

# Pixel Run — House Rules

Házirend

2026-05-08

## PIXEL RUN — HOUSE RULES

**Version:** 2.0

**Effective:** 2026-05-08

**Previous version:** 2025 v1 (withdrawn 2026-05-08)

**Language / binding version:** These House Rules are published in Hungarian and English. **The Hungarian version is the only legally binding version.** The English version is provided for information only. In case of any discrepancy, the Hungarian version prevails.

### Operator

**Pixel Run Kft.**

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

Company registration number: 01-09-421596

Tax number: 32390324-2-42

Registry court: Metropolitan Court of Budapest as Registry Court

E-mail: hello@pixelrun.hu

Phone: +36-30-831-5049

Web: pixelrun.hu

### Scope

These House Rules apply to every guest and accompanying person on the premises of the Pixel Run experience centre (the “Premises”). By entering the Premises and using the service, the guest acknowledges that they have read, understood, and accept these House Rules as binding.

### Related documents

These House Rules are to be read together with:

- **General Terms and Conditions (ÁSZF)** — booking, payment, and cancellation rules;
- **Pass Policy (Bérlet Szabályzat)**;
- **Event Policy (Rendezvény Szabályzat)**;
- **Liability Waiver (Felelősségvállalási Nyilatkozat)** — risk-acceptance terms for active, movement-based activities. **Does not require a separate signature**: it is accepted by conduct on entry to the Premises;
- **Privacy Policy (Adatvédelmi Tájékoztató)** — CCTV, marketing imagery, and other processing.

In case of conflict, the topic-specific policy prevails over these House Rules.

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## 1. Entry and valid booking

1.1. Pixel Run’s services may only be used **with a valid booking** made via the Webshop ([shop.pixelrun.hu](http://shop.pixelrun.hu)), at Reception, by phone, or by e-mail (see ÁSZF section 3).

1.2. Guests must, on request, present the booking ID; the booking confirmation e-mail is acceptable.

1.3. **Lateness and no-show** (per ÁSZF section 9):

- (a) up to **15 minutes’ lateness** — the clock starts at the booked time; lost game time is not refunded or extended;
- (b) over **15 minutes’ lateness** — the team forfeits the slot; the booking fee is non-refundable;
- (c) partial late arrival of teammates does not extend the others’ game time.

1.4. **Cancellation and modification.** Cancellations or modifications **within 72 hours** of the booked start time are non-refundable; cancellations made earlier than 72 hours receive a 100% refund of the booking fee. Pass-paid bookings follow the rules in ÁSZF 8.6 and Pass Policy section 9. Full details: ÁSZF section 8 / Pass Policy section 9.

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## 2. Conduct

2.1. Guests must follow the staff’s verbal and written instructions.

2.2. The following are **prohibited**:

- (a) loud shouting, screaming, or unreasonably disruptive behaviour;
- (b) disrespectful, threatening, or aggressive behaviour towards staff or other guests;

- (c) intentionally interfering with another team's game.

2.3. **Exclusion.** The Operator may, without refund, refuse or interrupt service for anyone breaching the above or the prohibitions in sections 3 and 4 (ÁSZF 12.2).

2.4. **Theft.** Any attempted theft will result in an immediate police report.

2.5. **Damages.** Damage to game areas, equipment, or other guests' property caused by intentional or improper use must be paid for by the guest who caused it; the Operator may collect on the spot or pursue payment afterwards (ÁSZF 12.4).

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### 3. Smoking, alcohol, drugs

3.1. **Smoking is prohibited everywhere on the Premises, including electronic cigarettes and any other vaping device** (ÁSZF 12.3).

3.2. **Alcohol and drugs.** Guests under the influence of alcohol or drugs may not use the service or enter the play area. The Operator may refuse entry or interrupt service without refund (ÁSZF 12.2(a)).

3.3. Alcohol consumption on the Premises is permitted only by prior written arrangement and **only after gameplay ends** (see Event Policy section 8.4).

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### 4. Food and drink

4.1. **Food and drink are prohibited in the play areas.** No food or drink may be brought into the play area.

4.2. **Bringing food/drink onto the Premises** is prohibited by default. Exceptions:

- (a) catering arranged via the Operator's partners under Event Policy 8.1–8.3;
- (b) catering brought to a pre-arranged event in writing, **with invoice and HACCP certificate** (Event Policy 8.3);
- (c) where ÁSZF expressly provides otherwise.

4.3. Food safety and quality of items brought in under 4.2 are the responsibility of the supplying party; the Operator accepts no liability.

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### 5. Play area: clothing and lockers

5.1. **Clothing.** **Comfortable clothing** is recommended. **For footwear, Pixel Run prefers playing in socks** (branded Pixel Run socks will soon be

available at Reception); **clean indoor-only sports shoes** are also accepted as an alternative. **Outdoor street shoes may not be used on the play area.**

5.2. **Bags and valuables.** Bags, jackets, and valuables can be stored in the lockable lockers during gameplay. The Operator accepts no liability for items left unattended outside the lockers.

5.3. **Jewellery.** We recommend removing larger or protruding jewellery (rings, bracelets, watches) for your safety and for the safety of fellow players.

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## 6. Health and safety

6.1. Pixel Run's services are **active, movement-based activities** that involve physical exertion and an inherent risk of injury. Guests use the service **at their own risk.**

6.2. **Fitness for participation.** The Customer represents that all participants are healthy enough to take part in active gameplay. Pixel Run does not perform fitness screening.

6.3. **Photosensitivity and epilepsy.** The LED floor uses fast, intense lighting. The service is **not recommended** for people with photosensitivity, epilepsy, severe cardiovascular conditions, or other conditions that make physical activity risky. Please refrain from playing or consult your doctor first.

6.4. **Other circumstances.** Please tell staff if you are pregnant, recovering from a recent injury, have a chronic musculoskeletal condition, or any other condition that gameplay could aggravate.

6.5. The detailed Liability Waiver is published separately. **It does not require a separate signature:** it is accepted by conduct upon entering the Premises and using the service (ÁSZF 13.4).

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## 7. Minors

7.1. **Persons under 18** may use the service only when accompanied by a legal guardian (parent, custodian) or an adult who has been authorised in writing by the legal guardian, and on that adult's responsibility.

7.2. The adult who places the booking or accompanies the minor on entry represents that they are authorised to act on the minor's behalf and assumes **full responsibility** for the minor's behaviour and compliance with these House Rules and the safety instructions (ÁSZF 13.3).

7.3. The health warning in 6.3 applies equally to minor participants.

## 8. CCTV and marketing imagery

8.1. **CCTV.** CCTV is in use on the Premises for the security of property and persons and — where game mechanics require it — for result recording. Recordings are retained for the period set out in section 2.11 of the Privacy Policy.

8.2. **Marketing imagery.** Pixel Run may from time to time take or commission photos and video of the gameplay for use in marketing ([pixelrun.hu](http://pixelrun.hu), social media, ads).

- (a) For images that **identify** an individual, we obtain prior **consent** (Privacy Policy section 2.12).
- (b) Non-identifying footage (crowd shots, silhouettes, back views) is captured under Pixel Run's **legitimate interest**; you may **object** at any time, and the objection will be enforced on Pixel Run's own surfaces without delay.

8.3. Guests may ask staff for further information about marketing recording before a session and may pre-emptively indicate that they do not wish to appear, even in 8.2(b)-type footage.

8.4. Guests may take their own **personal-use** photos and videos on the Premises. **Commercial-use recording** requires prior written authorisation (ÁSZF 15.2).

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## 9. WiFi

9.1. **Free WiFi** is available on the Premises. Use of the WiFi must comply with applicable law; the Operator accepts no liability for unlawful downloads or abusive network use by guests.

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## 10. Lost and found

10.1. Lost items found on the Premises are stored at Reception for **30 days** from receipt; after this period, the Operator may dispose of unclaimed items in accordance with applicable law.

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## 11. Complaints

11.1. Complaints may be raised verbally at Reception or in writing to [hello@pixelrun.hu](mailto:hello@pixelrun.hu). The full complaints process and consumer dispute resolution mechanisms (Conciliation Board, ODR platform, consumer protection authority) are set out in ÁSZF section 17.

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## **12. Amendments**

12.1. The Operator may amend these House Rules unilaterally. The current version is always available on the Pixel Run website. The amendment takes effect on the date of publication or on the later date stated in the publication.

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## **13. Contact**

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