

General Information

- By purchasing a ticket, you have accepted the General Terms and Conditions found on the www.koncertpromo.hu and www.jegy.hu websites, which also include the rules regarding the E-Ticket.
- The E-Ticket is a fully electronic ticket, and the invoice received at the time of purchase does not replace it. The E-Ticket contains a serial number and QR code that includes all the security information checked electronically upon entry.
- You can present the ticket either by printing it out or on an electronic device upon entry.
- The ticket entitles one person to a single entry.
- Please do not allow unauthorized individuals to make copies of your E-Ticket. Since the QR code reader system cannot distinguish between a copied and an original barcode, the FIRST scanned E-Ticket will always be accepted as the original ticket. Any additional E-Tickets with the same QR code will be considered invalid copies.
- Copying or forging a ticket is a crime punishable by law.
- As you approach the entrance, have your tickets ready to avoid slowing down entry at the barcode check gates. There are cloakrooms and buffets on every level.
- Attending the event is at your own risk. Individuals under the influence of alcohol or drugs will not be admitted to the event, even with a valid ticket.
- It is strictly prohibited to bring any drinks, glass bottles, plastic bottles, umbrellas, or any other items deemed dangerous by the event organizers onto the premises.
- The use of any cameras, audio or video recording devices, or selfie sticks is strictly prohibited!
- Photos or recordings may be taken during the performance, and as an attendee, you may appear in them, but you cannot make any claims against the creators or legitimate users of the recordings.

Information Regarding Ticket Purchase for Wheelchair Users/Individuals with Limited Mobility

- Tickets for wheelchair users are free of charge.
- Individuals with limited mobility requesting accessible tickets must provide proof of eligibility as part of the application. Generally accepted documents verifying limited mobility are required for presentation.
- For wheelchair users, a companion ticket must always be purchased alongside the free ticket. The price of the companion ticket corresponds to the lowest price category tickets for the given production. (For the ANDRÉ RIEU concert, it is 20,999 HUF.)
- The companion/personal assistant may assist and accompany the person with limited mobility with a valid accessible (wheelchair or accessible seating area) ticket within the facility.
- For ticket inquiries, please send an email to info@koncertpromo.hu.

Information Regarding Children

- According to the organizer's regulations, concerts are not recommended for children under the age of 6 due to sound and lighting effects.
- For children, it is always recommended to have earplugs or headphones with noise-canceling functionality.
- Children under 3 years old enter for free!

Information on Approaching the Venue

Address: 1098 Budapest, Üllői út 131, Budapest.

- How can I easily reach the MVM Dome if I'm not arriving by car?

The venue can be reached by metro, tram, bus, Főtaxi, and even Lime scooters, as Lime Technology Kft. is the micro-mobility partner of MVM Dome.

- Can I purchase a parking ticket on-site?

Parking tickets can only be purchased online at <https://mvm-dome.hu/parkolas.php>. If you do not have a pre-purchased parking ticket, attempting to enter with a vehicle on Fék Street without a parking permit is not advisable.

- On the day of the event, when can I enter the P1A/P1B/P2/P3 parking lots with my pre-purchased parking ticket?

You can occupy parking spaces 1 hour before the gate opens.

- The concert for which I have a ticket will be in 3 months. When can I purchase a parking ticket?

The sale of parking tickets begins a few weeks before the event. It is advisable to follow MVM Dome's social media channels to stay informed about the start of ticket sales.

- I am a wheelchair user or have limited mobility. What are my options for parking and how much does it cost?

P1A and P1B parking lots have a limited number of parking spaces for people with limited mobility. You can purchase your parking ticket online at <https://mvm-dome.hu/parkolas.php>.

- How much does a parking ticket cost?

Additional information on ticket prices can be found in the event's information.

- I purchased a parking ticket, but my card was charged, and I didn't receive an email. What should I do?

Please check your email's spam folder, and if you still can't find it, log in to your registered account on the website and go to the "parking tickets" section. If you still can't find it, send the transaction confirmation for the purchase and information about which event and parking lot you tried to purchase a ticket for to mvmDome@sportfive.com.

Information on Skybox Rental

You can request a price quote by emailing office@szovegszinhaz.hu, and our colleagues will contact you within a few days.

Services

- Is there a cloakroom and storage for valuables?

MVM Dome has both a cloakroom and storage for valuables.

- What size bags are allowed to be brought in?

Only bags smaller than A4 size are allowed.

- I left some personal items behind. Whom can I contact?

Please email mvmDome@sportfive.com.

- What dining options are available?

MVM Dome's buffets offer snacks, sandwiches, and even hot meal options. In addition, depending on the event, there is a choice of alcoholic and non-alcoholic beverages.

- Is the building wheelchair accessible?

The building is wheelchair accessible, with escalators and elevators available for our guests with special needs to use freely.

- Is there an ATM in the building?

No.

- What do I need to know about the RePohár system?

The MVM Dome's buffets have introduced the RePohár system, with a one-time fee of 400 HUF. The RePohár can be exchanged for a token at the counter, which can later be exchanged back for a RePohár.

- Where can I find the smoking area?

MVM Dome has designated smoking areas, and it's advisable to pay attention to the informational materials displayed on TVs at the venue.

- Can I pay with cash in the building?

Cash is a thing of the past; guests at MVM Dome can pay with their own bank cards everywhere. There is no need to carry larger amounts of cash, no more fuss with change or wallets; a single touch is enough

for payment. Every transaction is fast, convenient, and secure, so you don't have to worry about long lines at the buffets and merchandise counters.

- Where can I find the first aid room?

The use and opening hours of first aid rooms depend on the layout of the event. It's advisable to inquire on-site and keep an eye on the informational boards displayed.

- I heard that online food ordering is available at MVM Dome. How does it work?

We solve the problem of queuing with an exclusive digital service. Visitors to MVM Dome concerts and sports events can pre-order food and drinks with their mobile phones. Without leaving the stands, anyone can order and pay for what they want, and they only need to go to the buffet to pick up the order. Everyone can pick up their pre

-ordered and paid order in a separate "fast line" with just a quick registration before the event on the <https://mvmdome.hu/etelrendeles.php> page. The phone will easily display the steps of the order, its status, and which is the nearest buffet to pick up the order. In the buffet, you can pick up the purchased products by showing the code.

Event Information

In the event of a change in the event date, a new date will be set, and the original ticket will be valid for that date. In this case, ticket refunds are not possible.

The concert can be attended in compliance with the government regulations and epidemic rules in effect at the time of the event.

Press and Media Accreditation

I would like to take photos at the upcoming event. What kind of accreditation can you provide?

In all cases, the organizer of the event can assist with press and media accreditation.