TERMS AND CONDITIONS OF BUSINESS

SILVERLINE CRUISES KFT.
WATERBORNE PASSENGER TRANSPORT BUSINESS DIVISION

Effective: from 09.11.2026

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INTRODUCTORY PROVISIONS

The Silverline Cruises Kft, as a waterborne transport company, compiles and sells waterborne passenger transport. The services offered by the Silverline Cruises Kft, a detailed description thereof, and the terms and conditions of their use are contained in these Terms and Conditions of Business, in the Terms of Use and in the general information at www.silver-line.hu. The fees for the services are indicated on the website.

Definitions:

Company: A Silverline Criuses Ltd.

Passenger: a service user natural person, any person who is not on the ship as part of the crew.
Website: www.silver-line.hu

Port of departure: 1051 Budapest, Jane Haining rakpart, Dock 11

Services provided by the Company: sightseeing cruise, programme cruise/dinner cruise, boat rental

Gift Voucher: a digitally issued gift card for two persons that can be purchased exclusively on the Website and used for services specified by the Company.

I. Scope

Persons covered hereby

The scope of these Terms and Conditions shall cover The Silverline Cruises Kft and the users of the services provided by the Company. Any person who is not on the ship as part of the crew shall be considered a passenger.

The Company's details:

Silverline Cruises Korlátolt Felelősségű Társaság (Limited Liability Company)
registered office: 1044 Budapest, Zsilip utca 9.
registered place of business (port and office): 1051 Budapest, Petőfi tér, Dock 11.
company registration number: 01-09-973821
tax number: 23692800-2-41
telephone number, hot line: + 36-20-332-5364
email address: hello@silver-line.hu

By purchasing the ticket and using the service, the Passenger, through this implied conduct, expressly declares that he has read the General Terms and Conditions and accepts them as binding.

Material Scope

The material scope of these Terms and Conditions shall cover all services provided by the Company, including waterborne passenger transport, tourism services, catering, with the exception of boat rental services.

Territorial scope

The scope of the Terms and Conditions of Business shall cover passenger ports and boats operated by the Company and by its contractors.

Ports: 1051 Budapest, Jane Haining rakpart, Dock 11, 1011 Budapest, Batthyány tér kikötő, Budapest, Margitsziget kikötő.

The Company provides waterborne transportation services exclusively on the Budapest section of the Danube.

Term

These Terms and Conditions of Business shall enter into force on 1st January 2024. The Company reserves the right to amend or revoke the Terms and Conditions of Business. All amendments shall be effective upon posting.

The Terms and Conditions of Business in effect from time to time are available online in English and Hungarian at www.silver-line.hu and also in printed version in English and Hungarian at the Port of ~~Departure and o~~n the boats. On request, the Company shall provide information and insight into the Terms and Conditions of Business and the General Terms and Conditions that were repealed more than six months ago.

II. Relation of the Terms and Conditions of Business and other Regulations, Content of the Contract

The contract concluded between the Company and the Passenger shall be governed by these Terms and Conditions of Business, by the provisions of the order and confirmation, as well as by the information contained in the notification posted online by the Company. The information and notification containing the description of services posted on the Company's website or published by the Company, shall form part of the contract between the Company and the Passenger.

The list of governing legislation related to waterborne passenger transport contracts:

Act V of 2013 on the Hungarian Civil Code
Act XLII of 2000 on waterborne transport
Decree 261/2008 (XI.3.) of the Government on the conditions of waterborne passenger transport
Decree 28/2000 (XII.18) of Kövim on the licensing procedure for shipping activities
Decree 57/2011 (XI.22.) of NFM on the rules of waterborne transportation
Act CLV of 1997 on consumer protection
Decree 45/2014 (II.26.) of the Government on the detailed rules of contracts between consumers and businesses

III. Services Provided by the Company

The Company provides complex tour packages including waterborne passenger transport on the Budapest section of the Danube.

A detailed description of the programmes and tourist services can be found at www.silver-line.hu

The services in brief:

Sightseeing cruise: It is a cruise that departs on pre-announced days and times, from a predetermined port and usually returns to the same port without intermediate calls. It is also possible to choose a sightseeing cruise that offers various entertainment and hospitality packages and programmes. The sightseeing cruise is not a seated programme, reservation of seats is not possible. The information on timetable, travel time, fares, route, description and content of programmes are available on the Website. The departure of the sightseeing cruise is only possible if there is a sufficient number of people, and tickets are only available in a limited number depended on the capacity of the boat.

Dinner cruise, programme cruise: It is a cruise that departs on pre-announced days and times, and includes a seated, hot meal and optional entertainment programmes. The boat departs from a predetermined port and returns to the same port without intermediate calls. The information on detailed description and content of the programmes, optional meals, drinks, route, ticket prices are available on the Website. The departure of the dinner cruise is only possible if there is a sufficient number of people. Tickets are only available in a limited number. Due to extraordinary weather conditions the dinner is arranged, but the Company delay the cruise. In the previous case, the Company does not pay a refund.

During sightseeing cruises and programme cruises, the boats travel on the announced route, so the Company also carries out waterborne passenger transport.

Boat rental: The Company undertakes to rent boats for events and gatherings for a separate, specifically determined fee. Information on the terms and fees of boat rental are available by calling the phone number on the Website. In the case of boat rental, a separate contract shall be concluded.

The Company constantly revises, changes and renews the programmes in order to serve passenger needs as widely and professionally as possible. All changes shall be published on the Website.

IV. Establishment of the Contract, Purchase of Tickets

The contract shall be concluded between the Company and the Passenger. If the Passenger does not conclude the contract personally, but is represented by third parties, then these persons shall ensure that the Passenger gets notified and informed. The Company may not check the legality of the representation.

The contract shall be concluded and fulfilled by purchasing the ticket and paying its consideration, as well as by handing over the ticket. Contracts concluded electronically shall not be considered written contracts, and the Company may not file them. The conclusion of the contract shall be confirmed by sending the ticket and the confirmation electronically. The contract may be concluded in Hungarian or English, on the condition that in case of discrepancy the Hungarian version shall prevail.

The services provided by the Company may be used with a valid ticket. The prices of the tickets for the services provided by the Company are available at www.silver-line.hu

Children under the age of 4 may use the services without a valid ticket.

The prices on the Website are indicated in forints or euros and include value added tax. The Company shall make every effort to ensure that the information published on the Website is

accurate, complete and authentic. If an obviously incorrect price is listed on the Website, the Company may unilaterally withdraw from the contract without any adverse legal consequences.

Tickets can be purchased on the www.silver-line.hu Website, form intermediary partners and at the boat station of Departure.

If the ticket is purchased on the Website, the price of the tickets shall be settled with a bank card. The Company provides coupon codes in the framework of promotions and collaborations, which, if entered, may be used to get a discount on tickets. After entering the coupon code on the Website, the system automatically validates the discount.

In the case of purchase on the website, an administration fee shall be charged. The amount of the administration fee may vary from programme to programme. For our dinner cruises, the administration fee is €2 per person, while for all other programs, it is €1 per person. In the case of purchase on the website, the system sends a confirmation indicating the order number, the name of the service purchased, the date and time of departure, the number of passengers and the consideration. The confirmation certifies the conclusion of the contract and the purchase of the ticket. The waterborne transportation service can be used upon presentation of the confirmation.

In the case of group travel, the Company allows the organizer of the group travel to pay the purchase price of the tickets by bank transfer, on the condition that the purchase price shall be credited to the Company's bank account by the time of departure. It is also possible to buy a group ticket on the Website, where payment may be made by bank card.

Tickets may be requested by phone on the hot-line or by email. If the reservation is made by email, the date and time of the cruise, and the names and contact details of the passengers shall be provided. The Company shall confirm the reservation received by email within 1 working day. In the case of reserving or requesting tickets, the price of the tickets shall be settled by bank transfer or at the boat station half an hour before departure at the latest. In the case of bank transfer, the service may be used on the condition that the purchase price has been credited to the Company's bank account.

Tickets may also be purchased at the boat station of Departure and from sales partners. Payments may be made at the boat station in forints or euros, in cash or by bank cards. The Company shall publish information on the exchange rate of HUF/EUR. In the case of payment in EUR, the change shall also be paid in EUR.

Issuance of an invoice:

If the Passenger buys a ticket on the Website and pays the price with a bank card, an invoice shall be automatically issued to the name, address and tax number provided by the Passenger.

In the case of a bank transfer, the Company issues a pro forma invoice and an invoice, and sends them to the Passenger electronically.

If the Passenger buys his ticket in cash, he shall immediately indicate the need for a cash payment invoice. In this case, the invoice shall be issued to the Passenger on the spot. It is not possible to issue a retrospective cash payment invoice.

The Company informs Passengers that tickets are available in a limited number depending on the capacity of the boat and the number of seats and tables in the case of seated programmes. The Company reserves the right to suspend or close the sale of tickets.

V. Tickets

In the case of purchase on the Website or by email, tickets will not be issued. A confirmation will be sent by email, which indicates the reservation number, the product, the time and day of the travel, as well as the number of passengers, and it shall entitle the Passenger to use the services provided by the Company.

In all other cases, i.e. purchase from contracting partners, or at the boat station, a ticket with serial number shall be issued. The ticket indicates the day of sale, the day and time of departure, and an internal code called "cruises code" that refers to the type of service, the number of passengers and the purchase price. The printed ticket consists of three parts. One part shall remain with the Company or the intermediary, two parts shall be handed over to the Passenger, one of which shall be validated (torn off) when embarking the boat. This ticket shall entitle Passengers to participate in the cruise.

With a valid ticket, the passenger may use:

- the service, waterborne transport, programme he purchased;
- the free services (use of toilet, use of cafeteria during opening hours)
- the carriage of hand luggage and transport of dogs with the restrictions set out herein.

The Company providing the waterborne transport shall have valid liability and travel insurance, which covers all boats, ports, floating platforms, passengers and crew. However, the ticket shall not include individual liability, life, accident and baggage insurance. Taking out individual insurance shall be at the Passenger's discretion, in which the Company cannot take any part.

Ticket validation

The tickets and confirmations shall be checked by the Company's staff at the port before embarkment.

For reservations made with a Guaranteed Panoramic Upper Deck Ticket option, guests must arrive at the departure point at least 15 minutes prior to the departure time stated on their ticket.

Arriving later than 15 minutes before departure may result in the loss of the guaranteed upper-deck seating, and we cannot guarantee sufficient seating availability on the upper deck.

In such cases, seating may be provided in another available area of the vessel.

VI. Gift Voucher

The Company offers the users of the Website gift vouchers to purchase that can be used for two persons for predetermined programmes provided by the Company on the Website.

The Gift Voucher is a digitally produced, non-personalized digital card with a unique identifier, entitling two persons to use the service. Gift Vouchers may be purchased on the

Website for services indicated by the Company. Gift Vouchers may be sold exclusively by the Company. Duplication and resale of Gift Vouchers shall be strictly prohibited. The offer of a Gift Voucher in a raffle shall be subject to the prior permission of the Company.

The issue value and purchase price of the Gift Voucher shall be the same. The Gift Voucher shall be redeemed for the service indicated on the Voucher, it is not possible to partially redeem or change the service.

The buyer or user of the Gift Voucher accepts these regulations by purchasing and using the Gift Voucher. The purchase price of the Gift Voucher shall be settled by bank card.

The Gift Voucher shall indicate the following: the description of the Service, the unique identification code and number.

The Gift Voucher shall not be considered money or securities.

Use of the Gift Voucher: The Gift Voucher may be used on any weekday or weekend after prior reservation, except for holidays. Without a prior reservation, the Company may only provide a table or place from the remaining available places.

The Gift Voucher may be freely transferable to anyone.

The holder of the Gift Voucher shall be entitled to redeem the Gift Voucher for the service within the validity period, excluding holidays. The Voucher shall be redeemed in such way that the Voucher holder reserves the service (table) on the Company's hotline or by email and provides the customer ID indicated on the Voucher instead of payment.

The value of the Gift Voucher shall not be redeemed for cash. The Gift Voucher may be used once. After the redemption of the Voucher, the Company shall invalidate the Gift Voucher in its records.

The Gift Voucher shall be valid for one year from the date of purchase. As of the day following the end of the validity period, the Gift Voucher shall not be used, and the balance shall not be refunded.

The Gift Voucher may be used by its holder. The Company shall not be entitled and obliged to examine the ownership of the Gift Voucher. The Company shall not be liable for the loss, destruction or damage of the Gift Voucher.

VII. Order of Boat Rental Service

The Company undertakes to rent out its boats with crew as an event location under the conditions announced at www.silver-line.hu The boat rental offers are compiled by the Company individually. An offer shall be requested on the Website or by sending email to the Company's email address. In the case of boat rental, a separate contract shall be concluded, the boat rental shall be primarily governed by the provisions of this separate contract.

VIII. Carriage of Hand Luggage

The Passengers may carry one item per person as hand luggage, which does not exceed 60 cm and weighs no more than 10 kg, does not impede embarking and disembarking and movements within the passenger area. Baby carriages and umbrellas can be carried as hand

luggage without restriction on all cruises. It is not possible to transport scooters and bicycles on any cruise.

The hand luggage must be placed on the vessel in accordance with the crew's instructions, so that it does not obstruct waterborne transportation, service, passenger traffic, or work, and does not contaminate the boat or other persons. The hand luggage shall not be placed on the seat. Safekeeping of the hand luggage shall be the duty and responsibility of the Passenger. The Company shall not be responsible for the loss, disappearance, theft, or damage of any luggage and items in the luggage.

In case of emergency, the Passenger shall immediately remove the hand luggage from the rescue area. If the Passenger does not comply with this obligation, the crew shall be entitled to take all necessary measures to ensure the availability of the rescue route, including the removal of hand luggage left unattended.

The following items may not be transported as baggage on any cruise:

- which may cause damage to the health, physical integrity, and clothing of the Passengers or the crew, the vessel and its equipment, objects owned by other persons on the vessel, and goods transported on the vessel;
- the transport of which is prohibited, restricted or subject to a license by law or official regulation;
- explosive, flammable, self-igniting, toxic, radioactive, corrosive, disgusting or infectious substance;
- loaded firearms - with the exception of serving members of the armed forces - and substances dangerous to public safety specified in law;
- bicycle, scooter.

Excess baggage shall not be transported on the Company's cruises.

IX. Transport of Dogs

It is not possible to transport dogs on the dinner cruises or programme cruises.

Conditions for transporting dogs:

Guide dogs for the blind, assistance dogs for people with reduced mobility, or police dogs on duty may be transported on all cruises according to the legal regulations in effect.

X. Hospitality

The Company operates a cafeteria on all cruises. The Company reserves the right to temporarily close the cafeteria and limit its opening hours. No sales activity shall be carried out on the cruises without the permission of the Company.

XI. Conditions for Participation in Travel, Exclusion from Travel

Services can only be used on cruises with a valid ticket. Anyone who cannot present a valid ticket shall not take part in the cruise. The Company may classify the ticket as invalid if it has been damaged to such an extent that essential data on it has become illegible, and there is a

reasonable suspicion that the ticket has been altered without authorization. In all such cases, the Company shall record this in writing on the spot.

Travel restriction, exclusion from travel shall apply:

- to that who is drunk or in an intoxicated state,
- to that who behaves scandalously or otherwise disturbs his fellow passengers with his behavior,
- to that who suffers from an infectious disease,
- to that who, by his conduct, violates or endangers the safety of traffic, the physical integrity and health of himself or his fellow passengers, the integrity of the vessel or its equipment,
- to that who makes the vessel or fellow passengers dirty with his clothes or luggage,
- to that who brings an object that cannot be transported as hand luggage onto the vessel and does not remove it despite being asked to do so,
- if the number of passengers on the vessel has reached the authorized capacity.

If the Company excludes the Passenger from the travel, the fare shall not be refunded. After the departure of the boat, the Passenger may also be excluded from the travel if the crew instruct him to leave the vessel. In the case of an infectious patient, the crew shall attempt to isolate the infectious person and transport the passenger to the nearest port.

Children under the age of 14 may only participate in services and programmes sold by the Company if they are accompanied by an adult. If a child travels alone, the Company shall be entitled to ask that person to prove his age.

XII. Limitation of Liability

The Company reserves the right to change or modify the announced programmes, cruise times, duration, and route. The travel times are informative, if the journey takes longer or shorter, the Company shall not be held responsible for that. The Company shall make every effort to keep to the schedule, however, it assumes no responsibility for delays.

The cruises only start when there is a sufficient number of passengers. If a trip is cancelled, the Company shall notify the Passenger.

Attendance to the cruise can be limited, depending on the capacity of the boat or, in special cases, the personal safety of the passengers and the protection of the condition of the boat, in the case of seated programmes, depending on the number of tables and chairs. In the case of overbooking or a special event, the Company may refuse to provide the service. Due to extraordinary weather conditions, technical reasons, as well as unforeseeable events beyond the control of the Company (force majeure), the Company may cancel the cruise.

The Company publishes information about trip cancellations at the Departure Port, and if it has the Passenger's email address, it also sends the notification by email and also informs the intermediary partners in a short way. In the event of cancellation of a cruise, the Company shall refund the price of the ticket or, if accepted by the Passenger, rebook it on another cruise

without handling costs. The Company shall not be obliged to compensate other damages and costs.

On non-seated programmes, the seats shall be taken on a first-come, first-served basis. On seated programmes, if the Passenger used the option of choosing a table, the Company shall provide the reserved table/view to the Passenger. In other cases, the tables are allocated by the Company.

The Company reserves the right to replace the boat with another boat from its fleet. In the previous case, the Company does not charge an additional fee. In the event that the boat starts the cruise, but is unable to continue it, the Company shall transport the Passengers back to the departure station, or reimburse the certified cost of the return transport and refund the price of the ticket without handling costs. The Company assumes no responsibility for other damages.

The boats and the ports are equipped with security cameras, the privacy notice regarding their operation is available on the boat and in the ports. The notification of camera surveillance has been posted at the entrances.

The Company draws the Passengers' attention to the fact that allergens are indicated on the restaurant’s menu on the boat. In the case of a dinner programme, any possible food allergies and food intolerances may be indicated by the Passenger in the comments section. The Company makes every effort to satisfy the needs of the Passenger, however, certain ingredients are indispensable in the preparation of meals. The Company draws the Passenger's attention to the fact that it cannot guarantee that the meals do not come into contact with other ingredients during their preparation, therefore, in case of food allergies and intolerances, the Passenger can participate in the programme at his own risk, the Company excludes any liability.

All obligations for compensation paid by the Company shall be limited to the amount equal to 150% of the ticket price.

XIII. Rights and Obligations of Passengers

By holding a valid ticket, the Passenger shall be entitled to travel on the boat and use the services available on the boat for a fee or free of charge. The Passenger shall be entitled to use the service facilities and equipment. A bathroom is available on all boats, which may be used free of charge. Goods from the cafeteria shall be purchased.

At the boat station, the Passengers may only enter the area designated for them, they may not bring objects excluded from transport into the boat station area.

The Passenger may only step onto the bridge leading from the floating platform to the vessel, or onto the boardwalk of the vessel moored directly to the shore, if it has been opened by the crew.

The Passengers may only enter the area of the vessel that is open to them, an escort without a ticket - with the exception of the attendant of a sick or disabled person - shall be prohibited from entering the vessel.

In order to prevent accidents, it is forbidden to open the door of the vessel's railing and bulwark, as well as the window of the vessel, and to sit on the vessel's railing and bulwark.

In the event of a waterborne accident or incident, the Passenger shall be obliged to follow the instructions of the crew of the vessel.

The Passenger shall comply with the regulations contained herein, and follow the signs and prohibitions posted on the boat. Smoking shall only be permitted in the designated area. It is forbidden to damage, pollute, or infect the boat station, the port, or the boat. Anyone who does not comply with the previous provision shall reimburse the costs associated with repair, cleaning, disinfection, as well as the total damage caused.

The Passenger shall be obliged to cooperate during boarding and disembarking, to hand over his valid ticket for ticket inspection or to present the confirmation sent electronically. The Passenger's behavior shall not disturb or impede the work of the crew. The Passenger shall comply with all instructions of the captain. On non-seated programmes, the Passenger may take his seat in the order of entry.

The Passenger shall check-in at least 15 minutes before the departure of the programme or cruise, and present a valid ticket or confirmation. If the Passenger does not comply with this obligation and his delay prevents the planned departure of the boat, the Company may refuse to provide the service.

If the Passenger finds an object left unattended, he shall report it and hand it over to the crew for safekeeping. The crew shall record on the found objects in writing.

Passengers shall not bring their own food and drinks aboard the ship.

XIV. Rights and Obligations of the Company

If a ticket was purchased, the Company shall be obliged to

- present the boat in a seaworthy condition at the start of the service;
- provide the service to those who are holding a valid ticket according to the information provided in advance;
- provide waterborne passenger transport in compliance with safety regulations, and guarantee the safe transportation of the Passenger;
- provide the service at the advertised and expected standard;
- investigate and remedy Passenger complaints, and cooperate with Passengers.

XV. Cancellation, withdrawal

The Passenger may withdraw from the contract before the departure of the cruise. If the Passenger cancels the service within 24 hours before the departure of the vessel, the paid ticket and administration fee shall not be refunded, the Company shall be entitled to keep it as penalty. In the case of cancellation over 24 hours before the departure, the Company may deduct a 10% handling cost from the fee paid in advance. In this case, the Company shall reimburse the Passenger the price of the paid ticket and the administration fee reduced by the handling cost.

If you are late for your pre-booked program, we can guarantee the rebooking, subject to availability, for an additional surcharge of 50% of the original price, payed on the spot.

Cancellation of tickets purchased from reseller partners shall be governed by the partner's cancellation policy, which may differ from the rules contained herein. The Company excludes its responsibility for the reseller.

Once the cruise has begun, tickets shall not be partially refunded.

XVI. Return of Tickets

Return of printed tickets may be requested at the boat station no later than the departure time of the boat. In this case, the tickets shall be handed over, and the ticket office will cancel them. If an invoice was issued, the original copy of the invoice shall also be provided. If the Passenger cannot hand over the invoice and/or the unused ticket, the Company cannot fulfill the obligation to accept the returned ticket. The reimbursement of the ticket price shall be made in cash in the currency of payment. From the repayment of the ticket price, the handling cost shall be deducted.

If the ticket was purchased online, its return may be initiated online. Within 10 days after receipt of the cancellation, the Company shall refund the consideration of the ticket in the currency in which the payment was made. The refund method shall be the same as the payment method. Therefore, if the Passenger paid with a bank card, the amount shall be refunded to that bank account. In the case of a bank transfer, the refund shall be transferred to the bank account from where the payment was initiated.

The Company may deduct handling costs according to the Tariff Information.

XVII.Handling of Complaints

The Company informs Passengers that they can submit their service-related complaints no later than 8 days after the event or conduct in question has occurred, at the following contact details:

Non-premium telephone number: +36-20-332-5364

Email address: booking@silver-line.hu

Postal address: 1044 Budapest, Zsilip utca 9.

On site in the consumer' book.

Complaints may be submitted at the ticket office of the departure station, or on the boat, where the crew shall attempt to immediately investigate and remedy the complaint.

The Company shall record all complaints in writing, which shall include the name and address of the complainant, the place, time and method of presenting the complaint, the description of the complaint, a list of evidence, the Company's position on the complaint if immediate investigation is possible, and the signatures.

The Company shall investigate the written complaint within 30 days of its receipt, examine the merits and communicate the result to the complainant within this period. The Company shall be obliged to justify the rejection of the complaint. The Company refrains from investigating anonymous, already answered, but repeatedly submitted complaints.

In the event of a consumer dispute, the Passenger may turn to the arbitration board competent for the place of residence or place of stay of the Passenger. According to the seat of the

Company, the Budapest Arbitration Board is competent (1016 Budapest, Krisztina krt. 99. 1. em. 111., mailing address: 1253 Budapest, Pf.: 10., phone number: +36-1-488-2131, web: www.bekeltet.bkik.hu,). The contact details of the arbitration boards are available at www.bekeltetes.hu.

To resolve their legal disputes, consumers can turn to the online dispute resolution platform operated by the European Commission, which is available at: http://ec.europa.eu/odr.

In case of violation of consumer protection rules, the Passenger may initiate the procedure of the territorially competent consumer protection authority . The contact details of the consumer protection authorities are available at http:/fogyasztovedelem.kormany.hu . Useful information can be found at http://fogyasztovedelem.kormany.hu/.

If the out-of-court settlement of the legal dispute between the Parties is not settled, the Parties shall turn to the ordinary court with competence and jurisdiction.

There is no code of conduct available for the legal relationships regulated hereunder, and the Company does not submit to such a code.

The official language of this document is the Hungarian language. In case of any conflict between the English version and Hungarian translated version, the Hungarian version shall prevail.