

Pixel Run — General Terms and Conditions (ÁSZF)

Általános Szerződési Feltételek

2026-08-27

PIXEL RUN — GENERAL TERMS AND CONDITIONS (ÁSZF)

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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: hello@pixelrun.hu

Phone: +36-30-831-5049

Web: pixelrun.hu

Subject and scope

These General Terms and Conditions (the “ÁSZF”) govern the use of all services provided by Pixel Run Kft. (the “Operator”) — in particular, game-floor reservations, passes, gift cards, coupons and related services offered at the Pixel Run venue — between the Customer and the Operator. The ÁSZF applies to every contract concluded via the Operator’s websites (in particular pixelrun.hu, shop.pixelrun.hu), at Reception on the venue, by phone, by email or through any other channel.

By using the service — including making a reservation, making a purchase,

redeeming a Pass, or attending the venue — the Customer declares that they have read, understood and accepted the contents of this ÁSZF as binding upon them.

Related documents

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

- **Pass Policy** — rules applicable to multi-entry prepaid passes;
- **Event Policy** (Rendezvény Szabályzat) — rules applicable to the birthday room and group events;
- **House Rules** — on-site behavioural and safety rules;
- **Liability Waiver** — risk-acceptance for active, physical activities;
- **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 (e.g. the Pass Policy for Passes, the Event Policy for events) prevails over this ÁSZF.

Language / binding version: This ÁSZF 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”**, “we” — Pixel Run Kft.
- 1.2. **“Customer”**, “you” — the natural or legal person who uses, or requests a quotation for, a service of the Operator.
- 1.3. **“Consumer”** — a natural person acting outside the scope of their trade, profession or business, within the meaning of Act V of 2013 of the Hungarian Civil Code (Ptk.).
- 1.4. **“LED Slot”** — a reservation for a defined time on the Pixel Run venue’s game floor (LED floor).
- 1.5. **“Game”** — any of the game modes running on the LED floor.
- 1.6. **“Pass”** — a multi-entry, prepaid, non-refundable entitlement issued by the Operator that grants its bearer a fixed number of LED Slot redemptions. Passes are governed by the separate **Pass Policy**.
- 1.7. **“Gift Card”** — a bearer voucher issued by the Operator that is redeemable for an LED Slot reservation matching the booking configuration recorded at the time of purchase (in particular, number of game rooms, number of participants, booking duration, pricing tier). The Gift Card entitles its bearer to a reservation

matching the configuration captured at issuance; price changes after issuance do not affect the right of redemption. **No monetary face value is shown** on the Gift Card.

1.8. **“Coupon”** — a code that grants a discount or a free use. Two types of Coupon are distinguished:

- (a) **Coupons issued by Pixel Run:** either a fixed HUF amount, or a percentage discount off the booking price;
- (b) **Coupons issued by a third party (partner):** codes purchased and issued through a third-party sales channel (e.g. Meglepkék), the performance of which is provided by the Operator on the terms agreed with the partner.

1.9. **“Event”** — a group event held in the birthday room or otherwise on the Pixel Run premises, governed by the separate **Event Policy**.

1.10. **“Reception”** — the on-site Pixel Run staff using the Pixel Run reception console.

1.11. **“Webshop”** — the Operator’s online purchase interface at shop.pixelrun.hu.

2. The service

2.1. A reservation may cover 1 or 2 game rooms. Each room can host **up to 14 participants** simultaneously; a 2-room reservation may cover **up to 28 participants** in total. The Customer freely sets the participant count within these limits at the time of booking. The exact parameters of each Game and ticket type are set out in the Webshop booking interface and in the description of the relevant ticket type.

2.2. The duration of a reservation is **60, 120 or 180 minutes**, depending on the booking type chosen. Reservations are made in whole-hour slots.

2.3. Comfortable clothing is recommended for entry to the floor. **For footwear, the Operator prefers playing in socks** (Pixel Run-branded socks will soon be available at Reception); **clean indoor-only sports shoes** are accepted as an alternative. **Outdoor street shoes may not be used on the floor.** Bags and valuables can be stored in lockable lockers for the duration of the Game.

2.4. The Operator reserves the right to temporarily close Games for maintenance, technical changes or other operational reasons. The Operator notifies the Customer in advance of any reservation affected by maintenance and offers a replacement slot or a refund.

3. Booking and conclusion of contract

3.1. **Booking channels.** A reservation may be initiated:

- (a) through the Operator’s Webshop (shop.pixelrun.hu);
- (b) at Reception during opening hours;
- (c) by phone (+36-30-831-5049); or
- (d) by email (hello@pixelrun.hu).

3.2. **Data to be supplied.** The Customer is required to provide accurate personal and contact data (name, email address, phone number) and **invoicing details** (billing name, address, and tax number for corporate purchases) at the time of booking. The Customer is responsible for the accuracy and completeness of the data supplied.

3.3. **Conclusion of contract.** The contract is formed when:

- (a) for Webshop bookings — the Operator confirms successful payment and sends the booking confirmation email;
- (b) for Reception bookings — the Operator records the reservation and accepts payment;
- (c) for phone or email bookings — the Operator sends the booking confirmation and the Customer pays the consideration on time.

3.4. **Confirmation.** Upon successful booking, the Operator sends a confirmation to the Customer’s email address, including the booking identifier, the date/time and the material terms. We may ask for the booking identifier on arrival.

3.5. **Communication.** Official communication relating to the booking is conducted primarily by electronic means (email). The Customer is responsible for ensuring that the email address provided is reachable and operational. 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).

3.6. **Automatic acceptance.** The provisions of this ÁSZF are automatically accepted also where the booking is made by phone, email or on-site.

4. Prices and discounts

4.1. **Display of prices.** The current prices of Games and other services are available in the Webshop and at Reception. All prices are quoted in **Hungarian Forint (HUF)** and include **27% Hungarian VAT**, save where expressly stated otherwise.

4.2. **Price tiers.** The Customer freely sets the participant count at the time of booking, within the minimum/maximum range of the chosen booking type; the booking price depends on the participant count, the duration chosen, and the pricing tier. The Operator may apply weekend, weekday and weekday-afternoon

pricing tiers and run promotional campaigns. The price applicable to a given booking is in each case the price in force at the time the booking is confirmed.

4.3. One discount per booking. At most one discount, credit or pass instrument may be applied per booking. Pass, Gift Card, Coupon and other discounts **cannot be combined**; exactly one such instrument may be applied per booking.

4.4. Price changes. The Operator may at any time change prices, ticket types, discounts and bundled offerings. Price changes do not affect contracts already concluded — the price for an existing booking is determined by the price in force at the time the booking is confirmed.

4.5. Eligibility-restricted discounts. Certain Coupons and discount codes are valid only for a defined group of eligible persons (for example, the staff and students of a partner institution). Use of such a Coupon is conditional on the Guest proving their eligibility on arrival at the venue with a valid identification document (for example a staff or student card). The Operator states the eligibility condition in the Coupon’s description and also displays it in the Webshop when the code is entered.

If the Guest does not prove their eligibility at the venue, the Operator may, at its option:

- (a) refuse the discount and make admission conditional on **payment on the spot of the difference** between the full price and the discounted price; or
- (b) **cancel the booking without refund** and refuse admission.

The consequences under this section do not affect the Customer’s cancellation rights under section 8 prior to the booking’s start time.

5. Payment terms and methods

5.1. Online payment. For Webshop bookings, the Customer may pay the consideration by online card payment (payment partner: myPOS Limited, 12 St. Stephen’s Green, Dublin D02 WK11, Ireland; www.mypos.com), or by bank transfer.

5.2. On-site payment. Reception accepts cash and card payment.

5.3. Bank transfer. Where bank transfer is selected, the Operator sends the transfer details together with the booking confirmation. The booking is finalised when the full consideration is credited to the Operator’s bank account. In the absence of timely payment, the Operator may cancel the booking — the deadline for Pass purchases is governed by §5.4 of the Pass Policy; for other bookings, the deadline is set out in the relevant confirmation.

5.4. **Payment by Pass.** A Pass Code, as a payment method, may be used **exclusively** to redeem LED Slots, in accordance with the Pass Policy. Passes are **not** redeemable against other booking types (e.g. Events, offer packages).

5.5. **Payment by Gift Card.** A Gift Card is a bearer voucher. One Gift Card may be applied per booking; a Gift Card cannot be exchanged for cash, and unused balance is not refunded in money at redemption (save where the specific Gift Card description provides otherwise).

5.6. **Payment by Coupon / discount.** A Coupon is redeemed in accordance with the conditions stated in its description. An expired or already-redeemed Coupon cannot be reused.

6. Passes, Gift Cards, Coupons

6.1. **Passes.** The issuance, redemption, validity, credit-back upon cancellation, revocation and non-refundability of multi-entry prepaid Passes are governed by the separate **Pass Policy**, which forms an integral part of this ÁSZF.

6.2. **Gift Cards.** A Gift Card is a bearer voucher issued by the Operator for a defined monetary amount, with a validity period set at issuance. A Gift Card may be used exclusively to pay (in part or in full) for the Operator's services. It cannot be exchanged for cash, and its value is not refundable in money. A Gift Card is redeemed by its bearer; the Operator does not verify the identity of the redeeming party. The Operator is not liable for loss, theft or compromise of a Gift Card.

6.3. **Coupons.** A Coupon may be redeemed under the conditions set by its issuer (Operator or partner). A Coupon may be redeemed only against the booking type stated in its description, within its validity period, and only once. An expired or revoked Coupon cannot be reused. Eligibility-restricted Coupons — and the consequences of failing to prove eligibility — are governed by section 4.5.

On cancellation of a booking, the following rules apply to a redeemed Coupon:

- (a) **Coupons issued by Pixel Run:** the redeemed Coupon **does not revive**, regardless of when the cancellation occurs;
- (b) **Coupons issued by a third party (partner) (e.g. Meglepkék):** if the Customer cancels the booking **at least 72 hours** before its start time, the Coupon **may become re-usable** in accordance with the partner-issuer's own rules. For cancellations within 72 hours, the Coupon **does not revive**.

6.4. **One instrument per booking.** A given booking may have at most one of: Pass, Gift Card, Coupon. They cannot be combined (see §4.3).

7. Invoicing

7.1. **Electronic invoice.** The Operator issues an electronic invoice for every paid order through the Billingo service. The invoice is sent to the buyer email address provided at the time of purchase.

7.2. **Correction, storno.** Invoice correction or cancellation is performed in accordance with the Operator's general invoicing and accounting rules and the applicable law.

7.3. **Corporate invoice.** Where a corporate invoice is requested, the Customer must supply the corporate data (name, registered seat, tax number) in full and accurately. Subsequent re-issuance of an invoice with corporate data is subject to applicable accounting rules.

8. Cancellation, modification, rescheduling (Customer side)

8.1. **Free cancellation deadline.** The Customer may cancel or reschedule an LED Slot **free of charge** at least **72 hours** before the start of the Game.

8.2. **Cancellation within 72 hours.** For cancellations within 72 hours of the start of the Game, the cancellation fee is **100%** of the booking price; the Operator does not refund the booking price.

8.3. **How to cancel.** The Customer may notify the Operator of cancellation or modification at the lemondas@pixelrun.hu email address, or through any other channel set out in the booking confirmation. The cancellation is effective once confirmed in writing by the Operator.

8.4. **Refund.** In the event of free (72-hour) cancellation, the Operator initiates the refund within 5 working days. The refund is paid to the original payment instrument.

8.5. **Used Coupons and Gift Cards.** On cancellation of a booking:

- (a) **Coupons issued by Pixel Run do not revive**, regardless of when the cancellation occurs;
- (b) **Coupons issued by a third party (partner) (e.g. Meglepkék) may become re-usable** in accordance with the partner-issuer's own rules where the cancellation occurs **more than 72 hours** before the start time; for cancellations within 72 hours, the Coupon **does not revive**;
- (c) **Gift Cards** are eligible for re-redemption where the cancellation occurs **more than 72 hours** before the start time; for cancellations within 72 hours, the Gift Card **does not revive**.

8.6. **Cancellation of a Pass-paid booking.** On free cancellation of an LED Slot paid by Pass, the Entries debited for that booking are credited back to the Pass under the Pass Policy. **No money refund** is owed.

8.7. **Events.** Different cancellation and modification rules apply to Events; see the separate Event Policy.

9. Late arrival and no-show

9.1. **Up to 15 minutes late.** Where the Customer is up to 15 minutes late to the start of the Game, the clock starts at the original booked start time; the remaining play time runs to the planned end time. The Customer is not entitled to a refund or extension for the lost play time.

9.2. **More than 15 minutes late (no-show).** Where the team arrives more than 15 minutes after the start of the Game, they may no longer play; the booking price is not refunded.

9.3. **Partial late arrival.** Late arrival of part of the team does not extend the play time of the other participants.

10. Right of withdrawal (Consumer cases)

10.1. The provisions of this section apply only to Customers acting as Consumers. Non-consumer (corporate, business) purchases are not subject to a statutory right of withdrawal.

10.2. **LED Slot bookings (date-specific leisure services).** Pursuant to Section 29(1)(l) of Government Decree 45/2014 (II. 26.) on the detailed rules of consumer-business contracts, the Consumer is **not entitled to withdraw** from an LED Slot booking made for a specific date or period — these are leisure-activity service contracts in which the parties have agreed on a performance deadline. Modification and cancellation of such bookings is governed by §8.

10.3. **Passes.** The Consumer's right of withdrawal in respect of Passes is governed by §14.2 of the Pass Policy. In essence: the Consumer may withdraw within 14 days of receipt of the Pass Code, **provided that no Entry has been redeemed**. Once any Entry has been redeemed, the right of withdrawal is — to the extent permitted by law — lost.

10.4. **Gift Cards and Coupons.** A Consumer may withdraw within 14 days of receipt of a not-yet-redeemed Gift Card or a not-yet-used Coupon. The withdrawal is valid where the Customer has not redeemed the Gift Card or Coupon for a booking.

10.5. **Exercise of the right.** The Consumer may exercise the right of withdrawal by a written declaration sent to hello@pixelrun.hu or to the Operator's registered seat, identifying the booking or purchase. Upon valid withdrawal, the Operator refunds the consideration to the original payment instrument within 14 days of receipt of the withdrawal notice.

11. Operator-side modification and cancellation

11.1. **Operator-side cancellation.** The Operator reserves the right to cancel a booked slot — with prior notice — or to offer a substitute slot, in particular in the following cases:

- (a) maintenance or technical failure of the game floor;
- (b) prolonged outage of utilities (power, internet, heating/cooling);
- (c) regulatory restriction or order;
- (d) force-majeure events.

11.2. **Substitute slot or refund.** In the case of cancellation under §11.1, the Operator offers — at the Customer's choice — a free reschedule or a 100% refund of the booking price. For Pass-paid bookings, debited Entries are credited back in full.

11.3. **Force majeure.** The Operator is not liable for non-performance caused by force majeure (in particular, but not limited to: natural disaster, epidemic, regulatory measure, power outage, strike, transport disruptions), beyond the refund or reschedule obligation under §11.2.

12. Conduct rules and exclusion

12.1. On the Pixel Run premises, the Customer and participants are required to comply with the House Rules and with the written and oral instructions given by the Operator's staff.

12.2. **Grounds for exclusion.** The Operator is entitled — without obligation to refund — to refuse or terminate the service for persons who:

- (a) are under the influence of alcohol or drugs;
- (b) breach the rules or endanger the physical safety of others;
- (c) disturb the order of the event or game;
- (d) act disrespectfully or aggressively towards Pixel Run staff or other guests.

12.3. **No-smoking policy.** Smoking is **prohibited on the entire Pixel Run premises**, including electronic cigarettes.

12.4. **Wilful damage.** The Operator may collect on the spot — or claim subsequently — for damage to game spaces, equipment or other property caused by wilful or non-intended use.

13. Safety and risk acceptance

13.1. The Pixel Run services are active, physical activities that may involve increased physical exertion and carry a risk of injury. The Customer uses the service at their own risk.

13.2. **Health fitness.** The Customer represents and warrants that the persons participating in the booked service are in a state of health that permits active participation. The Customer is responsible for informing participants of any health condition (including, but not limited to: musculoskeletal issues, cardiovascular disease, epilepsy, photosensitivity) that may pose a risk during the Game. The Operator is not entitled or obliged to perform health-fitness screenings.

13.3. **Minor participants.** Where a participant is a minor, the Customer — as the legal representative or as a person authorised by the legal representative — declares that they are entitled to act on behalf of the minor and assumes full responsibility for the minor’s conduct and compliance with Pixel Run rules.

13.4. The detailed risk-acceptance rules are set out in the separate **Liability Waiver**. The Liability Waiver **does not require a separate signature**: entry into the Pixel Run venue and use of the service constitute express acceptance of the Liability Waiver by conduct.

14. Limitation of liability

14.1. The Operator’s liability towards the Customer — within the limits of mandatory law — is **capped at the consideration actually paid for the booked service**, save for liability for personal injury, death, fraud or wilful misconduct, which mandatory law does not allow to be limited.

14.2. The Operator is **not liable** for the following losses:

- (a) losses caused by non-intended or instruction-contrary use of the Game;
- (b) losses caused by the conduct or health condition of fellow participants;
- (c) losses caused by reasons outside the Operator’s control (force majeure, third-party conduct);

- (d) losses caused by the unauthorised redemption of lost, stolen or compromised Pass Codes, Gift Cards or Coupons (see the relevant policies);
- (e) losses caused by the failure of communications attributable to the Customer's sphere (incorrect email address, spam filtering, etc.);
- (f) consequential, indirect or special losses.

14.3. Nothing in this ÁSZF excludes or limits liability that cannot, by mandatory law, be excluded or limited.

15. Intellectual property and likeness

15.1. The Pixel Run name, logo, the contents of the Operator's websites, the design, programming and visual presentation of the Games are the intellectual property of the Operator and are protected by copyright. Copying, reproducing, distributing, modifying or commercially exploiting these contents — in whole or in part — is prohibited without the Operator's prior written consent.

15.2. **On-site recording.** On the Pixel Run premises, the Customer may take photographs and video for personal, private use. Recording for commercial purposes requires prior written consent. The Operator may operate camera-based monitoring and produce recordings on the game floor for game-experience and marketing purposes; the detailed rules are set out in the Privacy Policy.

16. Data protection

16.1. The Operator processes the personal data provided in connection with bookings and purchases in accordance with applicable law (in particular Regulation (EU) 2016/679 — the GDPR — and Act CXII of 2011 on Informational Self-Determination) and with the separate **Privacy Policy**.

16.2. Lawful bases of processing typically include: contract performance (Article 6(1)(b) GDPR); legal obligation (accounting, invoicing — Article 6(1)(c) GDPR); legitimate interests (fraud prevention, audit — Article 6(1)(f) GDPR); and the data subject's consent (marketing — Article 6(1)(a) GDPR).

16.3. The exercise of data-subject rights (access, rectification, erasure, restriction, portability, objection) is set out in the Privacy Policy. Data-protection complaints may also be addressed to the Hungarian National Authority for Data Protection and Freedom of Information (NAIH; 1055 Budapest, Falk Miksa u. 9–11.; ugyfelszolgalat@naih.hu).

17. Complaints and consumer dispute resolution

17.1. Complaints. A Customer may submit a complaint orally at Reception, or in writing to hello@pixelrun.hu or to the Operator's registered seat. The Operator investigates the complaint within the statutory deadline and provides a substantive response.

17.2. Conciliation Board (Békéltető Testület). A Customer acting as a Consumer may bring a consumer dispute before the conciliation board competent at the Operator's registered seat or at the Customer's place of residence.

The conciliation board competent at the Operator's seat is:

Budapest Conciliation Board (Budapesti Békéltető Testület)

Address: 1016 Budapest, Krisztina krt. 99., 3rd floor 310.

Mailing address: 1253 Budapest, P.O. Box 10.

Email: bekelteto.testulet@bkik.hu

Phone: +36-1-488-2131

17.3. ODR platform. A Consumer may also use the European Commission's online dispute resolution platform (<https://ec.europa.eu/consumers/odr>) for disputes arising from online purchases.

17.4. Consumer-protection authority. A Consumer may also approach the territorially competent consumer-protection authority (district office). For the Operator's registered seat, the consumer-protection arm of the Budapest Capital Government Office (Budapest Főváros Kormányhivatala) has competence.

18. Amendments to the ÁSZF

18.1. The Operator may amend this ÁSZF unilaterally from time to time. The amendment takes effect on the day of publication, or on the later date specified in the publication.

18.2. In the case of a material amendment, the Operator notifies — at least 30 days before entry into force, in addition to publication on the website — those Customers who hold an active, not-yet-fulfilled booking, save where the amendment is required by law or is a non-material clarification.

18.3. Amendments apply only prospectively. Contracts concluded before an amendment continue to be governed by the version of this ÁSZF in force at the time of the contract, save for amendments mandated by law and procedural / operational changes (e.g. payment channel, communication mechanism), which apply immediately.

19. Final provisions, governing law

19.1. **Governing law.** This ÁSZF and the contracts concluded under it are governed by **Hungarian law**, in particular Act V of 2013 of the Civil Code (Ptk.), Act CVIII of 2001 on Electronic Commerce, Government Decree 45/2014 (II. 26.) on the detailed rules of consumer-business contracts, and Act CLV of 1997 on Consumer Protection.

19.2. **Jurisdiction.** Subject to mandatory consumer-protection rules on jurisdiction, the courts of Hungary have exclusive jurisdiction over any dispute arising out of or in connection with this ÁSZF.

19.3. **Severability.** If any provision of this ÁSZF is found to be invalid or unenforceable, the invalidity does not affect the validity of the remaining provisions. The invalid provision is to be replaced by a provision compliant with applicable law that comes closest to the parties' original commercial intent.

19.4. **Declarations.** Declarations between the parties may validly be made by electronic means (in particular, by email), save for declarations for which mandatory law prescribes a specific written form.

20. Contact

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

Email (general, complaints): hello@pixelrun.hu

Email (cancellation): lemondas@pixelrun.hu

Email (events): rendezveny@pixelrun.hu

Phone: +36-30-831-5049

Web: pixelrun.hu

Hosting provider: Netlify, Inc., 44 Montgomery Street, Suite 300, San Francisco, CA 94104, USA.

Payment provider: myPOS Limited, 12 St. Stephen's Green, Dublin D02 WK11, Ireland (www.mypos.com).

Invoicing service provider: Billingo Technologies Zrt. (www.billingo.hu).