

VISITORS RULES IN THE PREMISES OF MEMENTO PARK - STATUE PARK BUDAPEST

1. Visitors of Memento Park - Statue Park Museum (hereinafter: Memento Park) must respect and uphold the Visitors Rules of Memento Park. The Visitors Rules is available at Memento Park's cash desk and on the official website: www.mementopark.hu.
2. Visitors purchasing a digital or physical entrance ticket or any other product / service entitling for admission to Memento Park and its premise,s agree the directions of the Visitors Rules, regards them binding to her/himself as well as to the minor(s)/people in need of special attention/pets under her/his surveillance.
3. Visitors not willing to uphold the Visitors Rules will be refused to enter. Visitors breaking the Visitors Rules will be called to leave the premises immediately. In case of a serious infringement, the Memento Park may initiate an administrative process against the offender. In any of the above cases the already purchased entrance ticket is not refundable.
4. The admission to Memento Park happens through a 'first come first served' system. Individuals and groups with a group leader arriving for an appointment to attend a previously arranged program or event by Memento Park or a third party provider, enjoy priority entrance.
5. Entering the premises of Memento Park and using its services is only possible with an entrance ticket valid on the day of visit. The entrance ticket entitles its holder to a one-time admission. The entrance ticket is not refundable. Visitors must keep the receipt (ticket, code, bill, digital identifier, armband, etc.) received at the admission until the end of their stay in Memento Park.
6. About a temporary closure of an attraction in Memento Park the operator will hang information in Hungarian and English for visitors entering Memento Park at a visible place. Claims for returning the price of the entrance fee or for any kind of compensation from visitors who disregarded the respective information will be refused.
7. Taking photographs and recording videos, exclusively for personal use is allowed with any admission ticket. Taking photos for business purposes is subject to charge and only allowed with the written consent of the operator. Taking photos of visitors of Memento Park for public use is only possible with visitors' written consent. This also applies to any footage filmed by a drone or in the outer area of Memento Park.
8. Visitors may enter Memento Park at their own risk. Minor visitors until the age of 14 can only enter Memento Park with an adult. Mentally or physically disabled people may enter Memento Park with a responsible companion.
9. Visitors must conduct adequate behavior in the area of Memento Park. Activities that endanger the physical safety of fellow-visitors' or the visitor her/himself, cause damage in any of the properties of Memento Park or that of fellow visitors are strictly prohibited. Visitors behaving against these rules will be called to leave Memento Park immediately.

10. The representative or colleague of Memento Park due to the legislation currently in force , in order to save life and property, is entitled to:
 - 10.1. request visitors to share the purpose of their stay in the area of Memento Park, to present an eligibility certificate of their stay (e.g. entrance ticket). In the case visitors refuse to share the requested documents or the presented documents are false, call visitors to leave Memento Park immediately;
 - 10.2. ask visitors exiting Memento Park to present their luggage/cases and its content;
 - 10.3. call the infringer to stop her/his activity.
11. Visitors must uphold the rules published in any form (oral, writing, icons, etc.) or requested by the operator, its colleague or representative in any event.
12. A látogató felügyeletével érkező élő állat a Memento Park területén térítésmentesen, de kizárólag rövid pórázon vezetve, az érte felelős személy folyamatos felügyelete és felelősségvállalása mellett tartózkodhat. Az állatot vezető személy felelős azért, hogy az állat viselkedése a Memento Parkban semmilyen nyomot ne hagyjon (rongálás, kaparás, ásás, ürülék), illetve azért, hogy a Memento Park személyzete, más látogatók illetve azokkal együtt a területen tartózkodó más állat testi épségét vagy nyugalmaát ne zavarja, ne veszélyeztesse.
13. The surface, lining of the parades and other buildings in Memento Park is uneven. Lighting in indoor areas is scarce. For these reasons, the visit of Memento Park requires circumspect and cautiousness, shoes made for walking and appropriate clothes for different indoor and outdoor conditions. The operator of Memento park is not responsible for visitors neglecting this information.
14. The premises of Memento Park - hence the geographical specificity - is not accessible. Some areas of Memento Park are appropriate to visit for people with limited mobility or with a wheelchair, but some others are impossible to visit.
15. The major part of Memento Park is open-air, therefore subject to all weather conditions. Visitors must take note of this handicap and prevent it individually. A sudden change in the weather does not entitle visitors for any refund, financial or other kind of compensation.
16. For visitors of Memento Park it is prohibited to:
 - 16.1. enter or take photos of areas closed down from the public;
 - 16.2. climbing or stepping out to pedestals, walls, or shaped edge of other constructions, including statues;
 - 16.3. smoking, using pyrotechnic devices, or causing fire in the internal spaces;
 - 16.4. cause damages such as tagging, sticking or painting temporary or permanent signs, visual or written messages;
 - 16.5. steal, change the setting and signes on equipments.
17. The operator is neither liable nor responsible for personal items that got damaged or lost in the area of Memento Park.
18. Visitors committing damages intentionally or as a result of negligence are obliged to compensate for the damage. Should the offender refuse to collaborate, Memento Park upholds the right to initiate a compensation procedure. The operator of Memento Park is not

responsible for any personal, material or financial loss or damage arising from visitors' behavior of breaching or neglecting the rules. The operator of Memento Park is not responsible for losses and damages arising from extreme weather conditions.

19. There is a public toilet, hand-washing facility in Memento Park. The toilet is not accessible. The operator of Memento Park is not responsible for shortage, malfunctioning of the above amenities as the proper functioning of these is carried out by a third-party provider.
20. Drinking water available within the opening hours of Memento Park for personal use at the cash desk. Please ask the cashier for assistance.
21. Any situation, condition or change endangering the safety of people or property should be immediately reported to the operator's colleagues. Every person in the area of Memento Park is obliged to guarantee the appropriate conditions primarily of people, secondary of property protection.
22. Visitors are entitled to submit written or oral comments on the quality of the provided services in general. The operator is obliged to investigate the righteousness of the comment, complaint or recommendation and make arrangements accordingly. Written complaints with the address of the complainant must be responded to in writing. Visitors may turn with their complaints to the following administrative bodies and directorates:
 - 22.1. Budapest Capital Government Office Consumer Protection Directorate (Budapest 1088, József krt. 6.)
 - 22.2. Budapest XXII. District Budafok-Tétény Municipality Notary Office (Budapest 1221, Városház Square 1.)
 - 22.3. Visitors may send written complains to Premier Press KFT, Budapest 1223 Balatoni út – Szabadkai utca, or info@mementopark.hu.
23. As ordered in the act 2005. CXXXIII. on investigation, protection of people and property, CCTV is in operation in the entire area of Memento Park. Due to this act, the records can be stored for 3 days and will be deleted thereafter. The personal data (film and voice records) can only be shared with a compelling reason and for the special request of the legal bodies listed in this act. The operator does not transfer the above detailed data to a third party. The records get stored on devices belonging to the operator's property. Operator treats the personal data (film and voice records) as required in the paragraphs of the act 2011. CXII. on information self-determination and freedom of information.
24. The operator is the exclusive owner of the name and logo of Memento Park. Using and displaying these for business purposes is only allowed with the preliminary written consent of the proprietary.