

**GENERAL TERMS AND CONDITIONS
for the services of**

Flow Consulting Kft.

As of: February 25, 2021

Company name: Flow Consulting Kft.
Seat: 1146 Budapest, Zichy Géza u. 5.
Phone number: +36 1422 1714
Email address: flow@flow.hu
Company registration no.: 01-09-861492
Court of Registration keeping the company' register: Pest County Court
Tax number: 11929750-2-42

1. Services offered:

- In-person or online conference participations (subject to participation fee)
- In-person or online professional trainings (subject to participation fee)
- HR consulting, mentoring, coaching, in-person or online (subject to reimbursement fee)

2. Price of the goods and/or services offered by the Service Provider indicating the currency

Service provider determines the price of the services offered in Hungarian forint (HUF). The payment transaction shall be made in Hungarian forint even if the Customer's bank card or bank account is kept in another currency. In this case, the amount by which the Customer's bank account will be debited in HUF may differ to a minimum extent from the price published by the Service Provider due to the conversions made by the card company or issuing bank caused by exchange rate differences. This difference is entirely at the risk of the Customer; in this connection, the Service Provider does not assume any obligations or make any claims.

3. Description of the use of the goods and/or services offered by the Service Provider and the process of the acceptance/use

A contract falling within the scope of these GTC will come into existence in the flowevents.hu portal system between the Customer ordering the given service and the Service provider as a distance contract.

If the Customer is a 'consumer' under the currently effective legal regulations (which means that he/she is a natural person acting for purposes which are outside his trade, business or profession), then a consumer contract within the scope of Government Decree no. 45/2014. (II. 26.) will come into existence between the Parties.

The conclusion of a contract for the services listed in point 1 is possible by means of an order placed electronically, in the manner specified on the website of the Service Provider flowevents.hu, by filling in the form available there.

By clicking on the link placed in the form, the Customer may download the text of these GTC. By clicking on the checkbox, the Customer declares that he/she accepts the conditions set out in these GTC and the contents of the Privacy Notice. The order can only be placed if the Customer accepts the provisions of these GTC and the Privacy Notice as described above.

The contract is concluded at the time the Service Provider receives the order form (its recording in the flowevents.hu portal system). These GTC shall form an integral part of the contract. The contract concluded according to the above shall qualify as a contract concluded electronically.

The provisions of Act V of 2013 on the Civil Code and of Act CVIII of 2001 on certain issues related to e-commerce services and services related to information society services shall be applicable for such contract.

The language of the contracts and communication between the Parties shall be Hungarian.

4. Providing data for payment by bank card in advance, detailed description of the payment process and conditions

Through card payment, you can shop conveniently and securely in our store. After ordering the selected goods, you will be directed to the K&H Bank website, where you can pay with your bank card via the encrypted transaction currently used by the Bank, which is considered the most secure. All our customers have to do is click on "pay by credit card" when selecting the payment method, and then enter the card number, expiration date and three-digit security code on K&H Bank's payment server. K&H Bank accepts VISA, VISA Electron, V-Pay, MasterCard, Maestro and JCB cards.

Bank cards issued exclusively for electronic use can only be accepted if their use is authorized by the bank issuing the card. Please check with your bank to see if your card can be used for online purchases. Following a successful purchase, K&H Bank will issue an authorization number for the transaction, which we suggest writing down or printing out the entire page. In the event of an unsuccessful transaction, K&H Bank will state the reason for the error in an error message.

5. Method and conditions of order cancellation, information on the right of withdrawal

The right of withdrawal and termination belongs to the Customer who qualifies as a consumer (a natural person acting for purposes which are outside his/her trade, business or profession), so the above are specifically applicable to the Customer who qualifies as a consumer. With regard to the consumer's right of withdrawal and termination, the provisions of Government Decree no. 45/2014. (II.26) shall be applicable, in particular the following.

In the case of distance contracts falling within the scope of these GTC, the Customer has the right of withdrawal which he can exercise without giving reasons, within 14 days. The 14-day period shall be calculated as follows: In the case of a service contract, the 14-day period shall run from the date of conclusion of the contract.

The Customer may exercise its right of withdrawal by means of a clear written statement to that effect. The suggested content of the statement is as follows:

I/we, the undersigned declare that I/we exercise my/our right of withdrawal/notice in respect of the following service contract:
Date of contract conclusion /acceptance:
The customer's name:
The customer's address:
The customer's signature:(in the case of a statement made on paper)
Place and date:

The Customer may send the statement to the post address (1146 Budapest, Zichy Géza utca 5.) or email address (flow@flow.hu) of Flow Consulting Kft.

If the Customer withdraws from the contract, the Service Provider shall refund the full amount paid by the Customer as consideration immediately, but no later than within 14 days of becoming aware of the withdrawal.

5.1. In case of conferences and trainings

If the Customer cancels the participation at least 30 days before the conference or training, Flow Consulting Kft. will refund 50% of the participation fee of the service ordered.

If the Client cancels the participation within 29 days before the date of the conference or training, or stays away without cancellation, he/she is obliged to pay the full participation fee.

5.2. In case of HR consulting, mentoring, coaching

If the Customer cancels the program at least 1 week before the start or deadline of the given program, he/she cannot be obliged to compensate. Canceling the program less than 1 week, but more than 2 days before the scheduled start of the program will result in paying 50% of the program fee, and within 2 days 75% of the program fee.

If the program is canceled by the Customer within 24 hours of the meeting or does not attend the program, the fee of the program gets deducted from the pre-purchased multi-occasion fee even if the program is reorganized at a later time.

5.3. Force majeure

The Customer acknowledges that the Service Provider is not liable for damages if the conference or training is missed for reasons not attributable to the Service Provider (force majeure). Force majeure shall be deemed to be unforeseeable and unavoidable circumstances, in particular, but not limited to, war, natural disasters, terrorist acts, major strikes, mass casualties, which are not directly dependent on the will of the Parties and directly prevent the party from fulfilling its contractual obligations.

If the Customer terminates the service contract, he/she shall be obliged to pay a fee proportional to the service provided by the Service Provider until the date when the notice is given to the Service Provider. The amount to be paid proportionally by the Customer shall be determined on the basis of the total amount of the fee established in the contract, plus tax.

6. Complaint management:

The Customer may submit his/her objection/complaint in connection with the Service Provider's activities to the central email address (flow@flow.hu) or post address (1146 Budapest, Zichy Géza utca 5.) of Flow Consulting Kft. or by phone (+36 1422 1714). If the Customer wishes to report their complaint in person, he/she may do so at the Service Provider's seat: 1146 Budapest, Zichy Géza utca 5.

7. Terms of Supply

The Service Provider's online services can be used most efficiently with popular Internet browsers (Internet Explorer, Mozilla Firefox, Google Chrome). The Service Provider recommends that the Customer regularly update its browser program to the latest version. The Customer acknowledges that the said services may only be used with the security of availability expected in the case of Internet services, if he/she uses the above-mentioned browsers.

The Service Provider declares that the security level of the information system operating on its websites is adequate, its use does not pose a risk. Nevertheless, it recommends that Customer take the necessary precautions: use virus and spyware protection software with an up-to-date database and install security updates for the operating system.

The use of the Service Provider's websites and services presuppose that the Customer is aware of the technical limitations of the Internet and that the Customer accepts the possibility of errors associated with the technology.

8. Processing and using data provided by the Customer

The confidentiality and integrity of your personal data is one of the prime concerns of Flow Consulting Kft. and its partners. The collection and processing of personal data enabling identification, required for the

use of our website, comply with the effective Hungarian data protection regulations (Act CXII of 2011). Your personal data will be kept confidential and will not be passed on to third parties, unless it is essential for the performance of the contract. Our people, partners and service providers undertook confidentiality liabilities towards us.

You can read more about the information to be displayed on the website in the following two pieces of legislation:

Act CVIII of 2001 on certain issues related to e-commerce services and services related to information society services

Government Decree no. 45/2014 (II. 26.) on the detailed rules of contracts between a consumer and a company

9. Confidentiality and reference

The Service Provider may refer to the work that is the subject of this contract for the purpose of advertising and reference with the consent of the Customer, after defining the specific purpose. The Service Provider treats the information, documents and company materials obtained from the Customer during its work confidentially.

10. Specific information about data privacy and data processing safety

<https://flow.hu/adatvedelem>