

Pixel Run — Event Policy

Rendezvény Szabályzat

2026-05-08

PIXEL RUN — EVENT POLICY

Version: 1.0

Effective: 2026-05-08

Previous version: 2025 (undated, superseded on 2026-05-08)

Operator

Pixel Run Kft.

Registered seat: 1085 Budapest, Salétrom u. 7. IV/2

Company registration number: 01-09-421596

Tax number: 32390324-2-42

Registry court: Fővárosi Törvényszék Cégbírósága (Budapest-Capital Regional Court, Court of Registration)

Email: rendezveny@pixelrun.hu

Phone: +36-30-831-5049

Web: pixelrun.hu

Subject and scope

This Event Policy (the “Event Policy”) sets out the conditions applicable to events provided by Pixel Run Kft. (the “Operator”) — in particular, closed group events held in the birthday room, team-building events and other pre-arranged group bookings — and to related services. The aim of this Policy is to clearly set out the rights and obligations of the parties and the rules of using the service.

By using the Pixel Run services — including by requesting a quotation, paying the deposit, and attending the venue — the Customer declares that they have read, understood and accepted the contents of this Policy as binding upon them.

Related documents

This Event Policy is to be read together with the following documents of the Operator:

- **General Terms and Conditions (ÁSZF)** — general terms applicable to the Operator’s services;
- **Pass Policy** — rules applicable to multi-entry prepaid passes (Passes are **not** redeemable against Events; see §4.4 below);
- **House Rules** — on-site behavioural and safety rules;
- **Liability Waiver** — a **standalone document** containing the risk-acceptance rules for active, physical activities; it forms an integral part of this Event Policy and is **accepted by conduct** (see §5 below);
- **Privacy Policy** — rules applicable to the processing of personal data.

The above documents are available on the Operator’s website. In case of conflict, the document specifically governing a subject matter — for Events, this Event Policy — prevails over the ÁSZF.

Language / binding version: This Event Policy is published in Hungarian and English. The **Hungarian-language version is the sole legally binding version**. The English-language version is provided as a courtesy translation only. In case of any discrepancy between the Hungarian and English versions, the Hungarian version prevails.

1. Definitions

- 1.1. **Operator:** Pixel Run Kft.
- 1.2. **Customer:** the natural or legal person who uses, or requests a quotation for, a service of the Operator.
- 1.3. **Event:** a group event held on the Pixel Run premises — in particular, in the birthday room — falling within the scope of this Policy.
- 1.4. **Quotation (Ajánlat):** a document issued by the Operator to the Customer setting out individual terms and pricing.
- 1.5. **Deposit (Foglaló):** an advance payable upon acceptance of the Quotation, securing the final reservation.
- 1.6. **Participant:** the natural person attending the Event (child or adult).

2. Quotation request and conclusion of contract

- 2.1. **Quotation request.** The Customer may submit a quotation request online (on the website or via rendezveny@pixelrun.hu), by phone or in person. A

quotation request does not constitute a binding order. The Operator records the data supplied by the Customer when preparing the quotation. The Customer is responsible for the accuracy and completeness of the data supplied.

2.2. Acceptance of the Quotation. The Quotation is deemed accepted when the Customer accepts it in writing or via the dedicated online interface, and pays the consideration of the deposit invoice issued by the Operator within the deadline. The contract is formed when the deposit is credited to the Operator's bank account.

2.3. Validity of the Quotation. When a Quotation is issued, the indicated date is **provisionally** held. If the Quotation is not accepted and the deposit not paid within 72 hours, the Operator is entitled to cancel the Quotation and release the slot.

3. Communication and notifications

3.1. Official communication between the Operator and the Customer is conducted primarily by electronic means (email), at the `rendezveny@pixelrun.hu` address. The Customer is responsible for ensuring that the email address provided is reachable and operational.

3.2. The Operator is not liable for non-delivery of notifications resulting from technical issues in the Customer's sphere (e.g. spam filtering, incorrect address).

4. General conditions of service

4.1. Event reservations are made in **whole-hour slots**; partial hours cannot be booked.

4.2. The Operator provides **basic decoration** and **single-use items** (e.g. plates, cups, napkins in the quantities set out in the booked package) in the birthday room.

4.3. The Customer may bring **own decoration**, but its placement is permitted only in pre-agreed manner and in designated areas; removal is the Customer's responsibility. Any damage caused by the decoration is borne by the Customer.

4.4. **Exclusion of Passes, Gift Cards and Coupons.** Pixel Run **Passes, Gift Cards** (vouchers) and **Coupons** are **not redeemable** against Events. These instruments may be used exclusively for LED Slot reservations on the game floor under the rules of their respective policies; group events, birthday-room packages and other bookings governed by this Event Policy **cannot be paid for** with a Pass, Gift Card or Coupon. Events must be paid in accordance with §6 below.

4.5. The Operator is entitled to give instructions for the maintenance of order and safety on the premises, with which the Customer and Participants are required to comply.

5. Arrival, safety and risk acceptance

5.1. The Customer is responsible for informing the Participants of the written and oral safety instructions given by the Operator and for ensuring that the Participants comply with them. The Pixel Run services are active, physical activities that may involve increased physical exertion and carry a risk of injury.

5.2. **Liability Waiver.** The detailed risk-acceptance, health-fitness, minor-participant and liability-limitation rules are set out in the Operator's **separate Liability Waiver**, which forms an integral part of this Event Policy and is available on the Operator's website.

5.3. **Automatic acceptance.** The Liability Waiver **does not require a separate signature or a separate acceptance statement**: acceptance of the Quotation and payment of the deposit, entry into the Pixel Run venue, attendance at the Event and participation in the game — jointly or severally — constitute express acceptance of the Liability Waiver by conduct.

5.4. The Operator excludes liability for any loss arising from the Participants' failure to comply with the instructions, from non-intended use, or from the conduct of the Customer or the Participants.

6. Payment terms

6.1. **Deposit.** The deposit is **50%** of the gross amount of the accepted Quotation. The deposit is payable within **3 calendar days** of acceptance of the Quotation. In individual cases, the deadline may be extended by separate written agreement between the Customer and the Operator.

6.2. **Final price.** The final price of the Event is determined on the basis of the participant headcount and supplementary services agreed at the final consultation.

6.3. **Final invoice deadline.** The final invoice is due no later than the start time of the Event, save where the parties agree otherwise.

6.4. **Accepted payment methods.** The deposit and the final invoice may be settled exclusively by monetary payment methods — bank transfer, online card payment, on-site cash or on-site card payment. **Passes, Gift Cards and Coupons are not accepted as payment** for the Event (see §4.4).

6.5. **Unsettled invoice.** The Operator is entitled to refuse to commence the service until the full — or where the parties agree otherwise, the agreed — consideration has been settled.

7. Modification and cancellation

7.1. The Customer acknowledges that the modification and cancellation rules serve the Operator's capacity- and resource-planning purposes.

7.2. **Date modification.** The date of the Event may be modified **once, free of charge**, at least **72 hours** before the start time.

7.3. **Further or within-72-hour modifications.** Any further modification, or modification within 72 hours, is subject to a handling fee of **HUF 800 per Participant**.

7.4. **Cancellation more than 30 days before.** Cancellation more than 30 days before the Event is subject to a handling fee of **HUF 800 per Participant**; the remainder of the deposit is refunded.

7.5. **Cancellation within 30 days.** For cancellation within 30 days before the Event, the Operator **retains the full deposit** and is not obliged to refund it even if the Event does not take place.

7.6. **Form.** A modification or cancellation is valid only if submitted **in writing** — by message to rendezveny@pixelrun.hu, or via a dedicated online interface that the Operator may make available for this purpose in the future. A telephone or oral modification/cancellation request is not, on its own, sufficient.

7.7. **New date.** A new date may be set at most **3 months** from the original date, subject to availability for the requested slot.

8. Food, drinks and external services

8.1. **The Operator does not itself provide food and drink services for Events.** The Operator only offers **partner referral**: the Customer may order from the partner(s) named by the Operator under a separate contract entered into directly with the partner. The Operator communicates the partner contact details and the ordering channel in the Quotation or at the final consultation.

8.2. **Liability for partner catering.** The Operator is **not liable** for the content, quality, food safety, timely performance or invoicing of the partner's food and drink service; the partner's own contract terms govern the partner service. The partner-order consideration is settled directly with the partner, separately from the deposit and final-invoice amounts under the Quotation.

8.3. **Food brought from external sources.** Food brought from external sources (other than the Operator’s partners) may be consumed only if accompanied by an invoice and a HACCP certificate; the Customer bears full food-safety and health responsibility for the consumption of such food.

8.4. **Alcohol.** Alcohol may be consumed only after prior written agreement, and only after the end of the game. The Operator is entitled to set further conditions (quantity, manner of service) for alcohol consumption in the Quotation.

9. Limitation of liability

9.1. The Operator — to the fullest extent permitted by applicable law — excludes liability for any loss arising during the Event from the conduct, health condition of the Customer or Participants, or from breach of the rules.

9.2. In all other respects, the Operator’s limitation of liability is governed by §14 of the ÁSZF and by the separate Liability Waiver.

10. Final provisions

10.1. The Operator may amend this Policy unilaterally. The amendment takes effect on the day of publication, or on the later date specified in the publication. Contracts already concluded under an accepted Quotation continue to be governed by the version of this Policy in force at the time of contract formation, save for amendments mandated by law and procedural / operational changes.

10.2. Matters not regulated in this Policy are governed by the Operator’s **General Terms and Conditions (ÁSZF)** and by applicable Hungarian law — in particular, the Civil Code (Ptk.).

10.3. **Complaints and consumer dispute resolution.** Complaint handling and consumer dispute resolution (Conciliation Board, ODR platform, consumer-protection authority) are governed by §17 of the ÁSZF, which extends to matters falling under this Event Policy.

11. Contact

Pixel Run Kft.

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Registry court: Fővárosi Törvényszék Cégbírósága

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