the ticket in the case of an incorrect price as described in section 4.5, the contract shall be concluded only by mutual and unanimous expression of the will of the parties in accordance with Act V of 2013 on the Civil Code (Civil Code). If the parties cannot agree on the contractual terms, i.e. if there is no mutual and unanimous

expression of the will of the parties, there is no valid contract, which would give rise to rights and obligations.

4. How to order

4.1. The user can start shopping without registration.

4.2. User selects the appropriate available date, trip and type of deck where they wish to travel by clicking on the Ticket button.

4.3. User sets the number of tickets to be purchased.

4.4. User proceeds to the payment method:

- Online payment by credit card: the User has the possibility to pay the total amount of the order online by credit card through the secure payment system of the financial service provider used by the Service Provider.

Payment for tickets can only be made electronically (on-line) as part of the order process. The bank transaction is considered as a credit card purchase and the related fees will be charged to the customer according to their bank's tariff.

When paying online, the User can pay through the Simple Pay server of OTP bank.

The general terms and conditions for the use of the SimplePay service by Customers are currently available at www.simplepay.hu.

After a short download, a window will automatically appear containing a link to the Service Provider's online ticketing system page where the purchase was initiated and the amount to be paid as consideration for the purchase. The amount to be paid must be verified by the User before the payment is initiated.

When making a payment, the User's bank card details are required (the card details required to make a purchase on the Internet: the bank card number, the name on the bank card, the expiry date and, for some cards, the CVV2/CVC2/CID 3 or 4-digit verification code.)

Simple reserves the right to unilaterally determine the range of Cards accepted.

Simple currently accepts VISA, VISA Electron, Mastercard, Maestro, American Express

In the interface, the User must enter his/her credit card number and expiry date, which are indicated on his/her plastic card. In addition to these details, the CVV2/CVC2/CID 3 or 4 digit verification code field must be completed in order to make a successful purchase.

In any case, the User will receive a confirmation of the result of the payment, after which the bank's site will redirect him/her back to the Service Provider's online ticketing system.

There may be an error when you pay online. Due to any technical error during the financial transaction or if the redirection from the bank's website to the Service Provider's website of the Internet ticketing system does not take place, the payment will not be completed and the order will fail [Civil Code 6:84 §].

4.4 Shipping cost: there is no shipping cost.

4.5. If there is an error or omission in the tickets or prices on the website, we reserve the right to correct it. In such a case, we will inform the customer of the new information as soon as the error is detected or amended. The User may then confirm the order once again or withdraw from the contract.

4.6. After entering the billing data, the User can click on the "Buy ticket" button to send the order, but before that he/she can check the data once again.

4.7. The total amount payable includes all costs based on the order summary and confirmation letter.

4.8. The invoice will be sent electronically by the Service Provider.

4.9. By placing an order, the User acknowledges that a payment obligation arises.

4.10. Correction of data entry errors: in any case, before completing the order process, the User can go back to the previous phase and correct the data entered. In detail: during the ordering process, it is possible to view or modify the contents of the basket, if the basket does not contain the quantity you wish to order, you can enter the number of items in the quantity column and press the "update basket" button. If the User wishes to delete the tickets in the basket, he/she clicks on the "X" "delete" button. During the ordering process, the User has the possibility to correct/delete the entered data at any time.

5. Processing and fulfilling orders

5.1. The processing of orders is ongoing.

5.2. General deadline: according to the date selected on the ticket.

5.3. Based on the contract of sale, the Service Provider is obliged to transfer the ownership of the item, the User is obliged to pay the purchase price and take delivery of the item.

5.4. Unless otherwise agreed between the Service Provider (Seller) and the Buyer (Purchaser), the Seller (in these GTC: Service Provider) shall provide the object of purchase to the Buyer (User) without delay, but no later than within thirty days after the conclusion of the contract.

5.5. In the event of a delay on the part of the Service Provider, the User is entitled to set a grace period. If the seller does not perform within the grace period, the buyer has the right to withdraw from the contract.

5.6. The User may withdraw from the contract without notice if.

- a) the Service Provider has refused to perform the contract; or
- (b) the contract should have been performed at the time agreed by the parties or by reason of the recognisable purpose of the service and not at any other time.

5.7. If the Service Provider does not fulfil its contractual obligation because the product or ticket specified in the contract is not available, the Service Provider shall immediately inform the User thereof and immediately refund the amount paid by the User.

6. Right of Withdrawal

6.1. Pursuant to Directive 2011/83/EU of the European Parliament and of the Council and Government Decree 45/2014 (26.II.26.) on the detailed rules for contracts between consumers and businesses, the consumer does not have the right of withdrawal/cancellation in the case of a contract for a service related to leisure activities if the contract stipulates a specific performance date or deadline (such as tickets for visiting or renting the Citadella cruise ship or the Kisfaludy Paddle Steamer on a specific date).

6.2. In the event of withdrawal, the Supplier may be liable to refund the consumer if the service is not provided. The reasons for this may be:

- weather conditions do not allow the service to be carried out,
- it is unsafe to perform the service,

- the service cannot be carried out for technical reasons,
- unforeseen events affect or prevent the performance of the service,
- The consumer is not entitled to a refund if:
a customer arriving late to start the service misses the service.

6.3. The Consumer acknowledges that the Service Provider is not obliged to refund the value of his/her online ticket purchase in case of cancellation.

The Consumer may notify the Service Provider in writing of any change to the booked ticket, the date of the ticket, the type of flight, provided that he notifies the Service Provider at least 1 day before the start of the service.

6.4.

Terms and conditions for ticket changes:

- 3 hours before departure: free of charge
- within 3 hours of departure: no possibility of changes

In case of a change request, please indicate the requested modified date.

Terms and conditions for ticket cancellation:

- 24 hours prior to departure: full refund
- Within 24 hours of departure or no-show: no refund

In case of a cancellation request, please indicate whether you would like a refund or a gift voucher valid for one year instead of the ticket.

To change or cancel your tickets, please contact us at info@dunacruises.com with your reservation or ticket number. The request for modification or cancellation must be sent from the e-mail address associated with the order.

Vouchers issued by a third party can only be modified or cancelled by that third party (e.g. Getyourguide).

7. Warranty

Incorrect performance

The debtor is in default if the service does not meet the quality requirements laid down in the contract or by law at the time of performance. The obligor is not in defect if the person entitled knew of the defect at the time of the conclusion of the contract or should have known of the defect at the time of the conclusion of the contract.

Any term in a contract between a consumer and a business which derogates from the provisions of this Chapter relating to guarantees and warranties to the detriment of the consumer shall be void.

Only Users who are consumers within the meaning of the Civil Code are entitled to more warranty rights.

Business User: a person acting in the course of his/her profession, self-employment or business.

Accessories warranty

7.1. In which cases can the User exercise the right to a warranty?

In the event of defective performance by the Service Provider, the User may assert a claim for warranty against the Service Provider in accordance with the rules of the Civil Code.

7.2. What are the User's rights under a warranty claim?

The User may, at his/her option, make the following warranty claims: request repair or replacement, unless the fulfilment of the claim chosen by the User is impossible or would involve disproportionate additional costs for the company compared to the fulfilment of his/her other claim. If the repair or replacement is not requested or could not be requested, the User may request a proportionate reduction of the price or have the defect repaired or replaced at the expense of the undertaking or, as a last resort, may withdraw from the contract. The User may transfer his right of warranty from one of his chosen rights to another, but the cost of such transfer shall be borne by the User, unless it was justified or the enterprise gave a reason for it.

7.3. What is the deadline for the User to assert a warranty claim?

The User (if he/she is a consumer) must report the fault immediately after its discovery, but not later than two months after the discovery of the fault. However, please note that you may no longer exercise your rights to claim for damages after the expiry of the two-year limitation period (one year in the case of businesses) from the date of performance of the contract.

7.4. Who can you claim against?

The User may assert a warranty claim against the Service Provider.

7.5. What are the other conditions for exercising your rights under the warranty (if you are a consumer)?

Within six months from the date of performance, there is no other condition for the enforcement of the warranty claim other than the notification of the defect, if the User proves that the product or service was provided by the company operating the webshop. However, after six months from the date of performance, the User shall be obliged to prove that the defect discovered by the User existed at the time of performance.

8. Procedure in the event of a warranty claim (for users who are consumers)

8.1. The agreement of the parties to a contract between a consumer and a business must not derogate from the provisions of the Regulation to the detriment of the consumer.

8.2. The onus is on the consumer to prove the conclusion of the contract (with an invoice or even just a receipt).

8.3. The costs related to the fulfilment of the warranty obligation shall be borne by the Service Provider (Civil Code, § 6:166).

8.4. The Service Provider shall keep a record of the warranty or guarantee claim notified to it by the consumer.

8.5. A copy of the report shall be made available to the consumer without delay in a verifiable manner.

8.6. If the Service Provider is unable to declare the enforceability of the consumer's warranty or guarantee claim at the time of its notification, it shall notify the consumer of its position within five working days in a verifiable manner, including the reasons for the rejection and the possibility of recourse to the conciliation body in the event of rejection of the claim.

8.7. The Service Provider shall keep the minutes for a period of three years from the date of their recording and shall produce them at the request of the supervisory authority.

8.8. The Supplier shall endeavour to carry out the repair or replacement within a maximum of fifteen days.

9. Mixed Provisions

9.1. The Service Provider may use an intermediary to fulfil its obligations. The Service Provider shall be fully liable for any unlawful conduct of the Service Provider, as if the unlawful conduct had been committed by the Service Provider.

9.2 If any part of these Terms and Conditions becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining parts shall not be affected.

9.3 If the Service Provider fails to exercise any right it may have under these Terms and Conditions, its failure to exercise such right shall not be deemed a waiver of such right. No waiver of any right shall be valid unless expressly stated in writing. The fact that the Service Provider does not strictly adhere to a material term or condition of the Terms and Conditions on one occasion does not mean that it waives its right to insist on strict adherence to that term or condition in the future.

9.4 The Service Provider and the User shall attempt to settle their disputes amicably.

9.5 The Parties agree that the Service Provider's webshop is located in Hungary and that its maintenance is carried out in Hungary. Since the site can be visited from other countries, the users expressly acknowledge that the governing law in the relationship between the user and the Service Provider is Hungarian law. If the user is a consumer, the court of the defendant's (consumer's) domicile shall have exclusive jurisdiction over the consumer in disputes arising from this contract pursuant to Section 26 (1) of the Civil Code.

9.6. The Service Provider shall not apply different general terms and conditions of access to products and tickets in the webshop for reasons related to the User's nationality, place of residence or domicile.

9.7 The Service Provider shall not apply different conditions to the payment transaction for the payment methods accepted by it for reasons related to the User's nationality, residence or place of establishment, the place of account management of the payment account, the place of establishment of the payment service provider or the place of issue of the cash substitute payment instrument within the Union.

9.8 The service provider complies with REGULATION (EU) 2018/302 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 30 June 2018 on combating unjustified territorial restrictions

based on the nationality, residence or domicile of the customer and other forms of discrimination based on content and other grounds within the internal market and amending Regulations (EC) No 2006/2004 and (EU) 2017/2394 and Directive 2009/22/EC.

10. Boarding Conditions

Boarding the cruise is only permitted if all of the following conditions are met:

1. The ticket must be issued in the passenger's name.
2. The passenger must present a valid photo ID at boarding.
3. The name on the ticket must match the name on the ID.
4. If any of the above conditions are not met, the service provider reserves the right to deny boarding, and no refund will be granted in such cases.
5. If there is any suspicion that the booking is connected to fraudulent activity, the reservation can only be validated upon presentation of the physical bank card used for the purchase. If it cannot be clearly verified that the presented card belongs to the person who made the booking, we reserve the right to deny boarding, and no refund will be issued in such cases. However, in these cases, it is possible to purchase a new ticket on-site using cash or a physical bank card.

11. Passenger Obligations On Board

By boarding the vessel or using the service, the Passenger automatically accepts and acknowledges as binding the safety regulations, onboard rules, and all instructions issued by the crew, as set forth by the Service Provider.

The Passenger is required to follow all instructions given by the crew, especially those related to passenger safety, vessel operation, and the uninterrupted delivery of the service. In cases of refusal to comply with the crew's instructions, violation of safety regulations, or breach of onboard rules, the Service Provider reserves the right to deny continued access to the service, or in severe cases, to require the Passenger to disembark.

The Passenger acknowledges that adherence to the crew's instructions is essential for their own safety, as well as the safety of fellow passengers and crew members. The Service Provider shall not be held liable for any damage or injury resulting from non-compliance with crew instructions, violation of onboard rules, or lack of cooperation by the Passenger.

The applicable safety regulations and onboard rules are clearly displayed on the vessel and are available from the crew upon request. It is the Passenger's responsibility to familiarize themselves with these rules, understand their content, and comply with them at all times.

12. Complaints handling policy (for users who are consumers)

12.1 Our Store aims to fulfil all orders to the customer's full satisfaction and to a high quality. If the User has any complaint regarding the contract or its performance, he/she may send a complaint to the above e-mail address or by letter.

12.2 The Service Provider shall immediately investigate the oral complaint and remedy it as necessary. If the customer does not agree with the handling of the complaint or if it is not possible to investigate the complaint immediately, the Service Provider shall immediately take a record of the complaint and its position on the complaint and shall provide the customer with a copy of the record.

12.3 The Service shall reply to the written complaint in writing within 30 days. It shall give reasons for its position rejecting the complaint. The Service Provider shall keep a record of the complaint and a copy of the reply for five years and shall present it to the supervisory authorities upon request.

12.4 You are informed that, if your complaint is rejected, you may submit your complaint to a public authority or a conciliation body, as described below:

12.5 The Consumer may lodge a complaint with the consumer protection authority:

According to Government Decree No. 387/2016 (XII. 2.) on the designation of the consumer protection authority, the district office or the district office of the county seat shall act in the first instance in administrative authority matters, and the Pest County Government Office shall act in the second instance with national jurisdiction. Contact details of the district offices: <http://jarasinfo.gov.hu>

12.6 In the event of a complaint, the Consumer has the right to apply to a conciliation body, the contact details of which can be found here:

Bács-Kiskun County Conciliation Board

Address: 6000 Kecskemét, Árpád krt. 4.

Phone number: (76) 501-525, (76) 501-500

Fax number: (76) 501-538

Name: Mátyus Mariann

E-mail address: bkmkik@mail.datanet.hu;

Baranya County Conciliation Board

Address: 7625 Pécs, Majorossy Imre u. 36.

Your mailing address: 7602 Pécs, Pf. 109.

Phone number: (72) 507-154

Fax number: (72) 507-152

Name: Dr. Bodnár József

E-mail address: bekelteto@pbkik.hu;

Békés County Conciliation Board

Address: 5601 Békéscsaba, Penza ltp. 5.

Phone number: (66) 324-976, 446-354, 451-775

Fax number: (66) 324-976

Name: Dr. Bagdi László

E-mail address: bmkik@bmkik.hu;

Borsod-Abaúj-Zemplén County Conciliation Board

Address: 3525 Miskolc, Szentpáli u. 1.

Phone number: (46) 501-091, 501-870

Fax number: (46) 501-099

Name: Dr. Tulipán Péter

E-mail address: kalna.zsuzsa@bokik.hu;

Budapesti Conciliation Board

Address: 1016 Budapest, Krisztina krt. 99.

Phone number: (1) 488-2131

Fax number: (1) 488-2186

Name: Dr. Baranovszky György

E-mail address: bekelteto.testulet@bkik.hu;

Csongrád County Conciliation Board

Address: 6721 Szeged, Párizsi krt. 8-12.

Phone number: (62) 554-250/118 mellék

Fax number: (62) 426-149

Name: Dékány László, Jerney Zoltán

E-mail address: bekelteto.testulet@csmkik.hu;

Fejér Megyei Békéltető Testület

Címe: 8000 Székesfehérvár, Hosszúsétatér 4-6.

Phone number: (22) 510-310

Fax number: (22) 510-312

Name: Kirst László

E-mail address: fmkik@fmkik.hu;

Győr-Moson-Sopron County Conciliation Board

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

Phone number: (96) 520-202; 520-217

Fax number: (96) 520-218

Name: Horváth László

E-mail address: bekeltetotestulet@gymkik.hu;

Hajdú-Bihar County Conciliation Board

Address: 4025 Debrecen, Petőfi tér 10.

Phone number: (52) 500-749

Fax number: (52) 500-720

Name: Dr. Hajnal Zsolt

E-mail address: info@hbkik.hu;

Heves County Conciliation Board

Address: 3300 Eger, Faiskola út 15.

Your mailing address: 3301 Eger, Pf. 440.

Phone number: (36) 416-660/105 mellék

Fax number: (36) 323-615

Name: Pintérné Dobó Tünde

E-mail address: tunde@hkik.hu;

Jász-Nagykun-Szolnok County Conciliation Board

Address: 5000 Szolnok, Verseggy park 8.

Phone number: (56) 510-610

Fax number: (56) 370-005

Name: Dr. Lajkóné dr. Vígh Judit

E-mail address: kamara@jnszmkik.hu;

Komárom-Esztergom County Conciliation Board

Address: 2800 Tatabánya, Fő tér 36.

Phone number: (34) 513-010

Fax number: (34) 316-259

Name: Dr. Rozsnyói György

E-mail address: kemkik@kemkik.hu;

Nógrád County Conciliation Board

Address: 3100 Salgótarján, Alkotmány út 9/a

Telefonszám: (32) 520-860

Fax number: (32) 520-862

Name: Dr. Pongó Erik

E-mail address: nkik@nkik.hu;

Pest County Conciliation Board

Address: 1119 Budapest, Etele út 59-61. 2. em. 240.

Phone number: (1)-269-0703

Fax number: (1)-269-0703

Name: dr. Csanádi Károly

E-mail address: pmbekelteto@pmkik.hu

Website address: www.panaszrendezes.hu

Somogy County Conciliation Board

Address: 7400 Kaposvár, Anna utca 6.

Phone number: (82) 501-000

Fax number: (82) 501-046

Name: Dr. Novák Ferenc

E-mail address: skik@skik.hu;

Szabolcs-Szatmár-Bereg County Conciliation Board

Address: 4400 Nyíregyháza, Széchenyi u. 2.

Phone number: (42) 311-544, (42) 420-180

Fax number: (42) 311-750

Name: Görömbeiné dr. Balmaz Katalin

E-mail address: bekelteto@szabkam.hu;

Tolna County Conciliation Board

Address: 7100 Szekszárd, Arany J. u. 23-25.

Phone number: (74) 411-661

Fax number: (74) 411-456

Name: Mátyás Tibor

E-mail address: kamara@tmkik.hu;

Vas County Conciliation Board

Address: 9700 Szombathely, Honvéd tér 2.

Phone number: (94) 312-356

Fax number: (94) 316-936

Name: Dr. Kövesdi Zoltán

E-mail address: pergel.bea@vmkik.hu

Veszprém County Conciliation Board

Address: 8200 Veszprém, Budapest u. 3.

Phone number: (88) 429-008

Fax number: (88) 412-150

Name: Dr. Óvári László

E-mail address: vkik@veszpremikamara.hu

Zala County Conciliation Board

Address: 8900 Zalaegerszeg, Petőfi utca 24.

Phone number: (92) 550-513

Fax number: (92) 550-525

Name: dr. Koczka Csaba

E-mail address: zmbekelteto@zmkik.hu

12.7 The conciliation body is competent to settle consumer disputes out of court. The conciliation body's task is to attempt to reach an agreement between the parties to settle the consumer dispute and, if this is unsuccessful, to decide on the case in order to ensure the simple, quick, efficient and cost-effective enforcement of consumer rights. At the request of the consumer or the Supplier, the conciliation body shall advise the consumer on the rights and obligations of the consumer.

12.8 In the case of cross-border consumer disputes related to online sales or online service contracts, the conciliation body attached to the Metropolitan Chamber of Commerce and Industry shall be the exclusive competent body for the procedure.

12.9. Access to the platform requires a simple registration on the European Commission's system by clicking [here](#). After logging in, the consumer can then submit a complaint via the online website <http://ec.europa.eu/odr>

12.10. The service provider has a duty to cooperate in the conciliation procedure, by sending its reply to the conciliation body and by ensuring the participation of a person authorised to negotiate a settlement at the hearing. If the head office or place of business is not registered in the county of the chamber of conciliation which operates the territorially competent conciliation body, the obligation of cooperation of the business includes offering the possibility of a written settlement in accordance with the consumer's request.

12.11. If the consumer does not apply to a conciliation body or if the procedure has not been successful, the consumer may apply to the courts to have the dispute settled. The action must be brought by means of a statement of claim containing the following information:

- the competent court;
- the names, domicile and status of the parties and their representatives;
- the right sought to be enforced, stating the facts on which it is based and the evidence in support of those facts;
- the particulars from which the jurisdiction and competence of the court may be derived;
a request for a definitive ruling by the court.

The application must be accompanied by the document or a copy of the document whose contents are relied on in support of the application.

13. Copyrights

13.1. Since <https://dunacruises.com>, as a website, is a copyrighted work, it is prohibited to download (reproduce), retransmit to the public, otherwise use, electronically store, process and sell the content of <https://dunacruises.com> or any part thereof without the written consent of the Service Provider.

13.2. Any material from the <https://dunacruises.com> website and its database may be reproduced with written consent only by linking to the website.

13.3. The Service Provider reserves all rights to all elements of its service, its domain names, the secondary domain names formed with them and its Internet advertising space.

13.4 It is prohibited to adapt or reverse engineer the content of the <https://dunacruises.com> website or parts thereof; to create user IDs and passwords in an unfair manner; to use any application that allows the <https://dunacruises.com> website or any part thereof to be modified or indexed.

13.5 The name <https://dunacruises.com> is protected by copyright, and its use, except for the purpose of referencing, is only possible with the written consent of the Service Provider.

13.6. The amount of the penalty is HUF 60,000 gross per image and HUF 20,000 gross per word. The User acknowledges that this penalty is not excessive and browses the Site with this in mind. In the event of copyright infringement, the Service Provider shall apply for a notarial certificate of fact, the amount of which shall also be charged to the infringing User.

14. Data protection

The privacy policy of the website is available on the following page:
https://dunacruises.com/files/adatkezelesi_nyilatkozat.pdf

15. Data transfer declaration

I acknowledge that the following personal data stored by the data controller Dunai Sétahajózási Szolgáltató Korlátolt Felelősségű Társaság (1036 Budapest, Perc utca 2.) in the user database of <https://dunacruises.com> will be transferred to FareHarbor and GetYourGuide as the data processor. The data transmitted by the data controller are the following: e-mail address, name of the individual, company name, tax number, country, county, postal code, city, street name, type of street, house number, block, entrance, floor, door.

Budapest, 7th May 2025.