



## IMPRESSUM

### Cinema Mystica Immersive Digital Art Exhibition

Budapest 1052, Párisi Udvar - Ferenciek Tere 10.

Telephone: +36 20 212 1242

#### Warning

The exhibition contains flashing lights and is therefore not recommended for visitors sensitive to such stimulations. Visitors enter at their own risk and in awareness of their state of health. It is not the responsibility of the staff to know the medical condition of the visitors. The organizers do not accept liability for any damage or injury. Please prepare accordingly.

Complaints will not be accepted after leaving the ticket office.

We reserve the right to change the opening hours and the program.

#### Tickets and Exhibited Installations

We reserve the right to change the program within the exhibition space. Tickets already purchased on site for the exhibition are non-refundable, and no reimbursement is possible.

However, the date of an online-purchased ticket can be modified via the following email address: [hello@cinemamystica.hu](mailto:hello@cinemamystica.hu).

For online purchased tickets, the customer has the right to withdraw from the purchase without giving any reason within 14 days.

#### Media Inquiries

Photography for professional or any commercial use within the exhibition area requires the prior written permission of the organizer. If you have any questions regarding this, please feel free to contact us at [marketing@cinemamystica.hu](mailto:marketing@cinemamystica.hu).

## TERMS & CONDITIONS / VISITOR REGULATIONS

Cinema Mystica welcomes everyone. However, to ensure an enjoyable experience for all visitors, we kindly ask you to follow these rules.

### 1. Company Information

**Institution Name:** Cinema Mystica Limited Liability Company

**Registered Address:** 1051 Budapest, Vörösmarty Square 5, 1st Floor

**Tax Number:** 32258123-2-41

**Company Registration Number:** 01 09 431282

**Contact:** [hello@cinemamystica.hu](mailto:hello@cinemamystica.hu)

### 2. General Provisions

**2.1.** Matters not regulated in these terms, as well as the interpretation of these terms, are governed by Hungarian law, with particular reference to Act V of 2013 on the Civil Code ("Ptk.") and Act CVIII of 2001 on Electronic Commerce Services and Certain Aspects of Information Society Services ("Elker. tv."). The mandatory provisions of the applicable legislation apply to the parties without any specific stipulation.

**2.2.** These Terms & Conditions have been in effect since July 7, 2023, and remain in force until revoked. The Company reserves the right to unilaterally modify these visitor regulations. Any modifications will be published on the website at least seven (7) days before their effective date. Customers accept that all regulations related to the use of the website automatically apply to them by using the website.



**2.3.** The Service Provider reserves all rights related to the website, its content, and its distribution. Downloading, electronically storing, processing, or selling any content appearing on the website is prohibited. Any technical information necessary for using the website that is not included in these Terms & Conditions can be found in other information provided on the website.

By finalizing your order, you are required to familiarize yourself with these Terms & Conditions. By making a purchase through our online store, you accept the provisions of these Terms & Conditions, which fully form part of the contract between you and the Service Provider.

### **3. Online Ticket Purchase**

The process and relevant details of online ticket purchasing can be found here:

<https://support.cooltix.com/hu/articles/6912346-altalanos-szerzodesi-feltetelek-vasarloknak>

For online purchases, the customer has the right to withdraw from the purchase without justification within 14 days of purchase.

### **4. Arrival**

Cinema Mystica's general opening hours: 10:00 - 22:00 (Ticket office closes at 21:30).

Opening hours may vary during peak periods.

Online tickets grant fast-track entry within a 1-hour time slot. Outside this time slot, standard entry applies.

For on-site ticket purchases, it is advisable to arrive 10-15 minutes early.

In case of a full house, we may temporarily restrict ticket sales on site.

### **5. Mobile Phone Use**

Please mute or turn off your mobile phone, except when using it for photography.

### **6. Photography**

Photography for professional or commercial purposes requires prior written permission from the Service Provider.

For further inquiries, contact: [marketing@cinemamystica.hu](mailto:marketing@cinemamystica.hu)

Failure to comply with these rules may result in the organizers requesting cessation of photography or expulsion from the premises.

### **7. Conduct Rules**

Loud talking and any behavior inconsistent with museum norms is not permitted.

Visitors who violate the rules will receive a warning, and if necessary, will be asked to leave the venue.

### **8. Protection of Exhibition Items**

Please respect the exhibits and maintain the required distance. Do not litter, do not use open flames, and do not cause any damage.

Parents or guardians must supervise their children, as they are financially responsible for any damages caused by them.

Causing damage may result in legal consequences.

### **9. Food and Drink Consumption**

Consumption of food and alcoholic beverages is not allowed within the exhibition area. Drinks may only be brought into the exhibition area in a resealable bottle.



## 10. Smoking

Smoking and the use of e-cigarettes are strictly prohibited throughout the building.

## 11. Animals

Unfortunately, pets are not allowed.

## 12. Take Care of Your Belongings!

For your convenience, please use the on-site cloakroom.

We do not take responsibility for any items left in the exhibition area.

## 13. Cloakroom

The organizers are not responsible for valuables and for the integrity of fragile items left in the cloakroom.

The maximum bag size allowed in the cloakroom is 30x40 cm, suitcases cannot be stored throughout the museum.

## 14. Age Restrictions

The exhibition is not recommended for children under 6 years old, as the light and sound effects may be overwhelming.

If you choose to bring a young child, the responsibility lies entirely with the parent or guardian.

Visitors under 14 years old must be accompanied by an adult.

## 15. Prohibited Items

It is prohibited to bring the following items into the exhibition area: weapons or objects resembling weapons, items or substances that pose a danger to life, physical safety, or public security, bicycles, scooters, roller skates, skateboards, bags larger than 20x30 cm, umbrellas, or any other sports equipment.

## 16. Entry Conditions

A person will not be permitted entry to the exhibition area if they are under the influence of alcohol or any other substance or if they are dressed in an inappropriate manner. The organizers reserve the right to immediately expel any visitor who violates these Terms & Conditions, behaves in a manner inconsistent with social norms, or causes public offense. In such cases, the visitor is not entitled to a refund of the admission fee.

## 17. Miscellaneous Provisions

Any matters not addressed in these regulations are governed by the Hungarian Civil Code (Act V of 2013) and Government Decree 45/2014 (II. 26.) on contracts concluded with consumers at a distance.

## 18. Copyright

Since the content of <https://cinemamystica.net> is protected by copyright, downloading, reproducing, re-broadcasting, storing, modifying, or reselling any content without written permission is prohibited.

Even with permission, any material taken from <https://cinemamystica.net> must include a reference to the original website. Cinema Mystica Kft. reserves all rights to its services, domain names, secondary domain names, and online advertising platforms.

## 19. Data Protection

Cinema Mystica Kft.'s Privacy Policy is available on the website.



## 20. Custom Group Offers

For larger group ticket requests, please contact us at [sales@cinemamystica.hu](mailto:sales@cinemamystica.hu).

We can provide a dedicated time slot at a special discounted rate if the payment is received via bank transfer at least two weeks before the visit. Otherwise, the group can only purchase tickets on-site from the available ticket options.

## 21. Discounted Tickets

**Student Ticket:** For foreign student ID holders, the discount is exclusively available to students possessing a valid ISIC card.

**Senior Ticket:** The senior discount is available for Hungarian citizens aged 65 and over upon presentation of a valid ID card.

**Children's ticket:** available for children under 12, free for visitors under 3.

**Group discount:** for groups of 10 or more, we can offer a group discount, with the price paid in one amount.

Thank you for reading! Enjoy your visit!