

GENERAL TERMS AND CONDITIONS

For Online Purchases

1. Introduction

These General Terms and Conditions (the “GTC”) apply to the online sales activities of **Virtu Étterem Kft.** (registered seat: 1024 Budapest, Margit körút 5., Building A, 3rd floor, Door 1; company registration number: 01-09-299407; tax number: 25973099-2-41; represented by: **Gréta Orsolya Moss**, Managing Director; hereinafter referred to as the “Service Provider”), operating the **Virtu Restaurant** and **Zazie Bistro & Bar** hospitality units.

Under these GTC, the Service Provider sells gift vouchers, admission tickets, prepaid services, and other digital products related to its restaurants via online platforms.

Prior to completing an online purchase, the Buyer is required to familiarize themselves with and accept these GTC. Acceptance is deemed to occur automatically upon submitting an order through the online interface.

2. Definitions

Service Provider: Virtu Étterem Kft., which operates the Virtu Restaurant and Zazie Bistro & Bar and sells products and services via its online platforms (website, SevenRooms, mobile applications, etc.).

Buyer: Any natural or legal person who purchases a product or service through the Service Provider’s online platforms.

Online Platform: Websites operated by the Service Provider, the SevenRooms reservation and payment system, mobile applications, and any other digital platform through which sales are conducted.

Gift Voucher: An electronic or printed voucher issued by the Service Provider, representing either a nominal monetary value or a fixed service, redeemable at Virtu Restaurant or Zazie Bistro & Bar.

Admission Ticket: An electronic ticket granting entry to a specific event held on a given date or during a specified period (e.g. dinner events, brunches, themed events).

Withdrawal Notice: A legal declaration by the Buyer exercising their right to withdraw from a distance contract without justification, in accordance with applicable legislation.

3. Contract Formation Process

Registration and Order Placement:

The Buyer may place an order with or without registration via the website or the SevenRooms platform. After compiling the order, the Buyer finalizes the purchase by clicking the “Submit Order” or “Payment” button.

Acceptance and Confirmation:

The contract between the Service Provider and the Buyer is concluded upon submission of the order online and its confirmation by the Service Provider via email. The confirmation email contains the details of the order, the amount payable, billing information, and the relevant purchase documents (electronic voucher or admission ticket).

Language:

The language of the contract is Hungarian. The ordering process and all related documents are provided in Hungarian.

4. Prices, Payment and Invoicing

Price Display:

All prices are displayed in Hungarian Forints (HUF) and include value-added tax (VAT).

Payment Methods:

Payment is accepted exclusively via electronic means, including bank card payments (Mastercard, Visa, American Express, etc.) or other digital payment solutions supported by SevenRooms. SZÉP cards and other vouchers cannot be used for online payments unless expressly supported by the system.

Security:

The Service Provider uses a certified payment service provider (Stripe) for processing card payments. The Service Provider does not store payment card details.

Invoicing:

Upon receipt of payment, the Service Provider issues an electronic invoice and sends it to the Buyer by email. The invoice is provided in PDF format and contains all order details, including the amount paid and VAT content. Paper-based invoices may be issued and sent by post upon special request.

5. Rules for the Use of Gift Vouchers and Admission Tickets

Validity Period

Gift Vouchers:

Gift vouchers are valid for the period specified on the voucher—3, 6, or 12 months from the date of issue. After expiration, vouchers cannot be redeemed and are not refundable.

Admission Tickets:

Admission tickets are valid exclusively for the date and time indicated on the ticket and cannot be used at a later date or exchanged.

Conditions of Use

- Vouchers and tickets may be redeemed via online booking through the online platform or on-site by presenting the provided code or QR code.
- The value of vouchers and tickets may only be used once; any remaining balance will not be refunded.
- The Buyer must present the voucher or ticket at the time of payment. Failure to do so will result in the voucher or ticket not being accepted retroactively.

Transferability

Gift vouchers are freely transferable but may not be resold commercially. Admission tickets may be issued in the name of the Buyer; name-specific tickets may only be transferred with the prior approval of the Service Provider.

Lost or Damaged Vouchers

Lost, stolen, destroyed, or damaged vouchers or tickets cannot be replaced. The Buyer is responsible for ensuring safe storage.

6. Right of Withdrawal and Its Exercise**Right of Withdrawal Without Cause:**

Pursuant to Government Decree 45/2014 (II.26.), the Buyer may withdraw from the online purchase within 14 calendar days of contract conclusion without providing justification, subject to the exceptions set out in these GTC. The withdrawal period begins on the day following receipt of the confirmation email.

Method of Withdrawal:

The Buyer may submit a withdrawal notice by email (info@virtuetterem.hu or info@zaziebistro.hu) or by post (1024 Budapest, Margit körút 5., Building A, 3rd floor, Door 1).

Exceptions to the Right of Withdrawal

The Buyer may not exercise the right of withdrawal in the following cases pursuant to Section 29 of Government Decree 45/2014 (II.26.):

- Customized or personalized vouchers or services created at the Buyer's request.
- Leisure services tied to a specific date or period, including time-specific events, event tickets, and other hospitality events scheduled for a particular date.
- Service contracts where performance has begun with the Buyer's explicit prior consent before the expiration of the withdrawal period, and the Buyer has acknowledged that they lose the right of withdrawal upon full performance.

Legal Effects of Withdrawal

- The Service Provider shall refund the amount paid within 14 days of receiving the withdrawal notice.
- Refunds shall be made using the same payment method as the original transaction.
- The Service Provider may withhold the refund until it has verified that the voucher or ticket has not been redeemed or has been invalidated.

7. Warranty and Liability

Implied Warranty:

The Service Provider warrants, in accordance with the Hungarian Civil Code, that the services comply with the contract and the information provided. The Buyer must report any defects (e.g. non-functioning codes) without delay.

Limitation of Liability:

The Service Provider excludes liability for damages resulting from improper use, third-party actions, Buyer negligence, or causes beyond its control. Liability for damages shall not exceed the purchase price of the defective product.

Force Majeure:

The Service Provider shall not be liable for events beyond its reasonable control (e.g. natural disasters, changes in law, technical failures) that prevent online sales or the holding of an event.

8. Complaints Handling and Legal Remedies

Submission of Complaints:

Complaints may be submitted in person (1024 Budapest, Margit körút 5.), by email (info@virtuetterem.hu or info@zaziebistro.hu), or by phone using the contact details provided on the website.

Handling of Complaints:

The Service Provider shall acknowledge complaints in writing and respond within 30 calendar days. Rejections shall be justified in writing.

Conciliation Board:

In consumer disputes, the Buyer may contact the conciliation board competent for their place of residence. Contact details are published on the Service Provider's website.

Other Legal Remedies:

If conciliation fails, the Buyer may initiate legal proceedings before the court having jurisdiction over the Buyer's residence or the Service Provider's registered seat.

9. Data Protection**Data Processing:**

The Service Provider processes personal data in accordance with the EU General Data Protection Regulation (GDPR) and applicable Hungarian laws.

Privacy Notice:

Detailed data processing rules are set out in the Service Provider's Privacy Policy, available on the website.

Data Transfer:

Certain Buyer data (e.g. card data, transaction identifiers) are transferred to the payment service provider for transaction processing. Data is disclosed to third parties only where required by law.

10. Termination and Amendment of the Contract**Amendment:**

The Service Provider may unilaterally amend these GTC. Amendments take effect on the date of publication and do not affect contracts already concluded.

Invalid Provisions:

If any provision of the GTC is deemed invalid, the remaining provisions shall remain in force.

Termination:

The contractual relationship terminates automatically upon performance and settlement of any outstanding rights and obligations.

11. Final Provisions

Governing Law:

Matters not regulated herein shall be governed by Hungarian law, in particular the Hungarian Civil Code, consumer protection legislation, and Government Decree 45/2014 (II.26.).

Contact Details:

Postal address: 1024 Budapest, Margit körút 5., Building A, 3rd floor, Door 1

Email: info@virtuetterem.hu, info@zaziebistro.hu

Phone: as published on the website and SevenRooms platform

Publication:

These GTC and any amendments thereto are published on the Service Provider's website.

Effective date:

25 January 2026, until revoked.