

Audi Hungaria Factory Tour Terms of Registration, House Rules and Policy

These Terms of Registration, House Rules and Policy set out the terms of use for the **factory tour** service (hereinafter: tour service) provided by **AUDI HUNGARIA Zrt.** (hereinafter: Audi Hungaria), the rights and obligations of the factory tour participants and important information about the tour schedule.

1. The Factory Tour Events

1.1 Audi Hungaria's factory tour events are published on Audi Hungaria's official website (www.audi.hu). Visitors can register for the events with the theme announced on the website.

1.2 The guided tours are only offered in the languages featured on the website (www.audi.hu). For visits by groups requiring guiding in languages other than Hungarian, German or English, the Visitor Centre needs to be contacted by email at welcomecenter@audi.hu or on +36 96 668 660.

1.3 Audi Hungaria reserves the right to change the date, duration and content of the factory tours or to even cancel the factory tours depending on the current production conditions and/or with regard to the continuous assurance of production. Audi Hungaria excludes all liability for any resulting claims for damages.

2. Registration

2.1 Participation in factory tours is subject to prior registration. Registration is only possible by completing and submitting the registration form published on the website www.audi.hu. Registration via e-mail or telephone does not qualify as valid registration. Signing up by email or phone shall not constitute registration. Successful registration will be confirmed by an automatic confirmation email. For group tours, the details of a contact person must be provided who will indicate the size of the tour group upon registration.

2.2 Audi Hungaria will be responsible for provision of services according to the details provided by the registrant and for issue of the relevant invoice. Audi Hungaria excludes all liability for damages arising from incorrect or false data being provided and all such liability will be borne by the registrant. Audi Hungaria may delete any clearly incorrect or false entries, or, in case of doubt, require evidence of the identity of the registrant.

2.3 By completing a registration and by clicking on the "Send form" button, the registrant declares to have understood and agrees to be bound by these Terms of Registration, House Rules and Policy consents to the processing of their data required for using the Service as specified in the Processing Policy.

3. Terms of Cancellation

3.1 The registrant must immediately notify the Audi Hungaria Visitor Centre by email (welcomecenter@audi.hu) of any cancellation of the factory tour booking or changes to the size of the group registered.

3.2 For groups of 10 people or more: any change in the size of the registered group must be indicated to the Visitor Centre by email (welcomecenter@audi.hu) by the 15th calendar day before the date of the visit at the latest.

For groups of 10 people or more: in the event of any cancellation or change to the size of the group made within 15 calendar days prior to the date of the tour, a participation fee according to the group size provided during registration will be charged. In the event of a failure to pay the fee according to the registered group size, Audi Hungaria will have the right to invoice the

participation fee for the actual registered group size according to the details provided by the registrant.

4. Participation fee

The factory tours are available at the entry ticket price rate (participation fee) posted on the website (www.audi.hu/en/gyarlatogatas). Tickets for admission may only be purchased using cash (HUF) or card (Mastercard, Visa) at the venue before starting the factory tour. The address of the venue is: Audi Hungaria Visitor Centre, H-9027 Győr, Kardán u.1. Discounts are only available upon presentation of a photographic identification document. Student discount is only available upon presentation of valid, full-time student ID. The student discount is available to foreign students only upon presentation of their valid international student ID (the green ISIC card).

5. House Rules and Policy

Factory tours are subject to the following rules, which are also available on site at the Visitor Centre. For group visits, it is the responsibility of the group guide, the organiser or the accompanying adult to ensure members of their groups understand and observe the tour rules.

5.1 Arrival, access

- It is the visitor's responsibility to make arrangements for transportation to and from the factory (9027 Győr, Kardán u. 1.) and to obtain the relevant information about it.
- Visitors must arrive at the Visitor Centre at least 15 minutes before the start of the tour.
- In the event of a delay exceeding 15 minutes from the announced start time, Audi Hungaria reserves the right to cancel the announced factory tour.
- Personal vehicles can be parked in the parking lots assigned to Audi Hungaria staff.
- Parking for buses is provided at the truck parking lot located 300 metres from the Visitor Centre.

5.2 Rules applicable to factory tours

- Visitors must follow the instructions provided by the Audi Hungaria staff guiding the tour.
- Walking on the factory premises is only permitted using the designated route and only in the presence of Visitor Centre/Audi Hungaria staff. It is strictly forbidden to leave or break away from the group.
- Participation in the tour is at the visitor's own risk. Children under 12 may not participate in factory tours. Children aged under 18 may only participate in factory tours with parental supervision or with an accompanying adult (teacher, kin). At the request of our staff members, they should be able to produce evidence of their age using a valid international student ID (green ISIC) card or other photographic personal identification document in English or German, otherwise they may be prohibited from entering the operations area. In such instances the Visitor Centre cannot guarantee the supervision of the children.
- It is strictly forbidden to make video and audio recordings or take photos on the factory premises. No cameras, mobile phones or any other technical devices are allowed on the factory premises. Bringing bags – even small ones – as well as umbrellas is not permitted. Lockable lockers are available in the Visitor Center for storing these items.
- The walking route is about 2 kilometres (1.24 miles) long.
- Smoking in the factory is prohibited and is only allowed in designated areas next to the Visitor Centre.
- People under the influence of alcohol and/or drugs may not take part in the factory tour or enter the factory premises.

6. Other Provisions

6.1 Those visiting the registration and information page for the factory tour agree that, as a result of the idiosyncrasies of the internet, there may be disruptions to the continuous operation of the site contrary to Audi Hungaria's prior knowledge and/or intent. Audi Hungaria can therefore not guarantee the seamless and uninterrupted operation of the site or continuous and faultless access to the information related to the factory tour. For maintenance purposes, or for other security considerations, Audi Hungaria may suspend access to information related to the factory tours partly or entirely without providing prior information or notice.

6.2 Factory tours are subject to the information as amended included in these terms of registration and the tour schedule and posted on the website (www.audi.hu). Audi Hungaria may unilaterally amend these terms of registration and the tour schedule.

Contact details:

Audi Hungaria Visitor Centre

9027 Győr, Kardán u. 1.

Tel.: +36 (96) 668 660

E-mail: welcomecenter@audi.hu

www.audi.hu/hu/gyarlatogatas

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