General Terms and Conditions
Budapest Card online purchase

Introductory provisions

The Budapest Card is a product of BKK Centre for Budapest Transport (**BKK** Zrt.) (registered seat: 1075 Budapest, Rumbach Sebestyén utca 19–21; company registration number: 01-10-046840; VAT number: 23028966-4-44) and is the Hungarian capital's only official city card. These General Terms and Conditions set out the terms and conditions for purchases made via the online shop operated under the domain name bkk.hu (hereinafter: Webshop).

General Terms and Conditions (hereinafter: **GTC**) are defined as contractual terms which one party unilaterally sets out in advance, without the involvement of the other party, for the purpose of concluding multiple contracts, and which are not individually negotiated by the parties. General Terms and Conditions only become part of the agreement between the parties, or part of the contract, if the other party has acknowledged their content and has expressly accepted them, or, in the absence of such express acceptance, has accepted them by conduct implying such acceptance. These General Terms and Conditions shall be regarded as the general terms and conditions referred to in Section 6:77 of the Civil Code and shall be treated as such.

1. Purpose of the GTC

The purpose of these GTC, as set out by BKK Zrt., is to regulate in detail the terms and conditions governing the purchase via the Webshop of Budapest Card products distributed by BKK Zrt., as described in the product description forming Annex 1 to these GTC.

2. Language of the GTC

These GTC have been drawn up in Hungarian and English. In the event of any discrepancy between the two texts, the Hungarian text shall prevail.

3. Scope and duration of the GTC:

These GTC apply to purchases made via the Webshop operated by BKK Zrt., as well as to the associated rights and obligations. These GTC shall be in force from 21 September 2026 until they are revoked.

4. Governing law

In respect of matters not regulated in these GTC, the current Hungarian legislation in force shall apply, in particular:

• Act CVIII of 2001 on certain aspects of electronic commerce services and information society services;

• Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information;

• Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2018 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR);

• Act V of 2013 on the Civil Code of Hungary;

• Directive 2011/83/EU of the European Parliament and of the Council on consumer rights;

• the provisions of Government Decree No. 45/2014 (II. 26.) on the detailed rules governing contracts between consumers and businesses (hereinafter: Government Decree) shall apply even in the absence of any specific provision to that effect.

5. Definitions

Consumer: a natural person acting outside the scope of their trade, self-employment or business activity.

Contract concluded between remote parties: a consumer contract concluded within the framework of a distance selling system organised for the provision of the goods or services covered by the contract, without the parties being physically present at the same time, in such a way that, for the purpose of concluding the contract, the contracting parties use only a means of communication enabling communication between remote parties.

Means of communication between remote parties: a means suitable for making a contractual declaration in the absence of the parties, for the purpose of concluding a contract. Such means include, in particular, addressed or unaddressed forms, standard letters, advertisements published in the press accompanied by an order form, catalogues, the telephone, the fax and any means providing internet access.

Force majeure: an unforeseeable and unavoidable event or act which lies beyond the control of the Parties, occurs after the contract has come into force, and which physically or otherwise prevents contractual performance. Such events include, in particular but not exclusively, natural disasters, weather-related disasters, earthquakes, fire, flood, epidemic, security measures, mass demonstrations, acts of terrorism, insurrection, public disorder, riots, revolution, coup d'état, civil war, embargo, explosion, austerity measures imposed by the authorities, state bankruptcy, and a general strike. By making a purchase, the Customer acknowledges that, for the purposes of this legal relationship, an 'epidemic' is deemed to be any public health situation occurring after the contract comes into force which corresponds to the definition set out in Decree No. 18/1998. (VI. 3.) NM on epidemiological measures necessary for the prevention of infectious diseases and epidemics, and in connection with which the Government, a local municipality or any competent authority declares the occurrence of an epidemic and introduces restrictive measures.

6. Details of BKK Zrt. as a service provider

BKK Budapesti Közlekedési Központ Zártkörűen Működő Részvénytársaság (BKK Centre for Budapest Transport)

Registered seat: 1075 Budapest, Rumbach Sebestyén utca 19–21

Company registration number: 01-10-046840

Statistical number: 23028966-4931-114-01

VAT number: 23028966-4-44

Tax group identifier: 17781372-5-44

Name and email address of the hosting provider:

BKK

Email address: bkk@bkk.hu

Chrome-Soft Kft.

email address: info@chrome.hu

7. Acceptance of the General Terms and Conditions by the Customer

Acceptance of the GTC is a prerequisite for making a purchase via the Webshop. The Customer's initiation of a purchase via the Webshop shall be deemed to constitute acceptance of the terms and conditions.

These GTC are concluded exclusively in electronic form. BKK Zrt. shall inform customers of any amendments to the GTC in good time on the Webshop's home page.

8. The process of making a purchase and redeeming a voucher

8.1. When making a single purchase transaction in the Webshop, it is only possible to purchase multiple Budapest Cards of the same card type. If the Customer wishes to purchase different card types, they may do so by initiating separate purchase transactions for each card type.

8.2. Following the successful purchase of the Budapest Card, the Customer will receive, by email, a voucher for redeeming the purchased card(s), which may be presented either in paper form or on an electronic device at the time of redemption. BKK Zrt. will send the electronic invoice within a maximum of 8 calendar days from the date of purchase. To collect your Budapest Card, you can exchange the voucher for a Budapest Card at designated BKK Customer Service Centres, which entitles you to use the services. The voucher itself cannot be used to access the services or discounts. The voucher can be exchanged at the following BKK customer service centres:

• Customer service centres at Terminals 2A and 2B, Liszt Ferenc International Airport

• Városháza park customer service centre (Budapest Card Centre)

• Deák Ferenc tér customer service centre

• Keleti pályaudvar customer service centre

• Déli pályaudvar customer service centre

• Kelenföld customer service centre

The current contact details for the customer service centres are available on the BKK website. Following purchase, the Customer may redeem the voucher received via the Webshop for the appropriate Budapest Card at one of the designated customer service centres. BKK Zrt. will issue the electronic invoice in the name and to the address provided during the online purchase. It is not possible to amend the details on the invoice retrospectively.

8.3. Upon collection of the Budapest Cards, the cardholder must write the start date and time of validity (date, hour, minute) on the card and validate it by providing an identification number (photo ID card number or passport number). Based on the above, it is mandatory to indicate the start time of validity and the identification number on the Budapest Card. Depending on its type, the Budapest Card can be used for 24, 48, 72 or 96 hours from the time of validation.

8.4. The Budapest Card voucher may only be redeemed at the redemption points listed on it. Cards purchased online may only be issued upon presentation of the voucher confirming the Reservation, as detailed in Section 8.2. Possession of the Budapest Card alone entitles the holder to make use of the associated benefits in accordance with the validity period indicated on the card.

8.5. Any Budapest Card that has been altered, corrected, filled in illegibly or incompletely is invalid. BKK Zrt. will not replace such a card, unless the reason for its invalidity lies within BKK Zrt.'s sphere of responsibility.

8.6. A detailed guide to using the Budapest Card, as well as a list of participating partners for the current year, can be found online at https://bkk.hu/en/tickets-and-passes/budapest-card/ .

8.7. BKK Zrt. accepts no liability for information provided by other data providers in relation to the Budapest Card.

9. Customer service and complaints handling

9.1. The BKK Customer Service Centre, Városháza park (Budapest Card Centre), handles matters relating to the operation and use of the Budapest Card, as well as complaints, and provides information in person; furthermore, for general enquiries, you may also contact the BKK Customer Service by telephone, email or post.

9.2. Contact details:

Contact details for the BKK Customer Service Centre, Városháza park (Budapest Card Centre):

1052 Budapest, City Hall Park (at the Deák Ferenc Square boarding point of the 100E Airport Express)

Opening hours: Mon–Fri 09:00 – 19:00

Contact details for the BKK Customer Service:

Telephone number: +36 1 3 255 255

Email: budapestcard@bkk.hu

Postal address: 1241 Budapest, Pf. 200

9.3. Further contact details for BKK Zrt.'s key departments, relevant for communication purposes, are set out in Section IV.5 of the BKK Business Policy.

9.4. The procedures for handling and investigating customer complaints, as well as for responding to them and providing information to the customer, are set out in this document and in Chapter VIII of the Business Policy. The BKK Business Policy, available in full in Hungarian, can be viewed at the following link: https://bkk.hu/jegyek-es-berletek/utazasi-feltetelek/. For general information in English, check https://bkk.hu/en/travel-information/travel-terms-and-conditions/.

10. Exercising the right of withdrawal

10.1. Pursuant to Section 8:1(1)(3) of Act V of 2013 on the Civil Code, a 'consumer' is defined as a natural person acting outside the scope of their profession, self-employment or business

activity; consequently, legal entities may not exercise the right of withdrawal without giving reasons.

10.2. For the purposes of these General Terms and Conditions, the service provider is BKK Zrt., and the consumer is any natural person who purchases any card from the Budapest Card product range.

10.3. Pursuant to Section 20 of the Government Decree referred to in Section 4 of these GTC, in the case of contracts concluded outside business premises and between parties not in the same place, including purchases made via the Webshop, the Purchaser is entitled to a right of withdrawal without giving any reason within 14 days of the conclusion of the contract in respect of unactivated products.

10.4. Any Budapest Card voucher purchased online is considered an unactivated product until it has been redeemed for a physical card.

10.5. The Customer may exercise their right under Section 20 of the Government Decree by completing the form available via this link and submitting it to BKK Zrt.

10.6. If the Customer withdraws from the contract in accordance with these General Terms and Conditions and does not redeem the Budapest Card voucher, BKK Zrt. shall refund the full amount paid by the Customer as consideration within 14 days of becoming aware of the withdrawal at the latest. BKK Zrt. shall refund the amount due to the Customer using the same payment method as that used by the Customer.

10.7. The Customer shall only be entitled to exercise the right of withdrawal more than 14 days after the conclusion of the contract in cases of force majeure, as individually assessed and verified by BKK Zrt., provided that the voucher has not yet been redeemed.

11. Data protection and data security

BKK Zrt.'s privacy policy relating to the Budapest Card is available via the following link: https://bkk.hu/en/legal-information/privacy-policy/privacy-policy-on-the-processing-of-personal-data-by-bkk-zrt-in-connection-with-the-budapest-card-from-22-july-2026/
By accepting the GTC, the Customer declares that they have read, understood and acknowledged the GTC and the privacy policy.

12. Amendments to the GTC

BKK Zrt. reserves the right to amend the GTC in whole or in part at any time. Any amendment to the GTC shall in all cases be effected by the publication of a consolidated version of the GTC, and upon its entry into force, the previous GTC shall cease to have effect.

13. Terms and Conditions of Use for Users of the Webshop

13.1. BKK Zrt. grants the Customer a limited, personal, non-exclusive, non-commercial, revocable and non-transferable licence to view a single copy of the content available on the Webshop (excluding source and object codes), which is generally accessible through the use of the Webshop, provided that

a) the Customer retains all trademark, copyright or proprietary notices contained in the original content or in any copy made by the Customer,

b) the Customer does not permit, assist or encourage any third party (whether for profit or otherwise) to copy or modify the content, and

c) the Customer shall not attempt to manipulate the content available via the Webshop in any way.

13.2. The Customer (and any third party acting on their behalf) shall not be entitled to rearrange, modify, replace, share with the public, transmit, publish, republish, distribute, broadcast, sell, hire, let, upload, create derivative works for commercial purposes from it, or use it in any other way.

13.3. Any unauthorised or unlawful use of content available on the Webshop is strictly prohibited and will result in civil and criminal proceedings in accordance with the relevant legislation.

13.4. The past, present and future content of the Webshop – including, in particular but not limited to, the Webshop's structure, design, texts, images, photographs, illustrations, compilations, databases, ownership information, all elements of the Webshop protected by copyright or other rights (including source and object codes) and all other material associated with BKK Zrt., the Webshop itself, logos, domain names, patents and all intellectual property are protected by copyright and ownership rights and are the property of BKK Zrt.

13.5. The Customer may only use the Webshop in a manner permitted by law.

13.6. By using the Webshop, the Customer does not acquire any intellectual property rights in relation to the Webshop or the content accessible through it. The Customer is not entitled to use content originating from the Webshop, unless they have obtained permission from BKK Zrt. or unless the law permits it in some other way. These terms and conditions of use do not grant any right to use the symbols, logos, trademarks or emblems featured on the Webshop.

13.7. The Customer undertakes to comply with all copyright notices, information and restrictions contained in any part of the Webshop. The Customer must not alter, delete or obscure any copyright, trademark, patent or other similar notices relating to the Webshop, including in any parts that are downloaded, transmitted, displayed, printed or otherwise reproduced.

14. Limitation of Liability

14.1. BKK Zrt.'s liability is limited to the extent permitted by law; this clause does not affect the consumer's statutory rights, which are enforceable by law.

14.2. The Customer may use the Webshop in its current state; however, BKK Zrt. does not exclude its liability where such liability is mandatory under the law.

14.3. BKK Zrt. shall not be liable for the manner in which, or the purpose for which, the Customer or any third party uses the Webshop. In particular, it shall not be liable for whether the Customer or any third party acts in accordance with the relevant legislation and the provisions of other contracts whilst using the Webshop.

14.4. BKK Zrt. excludes its liability for any consequences or malfunctions arising from unauthorised access, improper use, hardware faults or an unsuitable operating environment (including power cuts).

14.5. BKK Zrt. endeavours to ensure the accuracy of the data and information appearing on the Webshop; however, to the extent permitted by law, it shall not be liable for any damages arising from the use thereof.

14.6. BKK Zrt. shall not be liable for any viruses or other restrictive functions affecting access to or use of the Webshop, for the Webshop's incompatibility with other websites, services, software or hardware, or for any damage or costs arising from the use of services provided by third parties accessible via links, or is in any way connected to them.

14.7. BKK Zrt. guarantees Customers 98 per cent annual availability of the Webshop. Availability applies only to full calendar years, not to partial years. When calculating availability, no account shall be taken of periods during which the service outage

- is due to causes within the Customer's sphere of influence,
- is due to force majeure, or other causes beyond the control of BKK Zrt., in particular operational disruptions caused by weather conditions, accidents, fires, serious power supply disruptions, vandalism or theft.

The duration of any scheduled service interruption may not exceed 72 hours on any one occasion.

BUDAPEST CARD

THE OFFICIAL CITY PASS

Annex 1

24 HOUR





48 HOUR



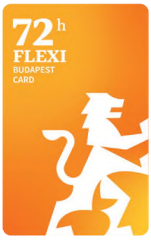


72 HOUR





72 FLEXI HOUR





72 PLUS HOUR





96 HOUR





BUDAPEST

BKK BUDAPESTI KÖZLEKEDÉSI KÖZPONT

https://bkk.hu/jegyek-es-berletek/arak/?type=bpcard