



**MVM  
DOME**



# **MVM DOME HOUSE RULE**

**Effective from March 20, 2025**

## **1. INTRODUCTORY PROVISIONS**



### 1.1. Purpose of the house rules

The purpose of these House Rules (hereinafter: **House Rules**) is to define the general terms of use and regulations that:

- The services of the MVM Dome multifunctional event hall (address: 1091 Budapest, Üllői út 133-135., hereinafter: **Arena**) are of fundamental importance for individuals utilizing its services, as well as those involved in its operation and utilization,
- and which contribute to the proper, safe and efficient operation and management of the Arena.

### 1.2. Application of the house rules

The House Rules apply to all services provided by the Arena and all events held there (hereinafter: Event). The Operator ensures that the House Rules are accessible both within the Arena and on the website [mvm-dome.hu](http://mvm-dome.hu).

Visitors and Users accept the provisions of the House Rules by purchasing a ticket or entering the Arena.

### 1.3. Operator of the Arena

The Arena is operated by the following Hungarian company (hereinafter: Operator): SPORTFIVE MPA Korlátolt Felelősségű Társaság.

#### Contact details of the Arena:

Operational office: 1091 Budapest, Üllői út 133-135.

Website: [www.mvm-dome.hu](http://www.mvm-dome.hu)

Email: [mvm-dome@sportfive.com](mailto:mvm-dome@sportfive.com)

## 2. SCOPE OF THE HOUSE RULES

### 2.1. Temporal scope

The Operator establishes the House Rules for an indefinite period to facilitate and achieve the objectives outlined in section 1.1 while complying with all relevant legal and regulatory requirements. The Operator is entitled to unilaterally amend the House Rules, especially in cases where changes in legal and regulatory requirements necessitate or mandate such amendments.

The Operator must publish any modifications to the House Rules on the website at least fifteen (15) days before they take effect.

## 2.2. Territorial scope

The territorial scope of the House Rules extends to the entire Arena, including the outdoor operational and VIP areas (Sky Box, Platinum and Gold Lounge), parking areas, and public zones.

## 2.3. Personal scope

Compliance with the House Rules is mandatory for all individuals present in the Arena. The terms used in these rules are defined as follows:

- Employee: any person employed by the Operator on the premises of the Arena, on an occasional or regular basis - on the basis of an employment, agency, contract or other legal relationship - acting in their name and on their behalf.
- Visitor: a natural person participating in the Event on a one-time basis based on a general admission ticket or other type of accreditation.
- VIP Partner: a natural person participating in the Event on a one-time or occasional basis (e.g., Sky Box usage) based on a VIP admission ticket or other type of accreditation.
- User: the collective term for Employees, VIP Partners, and Visitors who are present within the Arena premises and/or utilize the services provided in the Arena.

# 3. OPENING HOURS, ENTRANCES AND FUNCTIONS

## 3.1. Opening hours

The opening hours during the Event align with the specific schedule of the given Event; outside of these times, the Arena remains closed (except for privately organized events by VIP Partners, arranged through a separate procedure). The times indicated on tickets and the website are for informational purposes only; concert and event schedules, as well as their durations, may change from the advertised times.

The Operator may, with prior notice to Users, establish different opening hours on a case-by-case or periodic basis, or in the event of extraordinary circumstances.

## 3.2. Temporary closures

The Operator is entitled, at its own discretion, to temporarily close any area of the Arena in the following cases:

- Due to legal or regulatory requirements;
- Based on an order or decision issued by an authority;
- Even in the absence of such mandatory provisions, for personal or property protection reasons (including, but not limited to: threats of public danger, natural disasters, extreme weather conditions, acts of terrorism, or the risk thereof).

In such cases, the User shall have no claims against the Operator and/or the person responsible for the Arena's asset management, or the owner of the Arena.

### 3.3. Entrances and their functions

The Arena's staff entrance is primarily accessible by car from Fék Street through the parking lot or on foot. The opening hours of the entrance are governed by Section 3.1. The security and asset protection office located at the staff entrance operates throughout the entire opening period.

Event Visitors and VIP Partners are required to access and enter the Arena through the entrance specified on their admission ticket or as designated by their accreditation.

## 4. GENERAL CONDUCT RULES

The User consents to the inspection of their clothing and belongings upon entry. Users must behave in accordance with applicable laws and regulations, as well as generally accepted behavioral norms that align with the intended purpose of the Arena.

Users are only entitled to use the Arena's services and areas as intended. To prevent the improper use of any part of the Arena, Users must take all reasonable measures, including immediately reporting any hazards or damages to the Arena's reception, central phone number, or the nearest security guard.

The communal restrooms and washrooms may only be used for their intended purpose and disposing of waste or other materials in them is strictly prohibited. Users are responsible for covering the costs of any damage resulting from improper use. While using the Arena and remaining on its premises, all current noise-related regulations must be observed.

### 4.1. Smoking

Smoking is prohibited inside the Arena building. Smoking is only allowed outside the building in designated areas, at least 5 meters away from the building entrances.

Individuals who violate the smoking ban may be required by security personnel or the Operator's staff to leave the building (including the 5-meter perimeter) or the Arena immediately. If the Operator is fined due to the violation of the smoking ban, the Operator is entitled to pass the fine on to the offender. The offender must pay the fine immediately to the Operator in the amount specified in the official decision, which will be attached as a copy to the Operator's notice.

### 4.2. Prohibited activities within the Arena premises:

- Children under the age of 14 being present in the Arena without parental or adult supervision.
- Bringing in bags larger than 20cm × 20cm × 30cm, or any professional equipment capable of recording or transmitting images or sound.
- Bringing in glass bottles, plastic bottles, sprays, or any type of liquid.
- Bringing in drugs, pyrotechnic devices, explosives, toxic or flammable materials, graffiti tools, spray paint, markers, firearms, knives, butterfly knives, switchblades, pepper spray, batons, telescopic batons, metal chains, throwing stars, slingshots, or any other objects classified as particularly dangerous to public safety under the applicable law (currently defined by Government Decree 175/2003 [X.28.] on particularly dangerous objects for public safety). Any object that is illegal to possess or that may pose a safety risk to individuals within the Arena is also prohibited.

- Possessing, distributing, consuming drugs, or being under the influence of drugs while entering or staying in the Arena.
- Engaging in indecent behavior or bringing objects into the Arena that violate public morality.
- Bringing live animals into the Arena.
- Carrying hateful, racist, antisemitic, offensive, politically charged, or inciteful objects, banners, flags, or any symbols prohibited by law.
- Exhibiting behavior incompatible with sportsmanship or respectful entertainment, including begging, shouting, or engaging in any conduct that may cause alarm or offense.
- Littering (waste must be disposed of in designated waste bins).
- Engaging in commercial, hospitality, or other service-related activities without authorization.
- Conducting solicitation, street advertising, leaflet distribution, or placing posters without permission.
- Organizing, conducting, or participating in gambling without authorization.
- Taking photographs or recording videos for commercial purposes or as a professional photographer on assignment without the Operator's permission.

For any unauthorized commercial activity that violates the House Rules and is deemed illegal by the relevant authority or court, the Operator is entitled to initiate the banning of the individual responsible from the Arena.

#### 4.3. Noise pollution

Any construction activity generating noise within the Arena building may only be carried out at a time agreed upon in advance with the Operator. Music may only be played within the Arena premises without disturbing the users of adjacent rooms/areas. Outdoor music services in the Arena's external areas may only be played at the volume prescribed by the relevant authority regulations and/or official permits.

## 5. RULES REGARDING THE USE OF RETURNABLE CUPS

### 5.1. Summary of the returnable cup system

- The returnable cup deposit system within the Arena operates to promote sustainability and waste reduction.
- If a Visitor wishes to purchase a beverage within the Arena, they are required to buy a returnable cup for a cup deposit (own cups, cups purchased elsewhere, or from previous events are not allowed).
- The Operator reserves the right to change the price of the returnable cup (except during an event). The Visitor will be informed of the current price on-site.
- During the event, the Visitor may:
  - Exchange the used returnable cup for a clean one when purchasing a new drink;
  - Exchange it for a general physical token;

- Request a refund as per Section 5.2 below.
- The Visitor may exchange the general physical token (within its validity period) for a returnable cup at other units operated by the Operator’s catering service partner, Rampart Gasztronómia Kft. (Address: 1146 Budapest, Istvánmezei út 3-5.; Company Registration Number: 01-09-959713; Tax Number: 23314988-2-42; hereinafter: **Rampart**).
- Additional rules regarding the general physical token:
  - Issued by Rampart, made from recycled plastic;
  - Validity period: The deadline by which the token can be exchanged for a returnable cup. The Operator and Rampart will inform consumers about the token’s expiration in a supplementary announcement.

#### 5.2. Conditions for Visitors to exchange used returnable cups (for clean cups or tokens):

- Damaged or unusable returnable cups (e.g., deformed, cracked, perforated, burnt, scratched, scribbled on, etc.) cannot be exchanged.
- Commercial quantities of tokens cannot be exchanged for returnable cups.
- Commercial quantities of returnable cups cannot be exchanged for tokens.
- For the purposes of the above, a commercial quantity of returnable cups is defined as more than 10 cups.

#### 5.3. Refund conditions for returnable cups:

- **Invoice retention is mandatory** – Refunds are only possible upon presenting the original invoice and the QR code on it. Visitors may return previously purchased returnable cups, but only as many as are listed on the invoice.
- **Single-use QR code** – If a Visitor purchased multiple cups in one transaction, they must return them all at once, as the QR code is valid for one-time use only.
- **No refunds without a QR code** – A refund is only possible upon presenting the QR code on the invoice.
- **QR code validity** – The QR code is valid for 24 hours from the time of purchase. Visitors are advised to return their cups on the day of the event.
- **Refunds are processed via bank card only** – Visitors must have a physical bank card with them during the refund process. They may request the refund to be processed to a different card than the one used for the original purchase.
- **No cash refunds for tokens** – Tokens cannot be refunded for cash. Refunds are only possible for returnable cups with a valid QR code listed on the invoice.
- **Refund processing time** – The Operator does not control banking transaction processing times and informs Visitors that refunds may take up to 72 hours.
- **Quantity limit** – Visitors cannot return more returnable cups than they originally purchased.

## 6. RULES FOR EMPLOYEES

Employees are required to conduct themselves in a manner that contributes to the good business reputation of the Arena and ensures first-class service for all Users, particularly Visitors and VIP Partners. Employees are expected to support and cooperate with one another, respecting and safeguarding each other's work. Their behavior, demeanor, helpfulness, and politeness should ensure the complete satisfaction of Visitors, production participants, and Tenants.

Employees must wear clean attire appropriate to their job position (including any legally required protective clothing as mandated by occupational safety regulations).

Employees are required to comply with all occupational safety regulations applicable to their role. If an employee notices an unattended or suspicious object within the Arena, or observes an individual displaying suspicious or unusual behavior, they must immediately report it to the nearest security guard or reception staff.

## **7. RULES FOR VISITORS**

- The Visitor acknowledges that the event organizer is responsible for the organization, execution, and safe operation of the Event.
- The Visitor participates in the Event at their own risk. Any damages incurred are the responsibility of the event organizer (or their appointed event manager), except in cases where the Operator is at fault.
- If entry to the Event requires a valid ticket, pass, or other proof of admission, the Visitor must keep it with them throughout the event.
- The Visitor must not carry any banners, flags, or symbols that incite hatred or any prohibited authoritarian symbols as defined by law.
- The Visitor must not engage in any activity that disrupts, hinders, or interferes with the Event, or that violates or endangers the rights, property, or safety of other attendees, arrivals, or departures.
- The Visitor must not be subject to a ban from the Arena or the specific Event. If they are, entry may be denied.
- The Visitor is obliged to verify their identity upon request by the organizer or event staff.
- The Visitor's clothing and belongings may be inspected by law enforcement officers, event security personnel, or the event organizer's staff.
- The Visitor acknowledges that image and audio recordings may be made of them during the Event, and they consent to the publication of such recordings.
- At the end of the Event, or upon instruction from organizers, security staff, or law enforcement due to a security threat, the Visitor is required to immediately leave the Arena premises.

### Additional Special Rules for VIP Partners:

- The rules outlined in Section 7 (*Rules for Visitors*) also apply to VIP Partners and must be adhered to accordingly.
- The dress code in VIP areas is Smart Casual. Guests are requested not to wear sportswear, beachwear, gym attire, flip-flops/slippers, or athletic sneakers. However, elegant and fashion sneakers are allowed. Clothing featuring political or religious content is strictly prohibited.

Failure to comply with the dress code may result in denied entry or immediate removal from the Arena by event staff or security, even if the Visitor holds a valid ticket. In such cases, the Visitor has no claim against the Operator or the event organizer.

- Any activity in VIP areas that endangers the safety of visitors on lower levels is strictly prohibited (e.g., throwing glasses, dropping cups, spilling any liquid or beverage).
- Visitors must take care of the furniture and facilities in VIP areas and leave the space in the condition it was received.
- Outside food and beverages not purchased within the Arena cannot be brought into VIP areas. The Operator and its contracted catering provider will refuse to serve any externally sourced food or drinks.
- If a Visitor wishes to order additional food and/or beverages beyond the standard provisions of the designated VIP area, the order must be finalized through the designated online platform at least two business days before the event, following coordination with their assigned contact person.

## **8. RULES FOR COMMERCIAL ACTIVITIES**

Any commercial or service activity within the Arena may only be conducted in compliance with applicable laws and regulations and with all necessary permits, subject to the prior written approval of the Operator.

Users are responsible for obtaining and maintaining all required permits at their own expense.

**Users acknowledge that only cashless payment methods may be offered to Visitors within the Arena premises.**

All goods sold and products used in services must be of impeccable (first-class) quality, legally sourced, and fully compliant with applicable tax and legal obligations. Users must always be able to provide proof of compliance.

## **9. RULES FOR ADVERTISING ACTIVITIES**

### **9.1. Advertising placement**

Advertising materials or advertising media may only be placed within the Arena premises—whether temporarily or permanently—with the prior written consent of the Operator. If the advertisement falls under any legal regulations, it must also comply with those requirements.

Advertising materials (e.g., signs, business plaques, posters, stands, flags, etc.) placed without the Operator’s approval must be removed by the advertiser within the deadline specified in a written notice from the Operator. If not removed, the Operator may remove them at the advertiser’s expense.

Removed advertising materials will be stored by the Operator for a maximum of three days. After this period, the Operator may dispose of them or charge a storage fee.



Advertising leaflets may only be placed in designated areas within the Arena with prior written approval from the Operator, using specifically designated distribution points (e.g., information desks or leaflet holders).

Any advertising tax related to the advertising activity is the responsibility of the advertiser. If required, the Operator (or the Arena owner) must provide the advertiser with the necessary legal declaration in accordance with applicable laws.

#### 9.2. Content criteria for advertising

If the Operator grants prior approval for the placement or display of an advertisement, the advertiser must comply with the following requirements regarding the content and placement of the advertisement:

- The content and visual presentation of the advertisement must adhere to applicable laws and the standards outlined in the Hungarian Advertising Code of Ethics, issued by the Self-Regulatory Advertising Board.
- The advertiser is responsible for ensuring that they have the legal right to place the advertisement and that it does not infringe on the rights of third parties.
- The costs of installing, removing, maintaining, and cleaning the advertisement are the sole responsibility of the User placing the advertisement.

## 10. PARKING RULES

The Arena premises include only surface parking areas, which are regulated by the Operator.

**Entering or stepping onto the green areas within the parking premises is strictly prohibited.**

All individuals use the parking facilities at their own risk. In addition to complying with legal and regulatory provisions, the following rules must be observed:

- Parking spaces may only be used with prior approval from the Operator, and only for the agreed-upon duration.
- The parking areas must be used with caution, both when driving and walking.
- The maximum speed limit within the parking premises is 10 km/h, and drivers must adjust their speed according to weather and visibility conditions while keeping their low beam headlights on at all times.
- Users must follow the designated parking rules and comply with instructions from the Operator or its staff.
- The parking spaces may only be used for the duration that the vehicle's driver and passengers are inside the Arena.
- Roads within the Arena premises may not be used for parking purposes.
- One vehicle may only occupy one parking space.
- Children under the age of 14 may not be present in the parking area without adult supervision.

- It is strictly forbidden to repair or wash vehicles, or to store flammable materials in the parking area (except for the fuel in the vehicle's tank).
- The parking areas are not monitored, and the Operator assumes no responsibility for damage or incidents caused by third parties to vehicles or passengers within the parking premises.
- If a vehicle obstructs traffic or parking, the Operator is authorized to arrange for its removal at the owner's or operator's expense and risk.

## 11. SECURITY OF THE ARENA

### 11.1. Security and safety

The security of the Arena is provided by a contracted security service (hereinafter: **Security Service**), which is appointed by the Operator and possesses the necessary expertise and legal authorization.

### 11.2. Emergency incidents

If a report is made to the Security Service or the Operations Office, the Security Service or the Operator's staff must document the incident in an official report. Within a maximum of seventy-two (72) hours following the investigation of the incident, the Operator or the Head of Security will inform the reporting individual about the measures taken and any further actions that may be required or available.

The Operator is not responsible for any losses resulting from government regulations, energy authority directives, or grid management restrictions that may limit energy consumption. The Operator is only liable for operational losses, lost profits, or any other damages caused by power or gas supply interruptions if the Operator is proven to be at fault.

All Users must immediately report to the nearest security guard if they notice an unattended object or package within the Arena premises.

### 11.3. User inspection

Individuals with extremely neglected hygiene or attire, whose presence may cause disturbance, alarm, or offense to others, as well as intoxicated, impaired, or self-publicly endangering persons, may be asked to leave by the Security Service. If the individual refuses to leave, the Security Service is authorized to use proportionate force to remove them from the Arena premises, regardless of whether their presence was initially lawful.

The Security Service is also authorized, in justified cases, to inspect Users' belongings upon entry to or exit from the Arena premises.

#### **11.4. Security camera system**

The common-use areas, rooms, and premises within the Arena are monitored by a closed-circuit electronic surveillance system (hereinafter: **Surveillance System**), which is professionally operated by the Operator.

##### Purpose and Fundamental Principles of the Surveillance System:

- a) The Surveillance System is used exclusively for the protection of human life, physical integrity, personal freedom, the prevention and investigation of unlawful acts, and the protection of property.
- b) The recorded footage may only be used if the circumstances suggest that protection cannot be ensured by any other means.
- c) The use of the recorded footage is limited strictly to achieving the objectives outlined in point (a) and must not result in the disproportionate restriction of the right to informational self-determination.
- d) The Surveillance System must not be used in locations where monitoring would violate human dignity, such as changing rooms, fitting rooms, or restrooms.

Only the Operator has access to the recorded footage, except as otherwise provided by law. The Operator may only review footage when it is necessary for the enforcement of contractual obligations or for the prevention or termination of unlawful acts. Footage may only be disclosed to courts or authorities in cases where it is required by law.

Disclosure will only occur under the conditions stipulated by law, and upon proper verification of the requesting party's legal basis for data processing.

#### **11.5. Fire alert and evacuation plan**

The Arena has a Fire Alarm and Evacuation Plan (hereinafter: **Plan**), which has been prepared in accordance with applicable legal and regulatory requirements. The Plan is posted at the 24-hour Security Service station (Entrance VIII.).

Users who, due to the nature of their activities, legal requirements, or their own internal regulations, are required to prepare an individual evacuation plan must coordinate it in advance with the Operator's Head of Security and provide a copy to ensure alignment between the official Plan and the individual evacuation plan.

To Ensure Fire Safety, All Users Are Strictly Prohibited From:

- Blocking evacuation routes.
- Obstructing emergency exit signs or illuminated escape indicators.

- Preventing access to fire extinguishers.

In the event of a public danger or emergency threat, the Arena must be evacuated according to the Evacuation Plan, using the designated emergency routes to ensure the safety of individuals and property.

If an emergency threat is reported by phone, the recipient must immediately notify the reception desk or the nearest security guard and provide a detailed account of the report, including information about the caller's tone of voice and speaking style.

### **11.6. Key management and registration policy**

To enhance the security of The Arena, the Operator maintains a Key Management and Registration Policy, which defines in detail who is authorized to use the keys for various functional entrances of the Arena and under what conditions.

The Operator is required to provide this policy to all Employees.

## 12. Miscellaneous Provisions

Various technical equipment may be installed within the Arena premises (e.g., cable protection ramps), which may pose a tripping hazard. High-heeled shoes are not recommended for walking on such surfaces. Any gaps, cracks, uneven surfaces, or accumulated dirt on the flooring may create a slippery surface, requiring increased attention from guests. Despite this warning, the Operator and event organizers assume no liability for falls, trips, or any other accidents and their consequences resulting from visitor negligence, particularly but not exclusively due to alcohol consumption.

Several services within the Arena premises (e.g., food services) are provided by third-party vendors independent of the Operator. The Operator assumes no responsibility for these services.

The Operator is not responsible for lost or abandoned belongings. Any unattended or personally carried valuables are the sole responsibility of the User.

Beverages must be served in returnable cups. Glass containers are not allowed in guest areas. Therefore, bottled beverages (e.g., champagne) must be poured into cups before being handed to customers.

Some events may contain explicit content, which all Visitors acknowledge by attending the event.

Events may feature strong, flashing lights, laser effects, and loud sound effects, which may cause adverse reactions in individuals sensitive to such stimuli.

### **13. Complaint Handling**

Visitors may submit any complaints related to the services in **writing** via the following **mailing address** or **email address**:

- 1091 Budapest, Üllői út 133-135.;
- [mvmdome@sportfive.com](mailto:mvmdome@sportfive.com)

Visitors may submit a verbal complaint at the designated information desk within the Arena.

The Operator informs Visitors that in the case of a consumer complaint, they have the right to initiate a proceeding with the Conciliation Board responsible for their place of residence or stay. The Operator also informs Visitors that it is not obliged to comply with the recommendations of the Conciliation Board. The Conciliation Board responsible for the Operator's registered seat is: Budapest Conciliation Board (Address: 1016 Budapest, Krisztina körút 99., I. floor, room 111.; Mailing address: 1253 Budapest, P.O. Box 10.)

The Operator also informs Visitors that in the case of a consumer complaint, they may initiate an online dispute resolution procedure at the following link:

- [ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=HU](https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=HU)

### **14. Work Regulations**

Any work activities conducted within the Arena premises or its surroundings require the prior written permission of the Operator. A copy of the permit must be kept on-site at the location of the work, entry point, or where goods/materials are being moved.

### **15. Partial Invalidity**

If any provision of the House Rules becomes invalid or unenforceable—primarily due to changes in legal or regulatory requirements—this does not affect the validity of the entire House Rules.

In such cases, the Operator is obligated to amend the relevant provision in accordance with the applicable laws and regulatory requirements.

Budapest, March 5, 2025



**SPORTFIVE MPA Kft.**

Siklósi Csaba

Managing Director