General Terms and Conditions of Use

The Budapest Card is issued by 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 sole official city card.

1. The Budapest Card can be purchased at the BKK in-person sales points listed in Annex 1, at BKK ticket vending machines, and through the BKK webshop accessible via the following link: https://bkk.hu/en/tickets-and-passes/budapest-card/. When purchasing via the webshop, you will receive a voucher for the cards you have purchased, which you can exchange for a Budapest Card at one of the redemption points listed on the voucher or at ticket vending machines (TVM).

2. Vouchers for the 2026 Budapest Card, valid from 1 May 2026, can be redeemed until 30 April 2027. The 2026 Budapest Cards purchased in this way can also be used until 30 April 2027.

3. In the case of Budapest Cards issued as plastic cards, the cardholder must write the start date of validity (date, hour, minute) onto the card and validate it by providing an identification number (ID card number or passport number); while Budapest Cards issued on thermal paper contain this information in the printout. Based on the above, it is mandatory to indicate the start date of validity and the identification number (in the case of a thermal paper purchase: these details must be provided at the time of purchase) on the Budapest Card. Depending on the type of Budapest Card, it can be used for 24, 48, 72 or 96 hours from the start date of validity indicated on it.

4. A completed or validated Budapest Card entitles the holder to make use of the associated benefits. The Budapest Card, as a valid travel document, must be presented upon request by official BKK inspectors/ticket inspectors, as well as at the request of individual participating outlets.

5. Detailed rules regarding the refund of vouchers purchased via the Webshop are set out in the General Terms and Conditions for Budapest Card online purchase.

6. In the event of the loss, theft or destruction of the Budapest Card, the purchase price is non-refundable.

7. Budapest Cards that have been altered, corrected, rendered illegible or not fully completed are invalid, and BKK Zrt. will not replace them. Budapest Cards issued on thermal paper may be refunded at any BKK in-person sales point prior to their start date of validity. The handling fee of 1,000 HUF per Budapest Card applies for refunds; alternatively, they may be exchanged for a Budapest Card of the same type and with the same validity period if the print has faded but the originally printed details remain legible (even during the validity period).

8. A detailed description of the Budapest Card and its use, as well as a list of participating venues for the current year, can be found on the website https://bkk.hu/budapestkartya_elfogadohelyek. bkk.hu/downloads/43178/

9. Customer service and complaints handling

The BKK Customer Service Centre, Városháza (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.

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

1052 Budapest, Városháza park (at the Deák Ferenc tér 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

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. 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/.

This document, entitled 'General Terms and Conditions of Use', has been drawn up in Hungarian and English. In the event of any discrepancy between the two texts, the Hungarian text shall prevail.

Annex 1: BKK sales points

Budapest Card Sales Points	
Ticket offices	Batthyány tér
	Blaha Lujza tér
	Móricz Zsigmond körtér
	Nyugati pályaudvar
	Örs vezér tere
	Puskás Ferenc Stadion
	Újpest-központ
Customer Service Centres	Csepel
	Deák Ferenc tér
	Déli pályaudvar
	Kelenföld
	Keleti pályaudvar
	Kőbánya-Kispest
	Liszt Ferenc International Airport Terminal 2A
	Liszt Ferenc International Airport Terminal 2B
	Népliget
	Széll Kálmán tér
	Szentlélek tér
	Városháza park (Budapest Card Centre)

Budapest Card voucher redemption points	
Customer Service Centres	Deák Ferenc tér
	Déli pályaudvar
	Kelenföld
	Keleti pályaudvar
	Liszt Ferenc International Airport Terminal 2A
	Liszt Ferenc International Airport Terminal 2B
	Városháza park (Budapest Card Centre)