General Terms and Conditions
Passenger Transport Services

These General Terms and Conditions (hereinafter: the "GTC") are intended to uniformly regulate the contractual and agency relationships of CRB Cityrama Kft. (registered seat: 1054 Budapest, Báthory u. 22.; company registration number: 01-09-870771; tax number: 13739933-2-41; hereinafter: "Cityrama") in connection with passenger transport services. The provisions of the GTC constitute contractual terms, which the Parties accept by signing the contract or order and thereby acknowledge that they have read and understood the GTC. Cityrama is entitled to unilaterally amend the GTC. Any amendment(s) shall apply to contracts concluded after the publication of the amended GTC. The provisions of the GTC form an integral part of the agreements concluded between Cityrama and its contracting partners (hereinafter: the "Contract") and shall only be valid together therewith.

I. Establishment of the Legal Relationship

A legal relationship between the Customer and Cityrama (hereinafter jointly: the "Parties") is established when the Parties conclude a Contract, meaning that the Customer submits a written order which is confirmed by Cityrama. The terms set out in the Contract shall govern the contractual relationship thus created. In matters not regulated in the Contract, the provisions of these GTC shall apply. If any matter is regulated in the Contract and differs from the provisions of these GTC, the terms of the Contract shall prevail.

Any request for quotation submitted prior to the establishment of the legal relationship, as well as any offer made in response thereto, forms an integral part of the Contract and these GTC. If the offer made in response to the request for quotation differs from the provisions of the Contract or these GTC, the provisions of the Contract shall in all cases prevail.

II. Temporal and Territorial Scope of the GTC

The scope of the GTC covers all passenger transport legal relationships involving passenger cars and buses that are established on or after 9 September 2025, and it shall remain in force for an indefinite period.

The territorial scope of the GTC extends to the entire territory of Hungary, unless the Parties agree otherwise in the Contract.

III. Subject and Fee of the Service

Go2Hungary Travel Kft. . (registered seat: 1054 Budapest, Báthory u. 19.; company registration number: 01-09-443775; tax number: 32809729-2-41) passanger transportation company 100% owned by Cityrama, performs domestic and international passenger transport services under licence number ASZ-01 / 001211 / 2025.

Cityrama undertakes the passenger transport service for a transport fee agreed in advance and in writing.

In the case of domestic passenger transport, the transport fee is subject to 27% value added tax (VAT). Pursuant to the applicable legal regulations, the portion of the service performed on

Hungarian territory during an international trip is VAT-exempt. In the case of certain transit and destination countries, the passenger transport service may also be VAT-exempt.

IV. Modification and Cancellation Terms

a. Only modifications confirmed in writing by email shall be considered accepted.
b. In the event of a modification made within 24 hours prior to the programme, Cityrama will charge a surcharge amounting to 25% of the planned passenger transport fee.
c. For modifications made within 24 hours, the Customer is also required to notify Cityrama by telephone at +36 1 302 4382.

General Cancellation Terms:

a. For cancellations made more than 7 days prior to the service, Cityrama will not charge a cancellation fee and will cancel the booking without penalty, except in the case of passenger transport services lasting longer than 3 days; in such cases, the penalty-free cancellation deadline is 2 weeks before the start of the transport service.

b. For cancellations made within 6 days but no later than 48 hours before dispatch, Cityrama will charge a penalty equal to 50% of the fee of the ordered service.

c. For cancellations made within 48 hours, Cityrama will charge a penalty equal to 100% of the fee of the ordered service.

e. Cityrama reserves the right to modify the above deadlines, especially in the case of services involving multiple vehicles, services scheduled for peak periods (such as national holidays or religious, sports or cultural events with significant transport demands), or complex transport tasks spanning multiple days.

V. Payment Terms

The Customer shall pay the full service fee by bank transfer no later than 2 weeks before the performance of the service, based on Cityrama's pro forma invoice, unless the Parties agree otherwise in the Contract.

In the case of a refund of an advance payment, Cityrama is entitled to deduct any transfer costs from the amount to be refunded.

VI. Vehicle Substitution

a. Cityrama reserves the right to substitute vehicles within the same category.

b. For group passenger transport orders, Cityrama is entitled to provide two smaller vehicles instead of one larger vehicle.

c. Cityrama is entitled to provide a larger vehicle than the one originally booked.

VII. Customer Responsibilities

a. It is the Customer's responsibility to ensure that the provided pick-up and drop-off locations are accessible by the vehicle size ordered. If the vehicle cannot safely reach the specified location, the driver will stop at the nearest location that can be accessed safely. Cityrama shall not be held liable for the distance between this stop and the planned destination or for any part of the passenger transport service that cannot be completed as a result.

b. The Customer is responsible for providing the detailed program and route to Cityrama no later than 12:00 PM (noon) on the day before the service. This information is essential for high-quality service. Failure to provide it relieves Cityrama of liability for any inaccuracies in service performance.

c. The Customer is responsible for providing the passenger list to Cityrama by email at least 24 hours before the service, or handing it printed to the driver at the start of the journey. The passenger list must include the date of the trip, the number of passengers to be transported, and their names.

d. If any damage occurs to the vehicle caused by the passengers, the Customer assumes full responsibility for the cost of repair or cleaning.

e. The driver is not responsible for any items or valuables left in the vehicle during the trip. Found items will be kept by Cityrama for one week and can be collected at a pre-agreed time.

VIII. Bus Drivers' Driving, Working, and Rest Time

The regulations regarding bus drivers' driving and rest times are set out in REGULATION (EC) No 561/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL (15 March 2006) on the harmonisation of certain social legislation relating to road transport, amending Council Regulations 3821/85/EEC and 2135/98/EC, and repealing Council Regulation 3820/85/EEC.

a. The daily (24-hour) working time of a driver is 13 hours, of which 9 hours may be driving time. This includes time spent on idling or driving to and from the depot.

b. If the schedule does not allow compliance with the above rules, the participation of 2 drivers is required.

c. For multi-day programs, the driver must be provided with a daily rest period within every 24-hour period: a regular daily rest of at least 11 hours (or split into 3 hours + 9 hours). The daily rest period may be reduced to a minimum of 9 hours up to three times.

d. Continuous driving may not exceed 4.5 hours, after which a minimum uninterrupted break of 45 minutes is required, followed by another period of up to 4.5 hours of driving. The first 45-minute break may be split into two parts: 15 minutes + 30 minutes.

IX. Speed Limits in Hungary

a. Traffic rules and speed limits for passenger cars apply exclusively to passenger cars and minibuses with up to 7+2 seats.

b. Different speed limits apply to buses with 8+2 seats or more. Accordingly, the maximum permitted speeds are: 50 km/h in settlements, 70 km/h on main roads, and 80 km/h on highways. Certain buses with Tempo100 certification may travel at a maximum speed of 100 km/h.

c. Road sections subject to temporary or permanent restrictions are exceptions to the above limits.

d. Vehicles towing a trailer are subject to an 80 km/h limit on highways.

e. Within the permitted speed limits, it is the driver's exclusive responsibility and duty to choose a safe travel speed appropriate to traffic, weather, visibility, and road conditions. The driver bears personal (including criminal liability within the scope of their profession) responsibility for the safety of the passengers, the entrusted vehicle, and other road users.

X. Waiting Time

a. For passengers arriving at an airport or train station, the standard waiting time included in the transport fee is a maximum of one hour. Any additional waiting time will be charged per commenced hour.

b. For passengers departing from an airport or train station, the standard waiting time included in the transport fee is a maximum of half an hour. Any additional waiting time will be charged per commenced hour.

XI. Traffic Safety

a. Cityrama vehicles are equipped with seat belts, which must be worn for the entire duration of the journey. Passengers may not travel standing in charter buses. Any accidents occurring due to reasons described in this section—such as movement on board during transit—shall be deemed the responsibility of the Customer. For the safety of passengers, the use of the WC on buses is prohibited during the journey, if such facilities are available.

b. Only the number of passengers specified in the vehicle's registration certificate may travel on board. In the case of excess passengers, the driver is obliged to refuse transport. The driver cannot be forced, even by a superior, to commence transport in such circumstances.

c. Only hand luggage that can be safely placed on the luggage rack or under the seats may be taken into the passenger compartment. Larger luggage and other items must be transported in the vehicle's dedicated luggage compartment (or, in some vehicle types, in a luggage trailer). The average luggage capacity is designed for one large bag and one hand luggage per passenger. Any excess luggage may require a separate vehicle upon prior arrangement. Items that restrict movement inside the vehicle do not qualify as hand luggage.

d. The driver is responsible for the safety of the group on site and will decide whether it is safe to stop for boarding and alighting at any given location. The driver is obliged to refuse any unsafe stop that may endanger the physical integrity of passengers and must act in compliance with the law. Any complaints arising from such decisions will be rejected by Cityrama.

e. Disorderly conduct (vandalism, destruction) and alcohol consumption on the vehicle are strictly prohibited. In such cases, the driver, on behalf of Cityrama, may suspend or interrupt the journey and is authorized to exclude the offending person(s) from the vehicle. The Customer is fully liable for any proven damages resulting from such behavior; Cityrama shall have no liability toward the Customer or other passengers. Any proven damage caused by persons under the Customer's supervision must be reimbursed by the Customer.

XII. Complaint Handling

The Customer may address any comments, complaints, or claims related to the service directly to Cityrama.
Whenever possible, Cityrama will resolve the complaint on site. Complaints submitted more than 48 hours after the completion of the passenger transport service will not be accepted by Cityrama.

XIII. Force Majeure

In the event of force majeure (unpreventable external causes) – such as a state of emergency, official measures, road closures, extreme weather, natural disasters, bomb threats, acts of terrorism, vandalism, or acts of war – Cityrama shall be released from liability for performance. However, the Customer shall be refunded the paid fee, minus any verified pre-incurred expenses.

For issues not regulated in this agreement, the relevant provisions of the Hungarian Civil Code shall apply.