

TERMS & CONDITIONS

This document is to describe the general terms and conditions of the services provided by Blue Media Studio Srl. to its Customers and its part of every contract between Blue Media Studio Srl. and its partners. For more details please contact us directly in email:

bluemediastudiosrl@gmail.com

1. Company Data

Name: Blue Media Studio Srl. (BlueMediaStudio ticket reseller)

Address: RO-535100 Baile Tusnad, Str. Ciucas. 44., Romania

Company registration No.: J19/510/2006

EU Tax Number: RO18771024

2. General Terms

Customer

Customer is the private person who intends to purchase a service, program or product from Blue Media Studio Srl. If a legal entity is acting on behalf of the Customer, the representative of the legal entity and all the participating people are Customers of Blue Media Studio Srl.

Contract

The contract between the Customer and Blue Media Studio Srl. is valid after the payment of the participation fee by the Customer and confirmation of the reservation by Blue Media Studio Srl.. Once a reservation has been confirmed Blue Media Studio Srl., modifications to the original reservation are only accepted in written formats or in email.

Pricing

Blue Media Studio Srl. offers tickets for programs primarily in Budapest on the actual prices which are indicated on the Blue Media Studio Srl. website (www.thingstodoinbudapest.agency). 3rd party partners or outdated travel brochures may offer Blue Media Studio Srl. on different prices. Blue Media Studio Srl. does not take any responsibility for the different prices offered by other business partners or outdated brochures.

Service

Prices include the cost of the services and products listed in the internet site. Please note that the services can differ according to the program.

Participation

Customers should have a confirmation from Blue Media Studio Srl. and / or to hold a valid ticket / voucher. If the Customer does not provide sufficient information which is necessary for Blue Media Studio Srl. to perform the requested service or deliver the required product (eg. Pick-up point is not provided or name incorrect), Blue Media Studio Srl. may cancel the contract. Such cancellation is also subject of cancellation fee as described under 3.).

Responsibility

The sightseeing tours and city tour programs offered by Blue Media Studio Srl. are being operated by Budapest Sightseeing Kft. / Mr.Nilsz Kft. or EUrama travel agency may involve drinking alcohol, therefore they are considered as adult programs, where guests participate on the tour at their own responsibility. Blue Media Studio Srl. does not take any responsibility for accidents, damage of properties or loss of valuables of the guests which are happening during the tour related to the inappropriate behaviour of the guests under the influence of alcohol. Damage or cleaning costs incurring as a result of inappropriate guest behaviour will be charged to the guest.

Blue Media Studio Srl. is committed to educate guests about the possible impacts of alcohol and encourages the consumption of alcohol with measure and responsibility.

Validity of vouchers (Applies only for Hop On - Hop Off)

The vouchers purchased through the website are having a redemption period of 30 days. The redemption can be either done in the various CitySightseeing Budapest Tourist information Offices or onboard the buses. The vouchers can be redeemed only ONCE and the validity of the ticket the customer is getting is the 24/48/72 hours, depending on the selected service when the purchase happened.

3. Payment process

Programs selected on the Blue Media Studio Srl. website will be payed using the Stripe and TicketingHub System. You can learn more about Stirpe and security measures implemented in the Stripe system here: www.stripe.com

Blue Media Studio Srl. will send an automatic response to the email address provided by the Customer about the reservation. This automatic response only contains the recorded details of the reservation, but this is NOT a confirmation. Confirmation of the program will be sent by Blue Media Studio Srl. representative within 24 after the reservation.

(Pre-booked customers may pay the price of the tour on spot to the tour guide.)

4. Cancellation / modification policy

Customer may cancel or modify the booking any time before the start of the program with a written cancellation request. In case of a cancellation of a program, Blue Media Studio Srl. may be entitled for a cancellation fee, which is applicable in the following cases:

- Cancellation / modification by the Customer occurs less than 48 hours before the start of the program. In that case the cancellation / modification fee is 20% of the total value of the reserved programs.
- Cancellation / modification occurs less than 12 hours before or after the start of the program or the Customer fails to show up at the start of the program. In that case Blue Media Studio Srl. considers the contract fulfilled and is entitled for the full price of the program.
- 3rd party costs (included transactional costs) occurred on behalf of Blue Media Studio Srl. related to requested program before receiving the cancellation / modification request. In that case the cancellation fee is 20% of the total value of the reserved programs plus the 3rd party costs related to the reserved programs occurred till the time of the cancellation / modification request.
- Blue Media Studio Srl. may cancel the contract if the Customer fails to provide valid and relevant information required by Blue Media Studio Srl. in order to perform the ordered services or programs (eg. False name or pick-up point is given). In that case the cancellation fee is 20% of the total value of the reserved programs plus the 3rd party costs related to the reserved programs occurred till the time of the cancellation / modification request.

5. Complaint procedure and conditions

All complaints should be submitted in written or email format to Blue Media Studio Srl. within 24 hours of the program. Blue Media Studio Srl. will thoroughly follow up every complaint and will respond within 8 working days after receiving the complaint.

6. Privacy policy

In order to register bookings, Blue Media Studio Srl. requests data from the Customer who book a selected program. We collect and process personal data obtained during the booking process only to the extent necessary for the required service to be fulfilled and we keep the transaction record only as long as required by the relevant laws and regulations.

Blue Media Studio Srl. will not transfer data obtained through registration to third parties in any form. Although Blue Media Studio Srl. is committed to protecting the security of any personal information obtained through registration, Blue Media Studio Srl. cannot guarantee protection against hardware or software failure and other factors that may compromise the security of data.

Blue Media Studio Srl. engages itself to perform all expected measures in order to ensure the functioning of its registration system. Blue Media Studio Srl., however, is not responsible for any damage related to the registration pages, their dysfunction, their inappropriate use or to a computer virus, line- or system failure, delay in data-transfer or again to the modification of data or information on the registration pages by any unauthorised person.

Blue Media Studio Srl. does not take responsibility for any eventual errata or technical problems occurring on its pages.

Customers agree that pictures / videos taken by Blue Media Studio Srl. or its representatives during the programs may be used by Blue Media Studio Srl. for promoting own Blue Media Studio Srl. or operating partner's services and programs, without further notice to the Customer visible on the pictures / video. Blue Media Studio Srl. commits not disclose to any 3rd Party any personal data of the Customers visible on the pictures under any circumstances

7. Payment Methods

Blue Media Studio Srl. accepts Credit / Debit Cards ONLY.