

Swiss Medical Hungary Zrt. General Terms and Conditions for the Provision of Manager Screening Services

These General Terms and Conditions (hereinafter: GTC) contain the provisions that apply to the individual contracts for the provision of healthcare services concluded between Swiss Medical Hungary Zrt. and its Customers for the purpose of medical screening.

INTERPRETATIVE PROVISIONS

For the purposes of these Terms and Conditions:

1. Service Provider: the Company providing medical, healthcare and other related services to Clients; Swiss Medical Hungary Zrt. (registered office: 1123 Budapest, Táltos utca 15/B.; company registration number: 01-10-046809; tax number: 22989143-2-43; bank account number: Raiffeisen Bank Zrt.; 12020407-01579618-00200001; website: www.swissclinic.hu) .
2. Customer: a private individual who/which uses the manager screening healthcare service on the basis of a Service Agreement concluded with the Service Provider and is obliged to pay a service fee to the Service Provider.
3. Managerial screening: a complex healthcare service provided to the Client, consisting of specialist medical and diagnostic screening tests, the primary purpose of which is to prevent the development of diseases and to identify factors that may pose a health risk and indicate a deterioration in health.
4. Fee payer: in the basic case, the Customer; or a third party who qualifies as a Customer under these GTC, is specified in the Service Agreement, and undertakes to pay the fee, who is obliged to pay the Service Fee on behalf of the Customer on the basis of their legal relationship with the Customer.
5. Parties: for the purposes of these Terms and Conditions, the Service Provider and the Customer.
6. Service Agreement: an individual agreement concluded between the Service Provider and the Customer under the terms and conditions set out in these GTC.
7. Service Fee: the fee payable by the Customer to the Service Provider in consideration for the medical, health, and other related services provided to the Customer. The Service Provider shall publish the current Service Fee Schedule and the Service Fee Advance payable at the time of booking on its website; detailed rules regarding the payment and due date of the Service Fee and the consequences of failure to pay the fee are set out in these GTC.

SCOPE, AMENDMENT AND APPLICABLE LAWS OF THE GENERAL TERMS AND CONDITIONS

1. The scope of these GTC covers the legal relationship between the Service Provider and the Customer and sets out the terms and conditions for the provision of Manager Screening.
2. Based on these GTC, the Service Agreement shall enter into force at the time when the Customer books an appointment with the Service Provider with the intention of using the Manager Screening service and the Customer (or the Fee Payer) pays the Service Fee invoice issued in connection with the appointment.

3. The Service Provider informs the Customer, and the Customer acknowledges, that the Service Provider is entitled to unilaterally amend these GTC. In the event of an amendment to the GTC, the Service Provider shall publish the changes on its website 30 (thirty) days prior to the amendment taking effect, together with a notice to that effect.
4. The Service Provider shall make the currently effective GTC available to the Customer on its website in such a way that the Customer can store the GTC and retrieve it at any time in the future with unchanged content.
5. In matters not regulated in these GTC, Hungarian law and Act V of 2013 on the Civil Code, Act CLIV of 1997 on healthcare, Act XLVII of 1997 on the processing and protection of healthcare and related personal data, Decree 33/1998. (VI.24.) NM on the healthcare profession, Decree 4/2000. (II. 25.) EüM on the activities of family doctors, pediatricians, and dentists, and the provisions of Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data (27 April 2016) on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, as well as professional guidelines, rules published in methodological guidelines and, in the absence thereof, professional requirements published in professional literature shall be applied accordingly.

CONCLUSION OF THE SERVICE CONTRACT

1. The manager screening service relationship between the Client and the Service Provider, which is the subject of these GTC, is established in writing or by conduct implying the conclusion of a Service Contract. For the purposes of these GTC, the payment of the Service Fee shall be considered as conduct implying the conclusion of the Service Agreement, provided that the individual agreement shall enter into force at the time of payment of the Service Fee.
2. The Client concludes the Service Agreement with reference to these GTC, in view of which the Parties expressly agree that these GTC form an integral part of the Service Agreement concluded between them, and the legal declarations of the Parties set out in a separate document together contain the mutual and unanimous expression of will of the Parties. If the individual contract is concluded by conduct implying acceptance, the Service Provider shall inform the Customer of the existence of the GTC and where its text is available. By ordering the service, the Customer acknowledges that the provisions of the GTC are binding on them and acknowledges that the Service Provider provides its service on this basis.

RIGHTS AND OBLIGATIONS OF THE SERVICE PROVIDER

1. The Service Provider undertakes to create and continuously ensure, to the best of its knowledge and expertise, the personal and material conditions necessary for the provision of Manager Screening, as specified in the relevant health legislation, and to take all necessary measures to ensure proper operation.
2. The Service Provider undertakes to provide the Manager Screening using its own healthcare staff and Contracted Partners at the clinics listed on the Service Provider's website under the menu item Introduction / Our Clinics / Featured Care Locations.

The Service Provider also publishes the opening hours of the clinics on its website and undertakes to receive the Customer at the above clinics upon prior appointment and to provide Manager Screening for a service fee.

3. The Customer acknowledges and expressly agrees that the Service Provider may use Contracted Partners to perform the services it provides, for whose services the Service Provider is liable to the Customer as if it had performed them itself. In addition, with regard to the use of Contracted Partners, the Service Provider declares that its services also include mediated healthcare services, in which case the Service Provider undertakes to organize the provision of healthcare services within its own organizational unit.
4. The Service Provider undertakes to have a valid license and liability insurance for the performance of Manager Screening, and that the procedures, technology, and the tools provided and used by it for performance comply in all respects with the applicable laws and regulations, and that the Contracted Partners have all the official licenses and professional knowledge necessary to perform the activities covered by this legal relationship in accordance with the professional rules.
5. The Service Provider shall ensure the personnel and material conditions necessary for the performance of the Manager Screening; it shall also ensure that the personnel and material conditions necessary for performance are maintained in a suitable condition throughout the entire duration of the legal relationship and, if necessary, shall ensure the replacement or replenishment of equipment.
6. The Service Provider shall perform its activities in accordance with the relevant professional and ethical rules, guidelines, protocols, and regulations, with the care expected of those involved in healthcare.
7. The Service Provider shall be entitled to refuse to provide Manager Screening if the Client seriously violates its obligation to cooperate [Section 26 of the Health Care Act] – in particular, compliance with provisions relating to medical treatment and payment of the service fee – or if the Client behaves in an offensive or threatening manner towards the Service Provider or its Contracted Partner; or if the Client's behavior endangers the life or physical integrity of the Service Provider or its Contracted Partner.
8. Within the scope of Manager Screening, the Service Provider shall limit the amount of compensation for damages related to breach of contract due to negligence to the amount paid by the Customer (Fee Payer) during the term of the service, which limitation is acknowledged by the Customer.

RIGHTS AND OBLIGATIONS OF THE CUSTOMER

1. The Customer is entitled to use the Manager Screening service provided by the Service Provider at the clinics listed under the Featured Care Locations menu item on the Service Provider's website. The Service Provider publishes its current Service Fee Schedule on its website.
2. When using the Manager Screening service, the Client is entitled to the right to information and self-determination, within the framework of which they have the right to participate in decisions concerning their examination and treatment, and to give their informed consent to medical intervention, free from deception, threats, and coercion, based on adequate information. Considering that the booking of the service requires the Client's consent, if the Client refuses to consent to the examination

during the care, the Service Provider shall be entitled to the service fee. The Client is entitled to receive information tailored to their individual needs in accordance with the provisions of the Health Care Act. The Service Provider notes that the information may be provided to the Client either verbally or in writing, at their discretion. The Service Provider provides the information in Hungarian or, where justified, in English. If, at the Client's request, an interpreter or sign language interpreter is used to provide the information, the Client shall be responsible for selecting and commissioning this person, and shall bear the fees and costs thereof. The Service Provider shall not be liable for the conduct and activities of the interpreter. By signing the medical documentation prepared for and handed over to them regarding the individual examinations performed, or by signing the invoice, the Client acknowledges that they have received the appropriate and satisfactory information they requested from the Service Provider or the person acting on its behalf.

3. A Client with legal capacity may waive the right to information, unless the nature of their illness must be known in order not to endanger the health of others. If the intervention is initiated by the Client and is not for therapeutic purposes, the waiver of the right to information shall only be valid in writing.
4. The Parties agree, and the Client expressly acknowledges, that during the Manager Screening provided by the Service Provider, the Client gives his/her consent to the given examination or treatment (excluding invasive procedures) verbally or by conduct; Implied consent is deemed to have been given if the Client undergoes the given examination or treatment. In the case of invasive procedures, the Client's written consent or, if this is not possible, a statement made verbally or in another manner in the presence of two witnesses is required. If the Client refuses to undergo an examination or treatment, they are obliged to inform the Service Provider of this in writing by means of a handwritten and signed note on the outpatient record form documenting the patient examination. The Client may only refuse any treatment which, if not provided, would likely result in serious or permanent damage to their health, by means of a public document or a private document with full probative force, or, if they are unable to write, in the presence of two witnesses. In the latter case, the refusal must be recorded in the medical documentation, which shall be authenticated by the signatures of the witnesses. For the purposes of these GTC, muscular injections, intravenous infusions, dental procedures not involving tooth extraction, and sampling from body cavities without the use of needles are not considered invasive procedures.
5. The Client has the right to access the data contained in their medical records and to request information about their medical data, provided that the Service Provider has the medical records and the Client has the data contained therein. The Client acknowledges that, in accordance with the rules of the medical profession, the evaluation of laboratory results indicated during the treatment may take place on a separate occasion, together with a discussion of further steps, examinations, and treatment. The results can be evaluated either by email or by telephone, however, these evaluations are also chargeable services and are of limited value in the absence of a personal appearance. The fee for the evaluation is not included in the service fee. If the Client does not request an evaluation, they acknowledge that the Service Provider does not check or record the results and is therefore not obliged to notice any serious, health-threatening abnormalities, and the Service Provider cannot be held liable for any damage to the Client's health in such cases. The Client may

request a written copy of the results in accordance with the applicable data protection laws, in particular the rules of the Eüak. The Client shall bear any costs incurred in preparing and sending the copy in advance. The Service Provider excludes all liability in connection with the failure to resend the findings.

6. The Client is obliged to pay the Service Fee to the Service Provider in full when it becomes due, and in this regard acknowledges that in the event of failure to pay or delay in paying the Service Fee, the Service Provider is entitled to refuse to provide the Manager Screening. The Customer also acknowledges that if they fail to pay the fee for the laboratory test or imaging test they have ordered when it is due, the Service Provider shall be entitled to destroy the sample or result without prior notice to the Customer, at the earliest on the third (third) working day after the due date of the invoice. The Service Provider excludes all liability in connection with the destruction of the sample or result in accordance with this point.
7. When using Manager Screening, the Customer is obliged to respect the relevant laws and the Service Provider's operating rules, and shall respect the rights of other patients when exercising their rights, and shall not infringe upon the statutory rights of the Service Provider, its Contracted Partners, or other healthcare professionals acting on behalf of the Service Provider. The Client acknowledges that any patient complaints related to healthcare must be addressed to the Service Provider's Customer Service in accordance with the Service Provider's complaint handling policy. If, prior to submitting a patient complaint on any communication platform or in parallel with its investigation, the Customer makes false statements, spreads rumors, or misrepresents the facts in a way that damages the Service Provider's reputation, the Service Provider shall be entitled to refuse further care to the Customer.
8. In order to use the Manager Screening service, the Client must present a valid ID card to the person appointed by the Service Provider during patient admission (e.g., ID card, passport, driver's license). The Client acknowledges that if they refuse to provide proof of identity, the Service Provider will refuse to provide Manager Screening.
9. The Client acknowledges that the Service Provider shall not be liable for any theft or damage to valuables left unattended by the Client in the Service Provider's offices, which are open to the public.
10. The Client has the right to have only those persons present during their examination and treatment whose participation is necessary for the provision of care, and to have their examination and treatment take place in such circumstances that others cannot see or hear them without their consent. The Client acknowledges that no more than one accompanying person may be present during their examination and medical treatment. The Client acknowledges that the Service Provider's current medical director (a specialist physician bound by confidentiality) may, without prior permission, inspect any of their findings for professional quality assurance purposes, consult with the specialist providing the care, and, in agreement with the specialist, order changes to the direction of the examinations and medical treatment in the interest of the Client's recovery.
11. The Client uses the Service Provider's services on the basis of their own individual decision, and by entering into the contract, the Client acknowledges that all medical interventions and treatments carry risks, and that any risks for which the doctor cannot be held responsible must be borne by the patient. The Client is also aware that the course and duration of recovery may vary from patient to patient or may differ

from the average. The Service Provider shall not be liable for any consequences arising from the Customer's breach of its obligations under the Service Agreement or failure to comply with the instructions of doctors and other healthcare professionals regarding recovery or medical treatment, fails to take the prescribed medication or does not take it in accordance with the doctor's prescription, or does not apply the prescribed therapy in accordance with the doctor's prescription; and for using additional therapy from another provider in addition to the prescribed therapy and failing to inform the Service Provider's doctor in detail, who was therefore unable to assess the possibility of interactions and side effects. The Client also acknowledges that if they interrupt or delay the prescribed course of treatment, they jeopardize the effectiveness of the treatment. The Service Provider may note any violation of the obligation to cooperate with the course of treatment in the Client's medical records. The Service Provider excludes all liability for damages attributable to the Client resulting from failure to undergo or delay in continuing the series of treatments. The Client also acknowledges that if samples have been taken for the purpose of examination(s) but the Client does not report for the results in the period following the sampling until the expected time of completion of the results, the Service Provider shall not be liable for any damage to health resulting from the failure to undergo therapy. Otherwise, the Service Provider shall do everything that can be expected of it to ensure that the care provided complies with the provisions of the law or other professional rules, in particular professional guidelines reflecting the current state of science and based on evidence, and, in the absence thereof, professional recommendations based on well-founded, widely accepted professional literature or professional consensus, and to ensure that its services can be provided in a professionally effective manner through the optimal use of available resources.

12. The Client shall, if their health condition allows, cooperate with the Service Provider to the best of their ability and knowledge as follows: provide information to the extent necessary for the diagnosis, preparation of an appropriate treatment plan, and performance of interventions; to provide detailed information about their condition, complaints, and past, current, and planned future treatments elsewhere, including all information about medications taken and allergies known to the patient, without being asked; to provide information about anything related to their illness that may endanger the life or physical integrity of others, in particular infectious diseases and illnesses and conditions that exclude them from performing their occupation, and in particular to provide information about infectious diseases, including, but not limited to, HIV, HBV, HCV, coronavirus, etc. inform the Service Provider of any legal declarations made by them previously that affect their healthcare; comply with the provisions received in connection with their medical treatment; credibly verify their personal data as required by law.
1. The Client acknowledges that the Service Provider is only entitled to prescribe medication (write prescriptions) after a relevant specialist examination has been performed, and that the prescription must necessarily be preceded by a specialist examination, the cost of which must be paid by the Client if they wish to obtain medication.
1. The Customer acknowledges that it is prohibited to bring live firearms, explosives, flammable materials, or stabbing weapons into the Service Provider's offices. The Customer also acknowledges that if they violate this rule, they may be removed from the clinic, even with the assistance of the police, in which case the Service Provider

shall not be liable for any damages, including full or partial reimbursement of the service fee. Littering and smoking are also prohibited in the clinics, and the Customer may not behave in a threatening or abusive manner towards the Service Provider's employees. In the event of a breach of these provisions, the Service Provider shall be entitled to exclude the Customer from using the service, without any liability for damages.

SERVICE FEE

1. The Parties agree that the Customer shall pay the Service Provider a service fee in consideration for the Manager Screening provided by the Service Provider. The service fee includes all costs incurred by the Service Provider in connection with the Manager Screening and other related services. The Client (or Fee Payer) shall pay the Service Fee by bank transfer against an invoice issued by the Service Provider in accordance with accounting regulations. The Customer is aware that the individual contract for Manager Screening shall only enter into force and the Service Provider shall only be obliged to provide Manager Screening if the Customer has paid the Service Fee in advance.
2. The Service Provider shall publish the current fees for the Service and the Service Fee List on its website. The Service Provider shall be entitled to unilaterally modify the Service Fee at any time by informing the Clients thereof via a notice published on its website or via an electronic newsletter. Considering that the Service Fee for Manager Screening is determined by the Service Provider as a package price that is more favorable than the total price of individual examinations, the Customer acknowledges that during Manager Screening, they are not entitled to claim or combine other discounts (including those featured in the Service Provider's promotions). combine discounts. The Customer also acknowledges that the Service Fee for the Manager Screening package they have chosen is a fixed price, which the Service Provider will not reduce even if the Customer does not wish to use any of the examinations included in the package. The Customer acknowledges that if they decide not to participate in any of the examinations included in the package, they are not entitled to a refund or other credit from the Manager Screening Service fee. The content of the package may be expanded with additional tests not included in the package, in which case the Customer shall be entitled to use health services beyond the package for the Service Fee indicated in the Service Fee List of the Service Provider.
3. The Service Fee is due by bank transfer within the deadline specified in the invoice issued by the Service Provider. The condition for booking an appointment for a Manager Screening is that the Client (or the Fee Payer) pays the Service Fee. If the Client (or the Fee Payer) fails to pay the fee by the due date specified in the invoice, the Service Provider shall be entitled to refuse to provide the Manager Screening to the Client. The Customer shall indicate their request for Manager Screening on the telephone line specified on the Service Provider's website within six months of the date of the invoice for the Service Fee. If the Customer indicates their request to use the Service after this period, the Service Provider shall not be obliged to provide the Manager Screening, or shall only be obliged to do so for a fee corresponding to 20% of the Service Fee, the payment of which shall be governed by the provisions of these GTC relating to the Service Fee. The Customer also acknowledges that the

Manager Screening Service, due to its personal nature, cannot be transferred to a third party.

4. The Parties agree that the schedule for the payment of the Service Fee may be determined differently from the provisions of this chapter. In this case, the specific rules of performance shall be set out in the Service Agreement or a separate written agreement between the Parties, provided that in the event of any discrepancy between the provisions of these GTC and the Service Agreement or the written agreement between the Parties, the Parties shall, in view of its special nature, apply the rules set out in the Service Agreement or the written agreement between the Parties.
5. In the case of a corporate manager screening, the customer expressly and irrevocably agrees that, if so stated in their contract, they may change their appointment date no more than once and at least 72 hours prior to the start of the examination, taking into account the complex nature of the manager screening. Appointments may only be canceled or changed via the Service Provider's landline. Appointments cannot be changed within 72 hours, even in the event of illness (e.g., COVID infection). The Client expressly acknowledges that if they fail to appear for the examination, even for reasons not attributable to them, and do not notify the Service Provider of their absence within the time limit specified in this section, the Service Provider shall be entitled, without further notice, and the Client or the Fee Payer shall not be entitled to reclaim it.
6. In the case of a company manager screening, the client expressly and irrevocably agrees that, if so stated in their contract, they may change their appointment date no more than once and at least 14 days prior to the start of the screening, taking into account the complex nature of the Manager Screening. Appointments may only be canceled or changed via the Service Provider's landline. Appointments cannot be changed within 14 days, even in the event of illness (e.g., COVID-19 infection). The Client expressly acknowledges that if they fail to appear for the examination, even for reasons not attributable to them, and do not notify the Service Provider of their absence within the deadline specified in this section, the Service Provider shall be entitled, without further notice, and the Client or the Fee Payer shall not be entitled to reclaim it.
7. Private clients expressly and irrevocably agree that, given the complex nature of the Manager Screening, they may change their appointment date no more than once and at least 14 days prior to the start of the examination. Appointments may only be canceled or changed via the Service Provider's landline. Appointments cannot be changed within 14 days, even in the event of illness (e.g., COVID infection). The Client expressly acknowledges that if they do not show up for the examination, even for reasons beyond their control, and do not notify the Service Provider of their absence within the deadline specified in this section, the Service Provider shall be entitled, without further notice, and the Client or the Fee Payer shall not be entitled to reclaim it.
8. When purchasing our FLEXI Manager Screening packages, it is possible to change the date at any time, at the latest by 8:00 p.m. on the day before the examination, on one occasion only.
9. If the Service Provider cancels the pre-arranged date, it shall be obliged to offer the Client another date that is suitable for them. If the Service Provider is unable to offer a new appointment within 30 days of the canceled appointment, the Customer may

withdraw from the Contract, in which case the Service Fee paid in advance by the Customer shall be refunded, but the Service Provider shall have no further obligations. In the event of a health or other emergency, the Service Provider shall not be obliged to provide the booked service, provided that it informs the Customer of the cancellation of the service within a reasonable time and offers a new date. If the Customer accepts the proposed date, the Service Provider shall not be obliged to refund the prepaid Service Fee. If the Customer does not accept the new date offered due to the cancellation caused by the emergency, they may withdraw from the contract, in which case the advance service fee paid by them shall be refunded, but the Service Provider shall have no further obligations.

10. If the Customer does not use any of their examinations on the examination day for reasons beyond their control, they may make up for the missed examination within 3 months of the screening. If the examination is not made up within 3 months, the entire screening shall be deemed to have been used, and the Service Provider shall have no further obligations.
11. In the case of a scheduled examination or treatment, the Service Provider shall not be obliged to commence the treatment or examination if the Client arrives more than 30% late for the first examination and their treatment jeopardizes the treatment of subsequent patients according to their appointments. If the Client insists on receiving treatment despite being late, they shall be obliged to pay the full service fee even if they were only able to receive part of the treatment.
12. The Service Provider is entitled to pass on to the Client the costs associated with issuing any subsequent documents requested by the Client (e.g., subsequent issuance of findings, issuance of the insurer's "clearform"), which the Client is obliged to pay no later than upon receipt of the documents. translation costs) to the Customer, which the Customer shall pay at the latest upon receipt of the documents.

DATA PROCESSING, CONFIDENTIALITY

1. The Service Provider's detailed data processing information regarding the provision of services is available at <https://www.swissclinic.hu/adatkezelesi-tajekoztatok-hatalyos-2018-tol/>.
2. Given that the Service Provider is obliged to transfer health data to the Electronic Health Service Space (EESZT), the Service Provider provides the following information to the Client regarding the right to self-determination with regard to health data. Health self-determination is a citizen's right and responsibility. In order to protect personal data, the EESZT system allows all citizens to control access to their data stored in the EESZT. The possibility of digital self-determination is made possible by the provisions of Act XLVII of 1997 on the processing and protection of health and related personal data, as amended by Act CCXXIV of 2015. The Customer has the option to set access restrictions on the visibility of their health data managed by the EESZT, and within this framework, to regulate which of their health data can be viewed by their treating physician(s) and to continuously monitor who has requested access to their data. With careful settings, you can tailor the use of the system to your own needs.
3. The Customer acknowledges the Service Provider's information that, due to the data reporting obligation related to EESZT, the Customer must prove their social security identification number and identity with a document (social security card or European

health insurance card) or a photo ID suitable for personal identification (ID card, passport, driver's license).

MISCELLANEOUS PROVISIONS

1. In the case of patient complaints related to healthcare services, the designated complaint handling officer shall act in accordance with the Complaint Handling Policy. The Service Provider's Customer Service Department will only accept complaints related to healthcare services from the Customer or their authorized representative in writing, accompanied by the invoice received when the healthcare service was used, within six months of the date of the service that is the subject of the complaint.
2. The Customer shall submit their complaint in writing by email to hello@swissclinic.hu. The Service Provider shall assess the complaint within 30 days in accordance with its own Complaint Handling Policy and notify the Customer of the outcome in writing. The Customer expressly acknowledges that the Service Provider may use artificial intelligence to handle complaints.
3. If the Customer does not accept the initial response to the complaint, the Service Provider shall send a second response to the Customer within a further 30 days.
4. After the second response, the Service Provider shall not be obliged to further handle the Customer's complaint, but may, at its own discretion, continue the complaint handling procedure and offer compensation for an amicable settlement, but shall not be obliged to do so.
5. In their cooperation, the Parties shall act in accordance with the requirements of good faith and fairness, keeping each other mutually informed. Any legal dispute arising from or in connection with the Service Agreement (regarding its breach, termination, validity, or interpretation) shall be resolved by the Parties primarily through peaceful means, in a spirit of good faith and fair cooperation, through direct negotiations between them. In doing so, the Parties shall give preference to the amicable resolution of the legal dispute and agree that, following a written request by either Party to the other Party, they shall conduct a conciliation procedure within 15 (fifteen) days of receipt of the request, provided that the Service Provider's complaint handling procedure has not been successful.
6. If the conciliation negotiations do not lead to a result within 60 (sixty) days of the dispute arising, the Customer is dissatisfied with the outcome of the complaint handling and may initiate further proceedings based on their rights under the law:
 1. The Customer may also contact a patient rights representative, whose contact details can be found in Appendix 1 of these GTC. The Customer may also contact the competent conciliation body at their place of residence or place of stay. The website of the conciliation bodies is: <http://www.bekeltetes.hu>. The website provides the location, telephone number, website, and mailing address of the conciliation body responsible for your place of residence or stay.
 2. You may also contact the consumer protection authority of the district office responsible for your place of residence.
 3. The Parties also agree that the court with territorial jurisdiction shall have jurisdiction to adjudicate their disputes.

Appendix 1:

Contact details of patient rights representatives

Region – County – District – Contact details

Budapest

- **Ildikó Bérczi** (Districts IV and XIII)
 - Email: ildiko.bercz@ijsz.bm.gov.hu
 - Phone: +36 20 489 9506
- **Sára Hóbor** (Districts XIX, XX, XXI, XXIII)
 - Email: sara.hobor@ijsz.bm.gov.hu
 - Phone: +36 30 379 8373
- **Ingrid Lengyel** (Districts VIII, IX, XIV, XV, XVI)
 - Email: ingrid.lengyel@ijsz.bm.gov.hu
 - Phone: +36 20 4899 609
- **Mina András** (Districts V, VI, VII, XVII, XVIII)
 - Email: andras.mina@ijsz.bm.gov.hu
 - Phone: +36 20 4899 577
- **Dr. Julianna Munk** (Districts I, II, III, XII)
 - Email: julianna.munk@ijsz.bm.gov.hu
 - Phone: +36 20 489 9520
- **Dr. Anikó Erhardtne Gachályi** (Heim Pál Pediatric Institute, Bethesda Children's Hospital, Semmelweis University Pediatric Clinics)
 - Email: aniko.erhardtne@ijsz.bm.gov.hu
 - Phone: +36 20 4899 525

Central Transdanubia

- **Zsuzsanna Támuly** (Veszprém County, Balatonfüred, Ajka, Tapolca districts)
 - Email: zsuzsanna.tamuly.bizderine@ijsz.bm.gov.hu
 - Phone: +36 20 4899 569
- **Emőke Borély** (Komárom-Esztergom County, Kisbér, Komárom, Oroszlány, Tatabánya, Tata districts)
 - Email: emoke.borbely@ijsz.bm.gov.hu
 - Phone: +36 20 4899 554
- **Andrea Gróf** (Fejér County, entire area)
 - E-mail: andrea.grof@ijsz.bm.gov.hu
 - Phone: +36 20 4899 592

South Transdanubia

- **Roland Baranyai** (Somogy, Vas, Zala counties, entire area)
 - Email: roland.baranyai@ijsz.bm.gov.hu
 - Phone: +36 20 4899 567
- **Fehér Hajnalka** (entire Baranya County)
 - Email: hajnalka.feher@ijsz.bm.gov.hu
 - Phone: +36 20 4899 533

- **Brigitta Kávási** (entire Tolna county)
 - Email: brigitta.kavasi@ijsz.bm.gov.hu
 - Phone: +36 20 4899 579

Southern Great Plain

- **Andrea Komjáti** (entire Csongrád-Csanád county)
 - Email: andrea.komjati@ijsz.bm.gov.hu
 - Phone: +36 20 4899 537
- **Csaba Kristóf** (entire Bács-Kiskun County)
 - Email: csaba.kristof@ijsz.bm.gov.hu
 - Phone: +36 20 4899 612
- **Linda Daróczy** (entire area of Békés County)
 - Email: linda.daroczy@ijsz.bm.gov.hu
 - Phone: +36 20 4899 563

Northern Great Plain

- **Kornélia Katona** (entire area of Borsod-Abaúj-Zemplén County)
 - E-mail: kornelia.katona@ijsz.bm.gov.hu
 - Phone: +36 20 4899 542
- **Gabriella Hanák** (Pest County, Cegléd and Dabas districts)
 - E-mail: gabriella.hanak@ijsz.bm.gov.hu
 - Phone: +36 20 4899...