

General Terms and Conditions

effective from 01 December 2025 until withdrawn

1. Introduction

1.1. The purpose of these GTC is to regulate the legal relationship between the User and the Service Provider and to define the legal conditions and circumstances of the Services provided within the collaboration between the Subscriber and the Partner. By accessing the Website operated by the Service Provider or the Application for the purpose of using the service Packages available under the Subscription, or by reading their content in any way – even if the person is not a registered user of the Website or the Application – the User acknowledges these GTC as binding upon themselves. If the User does not accept the terms, they are not entitled to view the content of the Website or the Application, nor to use any services provided by the Service Provider through the Website or the Application.

1.2. Service Provider – General Information and Contact Details

Service Provider: DokiLab Limited Liability Company

Registered seat: 4400 Nyíregyháza, Kalevala sétány 51.

Company registration number: 15-09-086670

Tax number: 27063804-2-15

Registering court: Company Registry Court of the Nyíregyháza Regional Court

Representative: Tibor Somogyi, Managing Director

E-mail: hello@dokiapp.hu

Website: <https://employeeecare.hu/>

Phone number: +36-30/080 4066

1.3. General Information of the Partner:

Partner: KLUB REKREÁCIÓ Sport- és Rendezvényszervező Limited Liability Company

Registered seat: 1052 Budapest, Apáczai Csere János u. 5. 1st floor, door 3/B

Company registration number: 01-09-723671

Tax number: 13206828-2-41

Registering court: Company Registry Court of the Budapest Regional Court

2. Definitions

Application: Application: the online communication platform provided by the Service Provider under the name “DokiApp”, the installation of which is a prerequisite for using the Service. The term also covers the Website through which the Services included in the Package may be accessed in the form of a web application at the following link: <https://clinic.dokiapp.hu/>

GTC: these General Terms and Conditions.

Package: a subscription scheme compiled by the Service Provider, comprising specific content and service elements (e.g. Healthy or Lifestyle), to which the Service Provider obtains access rights for a monthly or annual period upon payment of the Subscription Fee applicable to the given Package.

Partner: means KLUB REKREÁCIÓ Sport- és Rendezvényszervező Limited Liability Company.

Subscription: the fee-based, periodic service relationship under which the Service Provider obtains access, for a defined period (monthly or annual), to the content and services included in the selected Package (e.g. Healthy or Lifestyle). The Subscription is established upon confirmation of the order by the Service Provider, and access is granted based on the login details sent by the Service Provider.

Subscription Period: the period during which the User is entitled to use the Service under the Subscription. In the case of a monthly subscription, the Subscription Period is one calendar month, starting from the activation date of the subscription and lasting until the same day of the following month. In the case of an annual subscription, the Subscription Period is a fixed term beginning on the activation date of the subscription and lasting until 31 December 2026. For the avoidance of doubt, the Service Provider clarifies that in the case of an annual subscription, 31 December 2026 shall be the last day of the Subscription Period even if the User activates their annual subscription after 1 January 2026.

User: the natural person who registers in their own name in the Application operated by the Service Provider or uses the Service.

Website: the website operated by the Service Provider, accessible at <https://employeecare.hu/en> and <https://employeecare.hu/aycm-b2c/en>, through which information regarding the Service is available.

Consultation: a video-call-based interaction conducted through the Application provided by the Service Provider, led by the Professional, aimed at discussing the User's complaints.

Promotional Code: a unique identifier generated individually by the Service Provider, which may be single-use or reusable under specific conditions and is required for registration to the service and/or activation of access. The Promotional Code is valid exclusively in the manner and for the duration determined by the Service Provider.

Service: the entirety of the content and functionalities made available by the Service Provider within the subscription system, to which the Service Provider obtains access following activation of the chosen Package and the associated Promotional Code. The Service includes the use of the Website and the Application, as well as access to the content defined in the Package, within the limits of the Subscription Period.

Professional: shall have the meaning set out in Section 7 of these GTC.

Service Provider: DokiLab Limited Liability Company, which provides the Service under these GTC.

3. Contract Formation and Conditions for Using the Service

- 3.1. The use of the Service is conditional upon the User having read and understood the information provided on the Website and, based on this knowledge, intending to enter into a contract pursuant to these GTC. These GTC define the Parties' rights, the scope of the available services and their respective fees. The conclusion of the contract consists of two steps: first, reviewing the conditions set out in the GTC; second, completing the registration interface of the Application and accepting the GTC and the Service Provider's Privacy Policy.
- 3.2. We hereby inform you that the conclusion of these GTC qualifies as a distance contract pursuant to Section 4(10) of Government Decree 45/2014 (II.26.) on the detailed rules governing contracts between consumers and businesses (the "**Consumer Protection Decree**").
- 3.3. During contract formation, the User must provide the data indicated on the Application's registration interface. The User may also choose to complete registration for the Service via their Google profile.

- 3.4. If a User provides incorrect or incomplete data and the Service Provider detects this immediately after submission, the contract will not be concluded. If, however, the Service Provider identifies the inaccuracy only at a later stage, the contract shall still be deemed concluded and the Service Provider may request the User to supplement or correct the data.
- 3.5. To use the Service, the User must have adequate internet access (Wi-Fi or at least 4G signal strength), and a device suitable for running the Application (mobile phone, tablet, laptop) or the web application (mobile phone, computer, laptop), as well as an internet browser.
- 3.6. The Service Provider enters into contracts only with persons who have reached the age of 18, since the contract related to the use of the Service does not qualify as a minor, everyday contract covering ordinary needs. The Service Provider reserves the right to verify the accuracy of the data provided and to terminate the contract if incorrect or false data are detected.
- 3.7. When placing their first Subscription order, the User must provide their bank card details and billing address, which may later be modified in their user profile.
- 3.8. After registration, the User may upload a profile picture and provide their date of birth.
- 3.9. The User is responsible for keeping their access credentials, particularly their password, confidential. In case of unauthorised access or suspicion thereof, the User must change their password and notify the Service Provider immediately.
- 3.10. The contract is established only to the extent that the User provides valid and accurate data during registration.

4. Amendment of the Contract

The Service Provider is entitled to unilaterally amend these GTC. At least 3 days prior to the amendment's entry into force, the Service Provider must publish the draft amended GTC on its Website. If a User does not accept the amended terms, they are entitled to terminate the contract with immediate effect.

5. Subject of the Service

- 5.1. The Service Provider does not qualify as a healthcare provider under Act CLIV of 1997 on Health (the "Health Act"), as it does not provide healthcare services but merely makes the Application available to Users, for consideration, as a common communication platform. Accordingly, beyond providing this intermediary interface, the Service Provider does not participate in the performance of the individual sub-services included in the Package ordered by the User.
- 5.2. The Service Provider offers two subscription packages of different content and purpose, named "Healthy" and "Lifestyle". The Packages contain various service elements and functions designed in line with usage needs and subscriber preferences. The Service Provider defines the specific contents and functionalities of each Package in detail in these GTC.
- 5.3. The User may freely choose whether to subscribe to the Healthy or Lifestyle Package, and may opt for either a monthly or an annual payment structure. The content and service elements of the chosen Package remain unchanged for the entire Subscription Period, unless amended by the Service Provider in accordance with the procedure set out in these GTC.
- 5.4. The User obtains access to the services provided by the Service Provider through the www.clinic.dokiapp.hu interface, by activating the Promotional Code sent by the Service Provider via e-mail. The Promotional Code is valid only in the manner and from the time determined by the Service Provider, and entitles the User to personal registration.
- 5.5. Following activation of the Promotional Code, the User is entitled to access the functionalities included in the Package for the duration of the Subscription. The service content of the Packages includes various digital and health-related service elements, including online consultation

opportunities, medical counselling available via video connection, health and psychological educational materials, and laboratory packages related to annual screening examinations. The specific services included in each Package are as follows:

DokiApp Packages for AYCM Users		
Service Name	Healthy	Lifestyle
Unlimited On-demand Medical videocall (Prompt Access Between 9 AM and 6 PM)	✓	✓
Weekend Medical Service (Between 9 AM and 6 PM)	✓	✓
Health Risk Analysis	✓	✓
Health Knowledge Base	✓	✓
Health Blog	✓	✓
Healthcare and Psychological Webinars	✓	✓
Mental Academy (Psychological E-Learning)	✓	✓
Psychological Assessment	✓	✓
1 annual laboratory test	✓	✓
1 annual laboratory test with smart report analysis	✗	✓
Appointment booking system for 150 private clinics nationwide	✓	✓
Online Dietary Consultation (50 minutes)	✗	2 sessions/year
Online Pharmacy Consultation	✗	1 session/year
Online Physiotherapy Consultation	✗	1 session/year

5.6. The Service Provider and the Partner provide their services independently, and the cooperation between them does not constitute a merger of services or their joint provision. Accordingly, in relation to any questions, administration or complaints concerning the Service Provider's services, the User may contact exclusively the Service Provider's customer support and is not entitled to use the Partner's customer service for such matters. The reverse also applies: matters related to the Partner's services are handled solely by the Partner's customer support.

6. Subscription and Registration

- 6.1. The Subscription and the related Services provided by the Service Provider may be ordered by the User through the Partner's Website by subscribing to the Package selected by the User. In connection with Section 11(1)(e) of the Consumer Protection Decree, the Service Provider informs the User that the full consideration payable for each Subscription is displayed on the Partner's Website, where the User may subscribe to the individual Packages. During the subscription process, the User must provide the data required by the Service Provider for registration and for ensuring the provision of the Service, including but not limited to the User's name, e-mail address, telephone number and billing information.
- 6.2. Following completion of the subscription process, the User receives the login credentials and information required for accessing the Service to the e-mail address provided during the Subscription, including the Promotional Code required for activation. The User must then register on the Service Provider's Website using the details sent via e-mail. Completion of this registration is a prerequisite for accessing the Services included in the subscribed Packages.
- 6.3. The User must treat the Promotional Code as confidential and take all reasonable measures to prevent unauthorised third-party access. The Promotional Code may be used exclusively by the User and may not be transferred, made accessible or sold to any third party. The Service Provider assumes no liability for damages arising from the unauthorised use of the Promotional Code, even if such use results from the User having disclosed the Code, having failed to store it securely, or having otherwise failed to protect it. If the Promotional Code is used by a third party due to the User's fault, the Service Provider is not obliged to issue a new Promotional Code, and the User may not assert any claim against the Service Provider arising from this.
- 6.4. The Service Provider acknowledges that the Subscription and the related Services become active in the Service Provider's system as of 1 January 2026, and the Subscription Period shall run from that date.
- 6.5. During registration, the User must accept these GTC and the Privacy Policy available at www.clinic.dokiapp.hu, which set out the conditions for using the Service.

7. Professionals

- 7.1. The Professionals are natural persons who have a contractual relationship with the Service Provider and who, in exchange for consideration, use the Application provided by the Service Provider as an intermediary channel to deliver the Services used by the Users and to conduct the Consultations with the User.
- 7.2. The Professionals are physicians, psychologists, dietitians and physiotherapists who, either in their own name or through a legal entity employing such persons, hold an operating licence issued by the competent healthcare authority in accordance with the Health Act and are authorised to perform healthcare activities. Accordingly, the Professionals possess the higher education qualifications required for their respective fields, a valid operating licence, appropriate professional competence and, where applicable, registration numbers and chamber membership.

- 7.3. Although the Consultations provided by the Professionals do not qualify as healthcare services in the legal sense, the acting Professionals must comply with the fundamental professional standards of the healthcare profession during the Consultations.

8. Subscription Fees and Payment Terms

- 8.1. If the User wishes to use any of the services included in a Package, this is possible only within a subscription structure, under which the User is required to pay the Subscription Fee applicable to the selected Package to the Service Provider.
- 8.2. The Service Provider makes its Services available within a subscription scheme, offered as monthly and annual payment packages (**the “Subscription Fee”**). The fee of the selected Package is determined by the subscription period chosen by the Customer, where the monthly fee represents a recurring, regular payment obligation, while the annual fee is payable in a single instalment at a discounted rate. The applicable monthly and annual Package fees are published in a separate price list, effective at the time the subscription is concluded. The Customer acknowledges that the Package fees remain unchanged during the Subscription Period and may be modified only from the beginning of the subsequent Subscription Period in accordance with the procedure defined in these GTC.
- 8.3. To pay the Subscription Fee associated with the selected Package, the User must provide the payment method during the ordering process specified in Section 6.1, through which they intend to pay the applicable Subscription Fee. For all Packages, the User may access and modify their billing details and payment method by logging into their account portal created during registration, accessible at clinic.dokiapp.hu, where, after logging into their profile, the User may perform the actions described in this Section under the “My Profile” menu.
- 8.4. By accepting these GTC, the User expressly authorises the Service Provider to use the updated billing information provided by the User’s bank or the relevant payment network in connection with the selected payment method. The User undertakes to immediately update their account and other details, including their e-mail address and payment method information, to enable the Service Provider to execute the transaction relating to the Subscription Fee and, where necessary, to contact the User regarding the transaction.
- 8.5. If the User indicates that they no longer wish the Service Provider to use the previously provided payment method, but fails to designate another payment method within a reasonable time after receiving the relevant notice, the Service Provider may suspend or terminate the provision of the paid Service with justification.
- 8.6. By accepting these GTC, the User (i) declares that they are authorised to use the designated payment method and that all payment information provided is true and accurate; and (ii) authorises the Service Provider to charge the User, via the designated payment method, for the Services included in the Package used under the Subscription. An electronic invoice confirming successful payment of the Subscription Fee will in all cases be sent to the e-mail address provided by the User. The amount invoiced may not exceed the amount approved by the User, and the Service Provider is required to notify the User in advance of any changes to recurring Subscription Fees. In the event of a price change, Section 8.10 shall apply.
- 8.7. By accepting these GTC, the User expressly undertakes that, if they choose a monthly Subscription, they will pay the Subscription Fee through recurring payments in accordance with these GTC. By ordering the monthly Subscription and accepting these GTC, the User consents to the Service Provider automatically charging the chosen payment method at the end of each subscription period for the following period. Recurring payment remains in effect until the User or the Service Provider terminates the Subscription in accordance with these GTC. By authorising recurring payment, the User allows the Service Provider to store the payment instrument designated by the User and to charge the User’s bank card with the applicable amount (together,

the “Electronic Payment”). The Service Provider deducts the Subscription Fees every 30 days following payment of the first monthly Subscription Fee, in accordance with this Section.

- 8.8. In the event of late payment, the User must reimburse the Service Provider, in addition to the outstanding Subscription Fee, for all reasonable costs not exceeding customary levels that arise in connection with the recovery of the overdue amount. These include, in particular—within the limits permitted by law—the costs of legal representation and fees associated with other legal proceedings. The User acknowledges that the Service Provider is entitled to suspend or terminate access to the Services included in the selected Package if, despite the payment notice warning of suspension or termination, the User fails to settle the outstanding Subscription Fee and the additional costs specified in this Section within the prescribed deadline. The Service Provider draws the User’s attention to the fact that suspension or termination of the Subscription due to late payment may result in loss of access to the User’s account and to the Services available within it.
- 8.9. If the User wishes to stop the charges arising from the continued use of the Services, they must cancel the Subscription before the next billing date in accordance with these GTC.
- 8.10. Each Subscription is associated with a defined duration and a corresponding Subscription Fee, which remain unchanged until the end of the relevant Subscription Period. To renew for the next period, the User must accept the Service Provider’s potentially amended offer and the new Subscription Fee. For automatically renewing subscription schemes (e.g. monthly subscriptions), the Service Provider is entitled to adjust the Subscription Fee, particularly where the Service is expanded with new or improved functionalities, where the costs associated with providing the Service increase, or where market and economic conditions (including, but not limited to, changes in employment costs, exchange rates, tax regulations, inflation, licence fees, infrastructure and administrative costs) justify such a change. The Service Provider must notify the User at least 30 days before the price change takes effect. The User is entitled to cancel the Subscription prior to the price change. The notification must indicate the reason and extent of the price change, as well as the method of terminating the Subscription. The Service Provider may require that the price change take effect only with the User’s explicit consent. If the User does not provide such consent within the reasonable deadline specified, the Service Provider is entitled to terminate the Subscription either at the end of the current Subscription Period or on the effective date of the price change. The Service Provider may also decide not to request explicit consent; in such case, the notification must inform the User that, unless they cancel the Subscription, the new fee will automatically take effect on the specified date. The notification must always include the precise method for terminating the Subscription..
- 8.11. Unless otherwise provided, the Subscription Fee constitutes the fee payable for the Service and includes all costs relating to the Subscription Period, including, but not limited to, all applicable taxes.
- 8.12. For bank card payments, the User may use the OTP SimplePay card entry interface.

9. Withdrawal and Termination

- 9.1. By accepting these GTC, and with the User’s express prior consent, the User acknowledges and accepts that under Section 29(1)(a) of the Consumer Protection Decree, they lose their right of withdrawal under Section 20 once the Service has been fully performed, provided that these GTC impose a payment obligation on the User and the Service Provider has fully performed the contract.
- 9.2. The User may terminate these GTC prospectively at any time and thereby unilaterally terminate them by logging into the profile created during registration. These GTC shall terminate on the last day of the current Subscription Period selected by the User.

- 9.3. These GTC shall also terminate if the User has not cancelled the renewing Subscription, but the Service Provider is unable to collect the Subscription Fee on three consecutive attempts due to technical reasons or insufficient funds.
- 9.4. Termination does not release the User from fulfilling any obligations arising during the term of these GTC.
- 9.5. The Service Provider may terminate these GTC by sending a notification to the User's e-mail address, and such unilateral declaration becomes effective once it becomes accessible in the User's e-mail inbox.
- 9.6. The Parties may terminate the contract at any time by mutual agreement, and the Contract shall also terminate in the event of either Party's dissolution without legal succession or, in the case of natural persons, death.
- 9.7. The User acknowledges that, in the event of the termination or cessation of these GTC for any reason, the Subscription Fee already paid shall not be refunded to the User, either in whole or in part.

10. User Rights and Responsibilities

- 10.1. The use of the Service is permitted solely at the User's own risk, within the limits defined by applicable law and taking into account the provisions and notices set out in these GTC concerning the User..
- 10.2. The User may use the Service only if they have a suitable mobile device (minimum iOS 12 or Android 6.0), or a laptop or computer equipped with a web browser, as well as an accessible and adequate-quality internet connection (at least a 4G network with sufficient signal strength and required data allowance). The Service Provider is not liable for call interruptions or failed connections resulting from device or internet issues on the User's side.
- 10.3. The User is responsible for their conduct while using the Service, including in particular during Consultations. In the event of especially improper, immoral or potentially unlawful behaviour, the Professional is entitled to terminate the call immediately.

11. Service Provider's Rights and Responsibilities

- 11.1. The Service Provider is entitled to suspend the User's rights under these GTC and to restrict the future provision of the Service to the User if the User breaches the provisions of these GTC, particularly with respect to payment obligations or required conduct.
- 11.2. The Service Provider and the Professionals engaged by it in performing the Service exclude all liability for any information provided during Consultations within the scope of the Service, as well as for any damages or disadvantages arising from the unavailability or delayed availability of the Service, or from the use of the Service.

12. Quality and Limitations of the Service

- 12.1. To ensure the quality of the Service, verify compliance with professional protocols, and investigate complaints relating to the mutually respectful communication expected during Consultations, the User's Consultation with the Professional is recorded.
- 12.2. Upon request, the Service Provider shall make all recorded audio materials available to the User or the person submitting the report.
- 12.3. If the User detects a technological error in relation to the Service (e.g. call quality issue), they may report their complaint to customer support.
- 12.4. When reporting an error or complaint, the User must refrain from behaviour that violates human dignity, including inappropriate tone, abusive or harassing language. If the User fails to

comply with this requirement, the Service Provider shall issue a written warning to the User's registered e-mail address on the first occasion. Following a second occurrence, the Service Provider may decide to suspend the Service and must notify the User of this by e-mail as well.

12.5. Error reports or complaints may be submitted to the Service Provider via the following e-mail address or by post:

- a) e-mail: support@dokiapp.hu
- b) address: 4400 Nyíregyháza, Kalevala sétány 51.
- c) telephone: 06-30/080 4066

12.6. In the case of a complaint or error report submitted to the Service Provider, the Service Provider shall investigate the matter within 30 days of receipt and respond in writing, using the same communication channel as the submission.

12.7. The User shall also receive notification if the Service Provider did not detect any error or if the investigation reveals that the issue originated within the User's own sphere of responsibility.

13. Limitation of the Service Provider's Liability

13.1. Under these GTC, the Service Provider does not provide healthcare services and does not participate in the provision of Consultations between Users and Professionals. Accordingly, the Service Provider shall not be liable for any damages arising from the use or non-use of information received during Consultations provided by the Professionals, including any consequential or indirect damages, such as loss of profit or revenue.

13.2. The User acknowledges that establishing an accurate diagnosis often requires physical examination, which is not possible during the Consultations provided within the scope of the Service. The purpose of the Consultation is not to replace specialist medical practice or specialised nursing advice; in such cases, the User receives only guidance or recommendations, which they use at their own risk.

13.3. The Professionals possess qualifications and credentials consistent with current medical and psychological standards; however, in the case of specialised issues, it may be advisable - regardless of this Service - to seek the opinion of another expert in the relevant field.

13.4. The Service Provider seeks to ensure the continuous availability and operation of the Service; however, uninterrupted operation cannot be guaranteed.

13.5. The Service Provider reserves the right to perform maintenance on the Website and the Application, during which access to and use of the Service may be restricted. Where possible, the Service Provider shall notify Users in advance on the Website and in the Application of the timing of maintenance, any resulting disruptions to the Service, and the expected duration of the maintenance.

13.6. The Service Provider shall be liable only for damages resulting from its gross negligence or wilful misconduct, as set out below.

13.6.1. The Service Provider shall not be liable for any damages caused by viruses or other malicious code present on the User's devices, including keyloggers or similar programs, nor for any loss of passwords or other misuse resulting from such programs. The Service Provider shall also not be liable for the unavailability of the Service due to internet service outages or inadequate internet connection.

13.6.2. The Service Provider accepts no liability for any direct or indirect damages arising from the use of the Service, except where such damages result from the Service Provider's gross negligence or wilful misconduct.

- 13.6.3. The Service Provider shall be liable for damages arising from intentional conduct by the Service Provider or its representatives or employees that violates the provisions of these GTC. The Service Provider shall be liable for damages arising from grossly negligent conduct (or omission) by the Service Provider or its representatives or employees only if the damage was foreseeable at the time of the conduct (or omission) and the conduct breached an essential obligation arising from the legal relationship between the User and the Service Provider. For this purpose, essential obligations include all obligations assumed under these GTC that are indispensable for the use of the Service. The limitation set out in this paragraph does not apply to liability for culpable conduct causing harm to life, physical integrity or health.
- 13.6.4. The Service Provider cannot be required to bear or compensate damages resulting from circumstances beyond its control, provided that the occurrence of such damage was not foreseeable at the time the User accepted these GTC.
- 13.6.5. The Service Provider's compensation shall not extend to loss of profit or consequential damages arising from an incident. The limitation set out in this paragraph does not apply to liability for culpable conduct causing harm to life, physical integrity or health, nor to damages resulting from intentional conduct by the Service Provider.
- 13.7. The laboratory examination services provided within the Packages described in detail in Section 5 of these GTC are supplied entirely by external partners independent of the Service Provider.
- In relation to laboratory examinations, the Service Provider cooperates with the following referral partners:
- a) Medicare Egészségközpont Zártkörűen Működő Részvénytársaság (company registration number: 01-10-042382; registered seat: 1134 Budapest, Váci út 29-31.)
 - b) SYNLAB Hungary Korlátolt Felelősségű Társaság (company registration number: 01-09-923956; registered seat: 1211 Budapest, Weiss Manfréd út 5-7.)
- 13.8. By accepting these GTC, the Service Provider acknowledges that the performance of laboratory tests, the issuance of results and their quality are solely the responsibility of the above-mentioned partner(s) involved in providing these services, and the Service Provider expressly excludes liability for any event, error or consequence related to laboratory examinations. The Service Provider acts solely as an intermediary in providing laboratory services, and in the case of any claim, complaint or legal dispute related to the laboratory examinations, the User must contact the laboratory partner directly.
- 13.9. All intellectual creations related to the Website, the Application and the Service (including software, databases, trademarks, documentation, etc.), as well as all content appearing on the Website, are the exclusive intellectual property of the Service Provider, and the Service Provider reserves all rights thereto.

14. Data Processing Rules

- 14.1. The rules governing the data processing carried out by the Service Provider are set out in the Privacy Policy.
- 14.2. During registration, the Customer must review and expressly accept the content of the Privacy Policy available on the Website, which is an essential prerequisite for using the Service. By completing the registration, the Customer declares that they have reviewed the data processing conditions, accept them as binding, and consent to the processing of their personal data by the Service Provider in accordance with the Privacy Policy.

15. A Dispute Resolution Related to the Provision of the Service

- 15.1. If the User is dissatisfied with the Service Provider's handling of their complaint or error report, they may also turn to the competent consumer protection authority, or enforce any potential claim before a court within the applicable limitation period.
- 15.2. The User is also entitled to turn to a conciliation body (Békéltető Testület operating alongside the Szabolcs-Szatmár-Bereg County Chamber of Commerce and Industry, 4400 Nyíregyháza, Széchenyi utca 2.).

16. Other provisions

- 16.1. The contract(s) concluded between the Parties are governed by Hungarian law, and this contract falls under the exclusive jurisdiction of the Hungarian courts.
- 16.2. The language of contract formation is Hungarian.
- 16.3. The Parties shall primarily attempt to resolve any disputes arising from the contract through negotiation.
- 16.4. If any provision of these GTC is or becomes invalid for any reason, this shall not affect the validity of the remaining provisions of these GTC.
- 16.5. By accepting these GTC, the User declares and acknowledges that the Service Provider has fulfilled its obligation to provide the information required under Section 11 of the Consumer Protection Decree by making these GTC available to the User prior to contract formation and by providing any additional information during the subscription process. The User also consents to receiving such information on a durable data carrier in a readable, clear and comprehensible form, in Hungarian, as required under Section 12(1).

