

HEINEKEN BALATON SOUND FESTIVAL 2024 VISITOR POLICY

DEAR VISITOR,

The present Visitor Policy prescribes the mandatory rules of admission and conduct applicable to the Heineken Balaton Sound Festival (Event), organised by Sziget Cultural Management Limited (Sziget). The Sziget General Terms and Conditions (GTC) set out the rights and obligations stemming from the legal relationship entered into between Sziget and persons entering the Event (Visitors).

Event venue: H-8621 Zamárdi, Szabadstrand

Event dates: July 3 - July 6, 2024

Opening of the event venue: July 3, 2024, 16.00

Closing of the event venue: July 7, 2024, 8.00

Opening of the camping: July 2, 2024, 16.00

Closing of the camping: July 7, 2024, 12.00

I. EVENT ADMISSION

1./ Visitors are admitted to the Event at the times and according to the conditions specified on their ticket.

2./ Sziget shall swap tickets purchased in advance for wristbands at the time of entry. Visitors are required to wear their wristbands for the duration of their validity. Event organisers may inspect wristbands at the entrance, at the exit and throughout the entire area of the Event. Visitors with invalid wristbands are required to leave the Event venue.

Wristbands are non-transferable. As a general rule, wristbands are to be worn on the wrist for them to be valid; if necessary, however, your wristband may be worn on another limb provided that the wristband cannot be removed without damaging it. Damaged wristbands – those re-sealed or severed, whose fastener has been opened, whose diameter exceeds that of the wearer's fist or which have been tampered with in any way, etc. – are invalid. Sziget will not replace damaged or lost wristbands. Sziget will initiate proceedings against anyone forging tickets or participating in ticket forgery.

In case of a pandemic or an epidemic situation, in order to protect the Visitors, entry to the Event may be subject to further conditions and proceedings determined by the order or action of the competent authorities or the Pandemic Plan of Sziget.

Furthermore, Sziget may refuse entry of the Event if the Visitor is in a condition which endangers the civilized arrangement of the Event or the safety of the other Visitors or assets. Sziget may also refuse entry of the Event if the Visitor has the symptoms of the pandemic/epidemic disease. Sziget's liability is excluded in this regard.

Sziget avails itself of the assistance of a private security service as determined by Act 133 of 2005 on the rules of activities of on the rules governing the activities of private security services and detectives (Private Security Act). Prior to the entry to the Event and as well as at any spot of the venue of the Event Sziget or the security service may, under Section 26 of the Private Security Act, check the clothing and packages of the Visitors. The security service may refuse the intake of forbidden items or the entry to the Event.

The security service shall be entitled to ban or refuse the entry of the person infringing the GTC or this Visitor Policy, provided that such person is not ceasing the infringement upon request. in some cases. The entry to the Event may be refused especially in the events determined by this Visitor Policy and furthermore, if the person willing to entry

- (i) (i) disobeys the instructions given by Sziget or its Contributors;
- (ii) refuses to submit to security check;
- (iii) wears inappropriate or soiled clothes, or is in an inappropriate general hygienic condition;
- (iv) is not able to prove his/her age by an ID card or another authentic document;
- (v) has already been banned from the Event.

The purchase price of the ticket may not be reclaimed by the person the entry of who has been refused based.

3./ In order to ensure the safety of the Event, Sziget reserves the right to restrict the types of items and devices which may be brought inside the venue. Accordingly, bringing the following in particular to the Event is prohibited: narcotics, pyrotechnic devices, glass objects, umbrellas, objects or tools containing explosive, poisonous or flammable materials, firearms, knives, butterfly knives, switchblades, gas sprays, expandable batons, metal chains over 50 cm in length, throwing stars, slingshots and other items posing a special threat to public safety as defined in relevant laws and regulations (currently: Government Decree No. 175/2003 of 28 October 2003). While camping is permitted at the Event – according to specific conditions – certain general camping accessories (eg. gas cooker, gas cylinder, grill oven, grill skewer, other grill tools, hammer) may not be brought inside the venue because of the special nature of the Event. Visitors may not bring drones to the Event without advance written authorisation from Sziget. Visitors in possession of any prohibited item may not enter the Event venue. Furthermore, it is not allowed to fly a drone into the Event site. In an event of this, Sziget will commence the procedure of the competent authorities against the person who flew the drone into the Event site.

4./ Visitors are prohibited from bringing alcoholic beverages into the Event. Should the National Public Health and Medical Officer Service declare a heat emergency, Visitors may bring water or mineral water in a reasonable quantity necessary to satisfy their own personal needs to the Event. In all other cases, Visitors are permitted to bring to the Event one PET bottle containing a maximum of 2.5 litres of bottled water or another non-alcoholic beverage, however, energy drink may not be brought to the Event. Visitors may only bring empty plastic jugs to the Event. Visitors are prohibited from bringing retail quantities of food or tobacco products to the Event. With regard to food products, “retail quantity” is an amount exceeding the quantity Visitors would reasonably require to satisfy their own personal needs. With regard to tobacco products, “retail quantity” exceeds 2 cartons (20 boxes) of cigarettes, 10 boxes of snus, 10 boxes of cigarillos and 10 cigars (regardless of size).

5./ Children under the age of 11 (eleven) may visit the Event free of charge, although they are required to wear a child wristband. The adult accompanying the child is obliged to indicate the child's name and the his/her own phone number on the wristband. Child wristbands are available during the entry process. Children under the age of 14 (fourteen) may only enter the Event if accompanied by an adult in full possession of their faculties, and may remain at the Event only if accompanied by an adult in full possession of their faculties.

6./ Entry in a vehicle to the area of the Event is not permitted without a permit issued by Sziget. Those holding a vehicle permit are also obliged to follow all traffic rules and regulations at the Event. Sziget recommends using forms of public transport and taxi services to access the Event.

7./ In addition to service dogs as defined by law, guide dogs and police dogs, only pets generally considered to be tame and posing no hazard to the life, safety and health of Visitors and others may be brought inside the Event venue, free of charge, when on a leash and accompanied by their owner (typically, admissible pets include dogs, ferrets, certain types of rodents, etc.). Visitors are, however, advised not to bring their pets to the Event. Sziget recommends leaving pets at home or in kennels. Pets may be brought to the Event provided all of the following conditions are met: (i) the pet possesses a valid certificate of vaccination attesting to rabies vaccinations in the last year, (ii) the pet is identifiable through a unique identifier (visible tattoo or microchip), (iii) leash, collar, muzzle and a tag with the owner's telephone number, with the owner reachable on that number during the Event. Whether the conditions above are met may be verified at the Event entrance; should any of the conditions not be met, your pet cannot be admitted. By bringing their pet to the Event, Visitors acknowledge their responsibility to provide hygienic and appropriate conditions for the pet at the Event. Visitors bringing their dog or ferret to the Event acknowledge their responsibility to keep a leash on their pet at all times while at the Event. Should a Visitor with a pet find that their pet is reacting to excessive audio-visual stimuli or if the pet becomes overly sensitive, the Visitor is recommended to use a head collar or a muzzle. Dangerous animals, moderately dangerous animals, animals requiring precautions, as determined by Annex 1, Annex 2 and Annex 3 of Decree No. 85/2015 (XII. 17.) of the Ministry of Agriculture, furthermore, dogs qualified as dangerous, are not allowed, in any case, to be brought to the Event in any case.

To avoid potential problems, Sziget recommends that Visitors choosing to visit the Event with a service dog – as defined by Ministry of Social Affairs and Labour Decree No. 27/2009 of 3 December 2009 – meet the following conditions. The use of a muzzle is not required for guide dogs and service dogs assisting the disabled – given the special functions performed by the dog with their mouth – but having a muzzle on site is recommended. Should a Visitor with a service dog find that their dog is reacting to excessive audio-visual stimuli in a way that is inconsistent with its training, or if the dog becomes overly sensitive, the Visitor is recommended to use a head collar or a muzzle. Should a service dog display behaviour at the Event inconsistent with its training, it may be prohibited from remaining at the Event.

As the Event is a mass music event, Sziget warns the Visitors to take increased attention to the physical safety and health of the guarded pets, in particular to expose them to the mass, noise and other effects tolerated by the pet.

Sziget reserves the right to deny admission to the Event to any animals, as well as the right to ensure the above conditions are adhered to at all times, and, the interest of the safety of the Event, to prohibit from the Event site such animals which are not meeting the provisions

above or taming or posing hazard to the life, safety and health of Visitors and others. Regardless the foregoing, the Visitor shall bear all liability for the animal brought to the Event and its behavior.

8./ Sziget applies the check-in process determined in the GTC in a way that check-in shall apply solely immediately prior to the entry, however, preliminary check-in is not applied with an eye to Section III. Point 2. of the GTC that declares that Sziget shall be entitled, at its discretion, to temporarily or permanently suspend the application of the check-in process (in other words, pre-check-in is not applied, the check-in takes place only on-site, prior to the entry to the Event).

II. RULES OF CONDUCT

1./ Visitors are required to abide by general norms and in accordance with relevant legal regulations, the GTC and with the Visitor Policy. Visitors are required to refrain from all actions, statements or behaviour which endangers the life, health or physical well-being of others or which may violate others' personal rights. Visitors to the Event are required to pay special attention to the protection of natural resources and must refrain from harming these natural resources. Sziget asks Visitors to use the waste collection bins for the disposal of garbage and to pay attention to dispose the garbage in the appropriate compartment for each waste type. The Visitor acknowledges that the camping areas that are used by the Visitors with the ticket purchased from Sziget belong to the territory of the Event hence the provisions of the Balaton Sound Festival Visitor Policy are applicable to the admission and stay at these camping areas.

The Visitor, infringing the GTC or this Visitor Policy and not ceasing the infringement upon request, may be removed from the territory of the Event. The Visitor may be removed from the Event especially in the events determined by this Visitor Policy and furthermore, if

- (i) disobeys the instructions given by Sziget or its Contributors;
- (ii) endangers the life, physical safety, property rights or assets of another person;
- (iii) pollutes or threatens the environment;
- (iv) behaves rowdy or in a way that serves as a basis for the action of the police;
- (v) incites against other social groups or causes unrest by his/her aggressive behaviour;
- (vi) fails to remove a banned item from the Event venue despite a prior warning;
- (vii) has entered into the Event at another spot than the entrance or has been removed from the Event previously;
- (viii) entered into an area closed for Visitors or has tried such entry, including the entry or trying to enter into a spot where he/she is not allowed to entry by his/her wristband (eg. VIP area);
- (ix) is not able to certify his or her age by ID card or other authentic personal document;
- (x) has been banned from the Event.

The purchase price of the ticket may not be reclaimed by the Visitor who has been removed from the Event.

2./ Visitors acknowledge that Sziget, its Contracted Partners as authorised by Sziget, Contributors, and members of the press (in accordance with the stipulations of special agreements concluded with them), as well as other Visitors and other third parties, may produce sound and image recordings of the Event. Accordingly, all Visitors to the Event, by virtue of their participation at the Event, give express permission to the recording and

publication of their image, likeness and actions. Visitors, however, may only be named in such recordings with their express permission. Visitors considered public figures may be named without their permission. Those making recordings according to the above rules shall gain transferrable and exclusive usage rights that are unrestricted in time, geographical location and form of usage. Sziget, as well as individuals authorised by Sziget, are entitled to utilise, use (especially for the promotion of the Event), duplicate, publish, transpose, make public, transmit to the public and distribute such recordings of the Visitor - including the case if Sziget utilises or uses recordings made by other Visitor(s) of the Visitor - without providing any compensation to the Visitor. Visitors expressly acknowledge that Sziget may record the Event, concerts and programmes, may copy the recordings and distribute them on image-bearing media, may broadcast them or otherwise make them public and may do so repeatedly, including making the Event, concerts and programmes available to the public by wired or by any other means (for example, through YouTube), such that members of the public can individually select the place and time of access. Visitors are not entitled to make any claim or demand against Sziget concerning recordings as set out above. Visitors are entitled to make sound and image recordings at the Event, but may only make sound and image recordings with a sound and image recorder integrated into a telecommunication device used for personal aims (for example a mobile phone or a tablet) or otherwise with a non-professional equipment, moreover, Visitors may not sell, use for consideration or use for commercial purposes without consideration image and voice recordings that they have made, name Visitors featuring in such recordings without their consent or violate the personal rights of such Visitors. Sziget is expressly not liable in the event of other Visitors violating the above rules.

3./ No business, commercial or advertising activity may be conducted at the Event – including the area in front of the gates of the Event – without advance written authorisation from Sziget.

4./ No alcoholic beverages may be served to minors under the age of eighteen and to intoxicated individuals by any vendor at the Event. The use of substances qualifying as banned drugs pursuant to the laws in effect is prohibited in the area of the Event and is punishable by law.

In order to minimise waste, in case of measured beverages, a system of reusable cup is implemented at the Event. The goal of the reusable cup system is to achieve that the Visitor uses cups for multiple use at the Event. Within the frames of this, the Visitor purchases a reusable cup which, after consumption, may be switched to another reusable cup. The usage fee is HUF 400 and the deposit return fee is also HUF 400 of the reusable cup 0.5 and 0.33 liter (hereinafter Redeemable Reusable Cup), the usage fee of the reusable shot-glass is HUF 400. If the Visitor is not willing to use the reusable cup at the Event temporarily, the Redeemable Reusable Cup will be replaced by 1 (one) token, 2 (two) reusable shot-glasses at the same time will also be replaced by 1 (one) token or 1 (one) Redeemable Reusable Cup, each received from a merchant selling measured beverages at the Event. The token may be exchanged to a reusable cup again at the Event. The Redeemable Reusable Cup may be returned at the Cup Exchange point at the main entrance of the Event, during opening hours, in an event of which, the deposit return fee (HUF 400) will be credited upon the decision of the Visitor to either a bankcard or the Festipay payment chip contained by the Visitor's wristband. The Visitor is entitled to redeem maximum 2 (two) Redeemable Reusable Cups at the same time. In respect of persons having staff wristband different rules may apply to the Redeemable Reusable Cups.

The opening hours of the Cup Exchange point: July 3, 2024, 16.00-July 4, 2024, 09.00; July 4, 2024 11.00-July 5, 2024, 9.00; July 5, 2024, 11.00-July 6, 2024, 09.00; July 6, 2024, 11.00-July 7, 2024, 08.00. The Redeemable Reusable Cup may not be redeemed prior to July 3, 2024, 16.00. The possibility to redeem the Redeemable Reusable Cup will be finally lost on July 7, 2024, at 08.00! The liability of Sziget is excluded in this regard.

The deposit return fee may only be credited to either a bankcard or the Festipay payment chip contained by the Visitor's wristband; payment of the deposit return fee in cash is not possible. The return of a reusable shot-glass will not trigger the entitlement to a deposit return fee. (However, 2 [two] reusable shot-glasses may be replaced by 1 [one] token or 1 [one] Redeemable Reusable Cup.) The token cannot be exchanged to money. The reusable cup may also be kept after Event. It is the Visitor's liability to keep the reusable cup during the Event to avoid the purchase of a further reusable cup. The liability of Sziget is excluded in this regard.

5./ In order to ensure the safety of Visitors, the following activities are prohibited at the Event: body surfing, mosh pits, and walls of death. Visitors violating this policy will be removed by organisers to the perimeter of the particular venue; repeat violators will be removed from the Event area.

6./ In the interest of Visitor safety, open fires are not permitted.

7./ Bathing in the Lake Balaton at the Event is permitted only in the designated areas, at your own risk, during daytime until 20.00, free of alcoholic or other influence, keeping the related rules of water law enforcement.

The sportpark is permitted to be used at your own risk, free of alcoholic or other influence, keeping the related rules of the use of the venue and the tools provided and the instructions of Sziget or its associates.

8./ Given that the aim of the Event is to provide Visitors with civilised and undisturbed entertainment, demonstrations of any kind not related to events organised by Sziget, regardless of the number of participants, are prohibited. At the same time, Sziget reserves the right to permit, at its sole discretion, specific demonstrations if requested by organisers in advance. In such cases, participants in the demonstration are required to abide by the Balaton Sound Festival Visitor Policy and to behave in such a way so as not to disturb, hinder, limit or prevent other Visitors from enjoying the Event, making their way around the Event, entering or exiting the Event, or utilising services or products at the Event. Sziget is entitled to end demonstrations that it has not expressly authorised without giving a reason. Sziget also reserves the right to end demonstrations that it has authorised pursuant to the above without giving a reason. Sziget is entitled to set out conditions pertaining to demonstrations, in particular regarding the number of participants, location and duration, at its exclusive discretion. If Sziget declares the end of a given demonstration, participants are obliged to stop the demonstration immediately. If a participant does not stop the demonstration after Sziget's declaration then he or she will be removed by organisers from the Event area.

If Sziget sets out conditions for a demonstration that it has authorised or recognised as described above, participants are obliged to comply fully with these conditions.

9./ In the Event area, Sziget's suitably qualified and authorised employees or associates will ensure enforcement of the rules of conduct and safety. Visitors expressly undertake, by virtue

of their participation in the given Event, that they will fully cooperate with these associates within the bounds of the law and will follow their instructions in the event of an emergency. Visitors wishing to file a complaint against the actions of these associates may do so at the Sziget public service office, if possible by providing the identification number of the Contributor concerned.

10./ As the Event is a mass music event, Sziget warns the Visitors to take increased attention to the physical safety and health of the guarded minors, in particular to expose them to the mass, noise and other effects complying with their age. In flagrant cases, the associates of Sziget may draw the attention of the person accompanying the minor to such effects and may give proposals for the safety of the minors, however, the respective decision shall be taken by the person accompanying the minor. The liability of Sziget is excluded in respect of those written herein.

Visitors acknowledge that without advance written authorisation from Sziget no video or photo recordings may be made by using drones, either at the Event or from above the Event venue. Visitors having such authorisation must comply with the applicable law and may not put the safety of the participants or that of the Event in danger. Visitors are also obliged to obtain Sziget's permission on a time-to-time basis before each recording.

III. MISCELLANEOUS PROVISIONS

1./ Visitors may only enter the Event at their own risk. Sziget may be held responsible exclusively for intentional breaches of contract caused by Sziget or for breaches of contract resulting in loss of life, physical well-being or health, and expressly excludes any liability beyond the statutory rights of the Visitor with regard to any other damage event. The price of the ticket has been determined with consideration to the exclusions of liability set out above.

2./ Sziget operates luggage storage and camping luggage storage facilities at the Event, and accordingly Sziget holds responsibility solely for objects placed there with a price limit of maximum HUF 15,000.00 per luggage. Sziget does not provide security services related to valuables, stocks and cash, and excludes its liability regarding values left in the luggage. The bicycle and roller storage and the safe deposit facilities at the Event are not operated by Sziget, these services are provided to Visitors by third parties not affiliated with Sziget. Visitors using such services enter into a contract directly with the third party. Sziget may not be held responsible in connection with these services. Sziget does not provide security services at areas designated as car parks; Sziget assumes no responsibility for vehicles parked there and items in such vehicles.

3./ The VIP parts of the Event are not continuously open, their opening and closing times may be determined by Sziget unilaterally depending on the number of people interested, and so the VIP wristbands entitle to entry and stay depending on the actual opening hours of the VIP parts, that is, their validity period may differ from the validity period of the ticket for the given day. The planned opening and closing times:

Urban Jungle VIP (Main Stage): 15.00-03.00 (16.00-03.00 on July 3, 2024)

VIP Sunset Beach: 11.00-21.00 (16.00-21.00 on July 3, 2024)

Oasis VIP (B Stage):

19.00-06.00

4./ Sziget is not required to cancel the Event if there is bad weather. In the events determined by the GTC (eg. Force Majeure, impact of weather conditions, limitations arisen out of the characteristics of the Contributors, the venue or the tools at the venue), the Event or part of it may not be held or may be suspended on basis of the applicable laws, the order or action of a competent authority or the announcement of Sziget. It is possible that in case of certain weather conditions, upon the decision of Sziget, the programs affected by such weather conditions are not held or the services are not available in full or in part. In an event of this, Sziget will use its best efforts to reorganize the programs but it cannot be guaranteed that all respective program components will be held. Refund shall be applicable only in those cases as determined by GTC, i.e. if the Event cannot be held or cancelled as a whole or on one or more days of the Event none of the programs and services are available.

5./ Sziget reserves the right to change the Event line-up.

6./ Visitors attending the Event with no wristband or with a wristband not entitling them to attend the Event at the particular time acknowledge and accept that, in addition to being held responsible for the violation, they must also pay the price of the wristband (or the appropriate differential). If not, by extraordinary termination initiated by Sziget, Visitors lose their right to attend the Event; in such cases, Visitors may present no claims or demands against Sziget.

7./ Visitors wishing to provide feedback or ideas, or to file complaints in connection with hospitality vendor services, organisers or any other issues may address them to the staff of the information and public service office as indicated on the Event map, items lost and found may be handed in at the same location, and visitors may inquire about lost items also there.

8./ Please note that an electronic surveillance system is being operated at the Event. The privacy notice connected therewith (Privacy Policy concerning participation at Heineken Balaton Sound Festival) is available at the webpage <https://balatonsound.com/en/policy-gctc> or by the QR codes located at the main entrance of the Event.

9./ This Visitor Policy was written in Hungarian, although its English version is also accessible. In the event of contradiction between Hungarian and English version, the Hungarian language version shall prevail.

Please watch out for one another and for yourselves! We hope you enjoy the Event.

Budapest, June 24, 2024

Sziget Cultural Management Ltd.