

Terms & Conditions

BUBBLES INTERNATIONAL ZRT.

VALID FROM 01/01/2024 UNTIL REVOKED

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GENERAL CONTRACTUAL CONDITIONS

Last modified:

1 October 2023.

Date of the last modification of the business list:

1 January 2024.

I.) Service provider, general information, contact details, customer service

I.1. Service provider name: Bubbles International Zrt.

Headquarters: 9027 Győr, Kandó Kálmán utca 11-13.

Company registration number: 08-10 -001871

Tax number: 24786922-2-08

Postal address: 1191 Budapest, Üllői út 206. | 206 Center irodaház, B-II. lh. / 3. floor.

I.2. Customer service:

Call centre (0-24): 06 1 506 0427

I.3. Central email address: info@bubbles.hu

Letters to the central email address will be answered within 48 hours during working hours. Mail received on weekends or holidays will be answered within 48 hours of the weekend or holiday.

I.4. Provider's website address

www.bubbles.hu

Terms and Conditions are available on the Service Provider's website.

II.) Scope of the General Terms and Conditions

Bubbles International Zártkörűen Működő Részvénytársaság (registered office: 9027 Győr Kandó Kálmán u. 11-13., company registration number: Cg. 08-10-001871; tax number: 24786922-2-08; postal address: 1097 Budapest, 1191 Budapest, Üllői út 206. | 206 Center office building, B-II. lh. / 3. floor. e-mail address: info@bubbles.hu, hereinafter referred to as "Bubbles"), its users and all users, the present General Terms and Conditions (hereinafter referred to as "GTC") contain the basic rights and obligations for the services available in the Bubbles International Zrt. stores, on the My.Bubbles.hu platform and through the Bubbles Laundry Mobile Applications.

By accepting these Terms and Conditions, the user and Bubbles International Zrt. enter into a written contract, which is mutually acknowledged by both parties. The customer has read the signed contract in advance and considers it binding. The service provider is obliged to make the contract available to the user at all times.

III.) Definitions related to the operation of the Bubbles Self-Service Laundry Network:

Bubbles Self-Service Laundry Network: the network of Bubbles Self-Service Laundries operated by Bubbles International Zrt. and its franchise partners.

Laundry/Utility: a unit of the Bubbles Self-Service Laundry network where washing and/or drying can be physically accessed/used.

Self-service laundry: the service is used by the User independently. The User is responsible for loading and unloading the laundry from the machines. The User selects the programme and pays the fee using the dedicated pay station or the Bubbles Laundry mobile application.

Washing machine: industrial washing machine with double (11 kg) or triple (16 kg) capacity compared to household washing machines

Dryer: industrial dryer for drying 16 kg or 25 kg (weight) of wet clothes

Ozone machine: high performance disinfection cabinet

Dedicated washing machine for washing animal hair textiles: industrial washing machine with double capacity (11 kg) compared to household washing machines

Dedicated dryer for drying animal hair textiles: industrial dryer for drying 16 kg of wet textiles

Payment machine: a terminal located in the Bubbles Self-Service Laundry network outlets, where you can register, select the desired service, pay (redeem discounts), start the machine and top up your balance.

My.Bubbles: the online interface of Bubbles, where the Registered User can create his/her own personal account. Through his/her personal account, he/she can view his/her history at any time (last 3 months), upload a balance, reserve a machine in advance and download an invoice (up to 8 days from the date of completion).

Bubbles Laundry Mobile Application: the Bubbles Android or IOS Mobile Application, which allows registered Users to start a machine in the Bubbles network through the application, pre-booking machines, topping up balances.

User: any legal or natural person over the age of 14 who uses any of the Bubbles services.

Registered User: a legal entity or a natural person over the age of 18 who creates and activates a personal user account in the Bubbles system, through the payment machines in the shops, the my.bubbles.hu interface or the Bubbles Laundry Mobile App, and at the same time accepts the provisions of these GTC on registration and the registered user account, as well as the Bubbles' data management policy related to registration. Bubbles provides its registered users with discounts and a number of convenience services.

User Name: the unique name provided by the User when registering for the Bubbles system, i.e. when creating a personal user account. The User Name can be a minimum of 6 and a maximum of 15 characters long. It can contain capital letters without accents and numbers.

Password: A unique password provided by the User when registering for the Bubbles system, i.e. when creating a personal user account. The password can be a minimum of 6 characters and a maximum of 15 characters. It may contain upper and lower case letters, numbers and special characters without accents. may include.

Login details: unique username/password pair associated with the registered user's personal Bubbles account. On the platforms operated by Bubbles, i.e. the in-store payment machines, the my.bubbles.hu online interface and the Bubbles Laundry Mobile App, the Registered User can log in to his/her personal Bubbles account with this unique Username/Password pair.

IV.) Services provided by Bubbles Self-service Laundry Network

Bubbles provides washing, drying and ozone disinfection services in the units of the Bubbles Self-Service Laundry Network, which it operates. All three are unattended self-service services, where Bubbles provides machine time and technology - with predefined processes and quality - to Users. The User independently loads and unloads the laundry from the machines, controls the drum of the washer and dryer, and also selects the programme and pays the fee independently through the dedicated pay station or the Bubbles Laundry Mobile Application. In addition to the basic washing, drying and ozone disinfection services, registered Users may also use additional convenience services in the shops, via the my.bubbles.hu online interface or via the Bubbles Laundry Mobile Application.

Washing service description:

Bubbles laundries offer users industrial washing machines with a load capacity of 11 kg (double the capacity of a domestic washing machine) and 16 kg (triple the capacity of a domestic washing machine). When using these machines, it is necessary to take into account not only the load capacity, but also the volume of clothes and textiles to be washed.

Bubbles washing machines dispense the chemicals needed for washing fully automatically. It is expressly forbidden to add your own detergent or other laundry chemicals to Bubbles washing machines.

Bubbles uses the following chemicals for the different washing programmes: detergent, degreaser, degreaser, neutraliser, disinfectant/bleach, rinse aid - in the proportions required for the programme.

In addition to the washing machines dedicated to animal hair textiles, the other washing machines offer the user a choice of 7 programmes:

- White 60°
- Colour 40°
- White 40°
- Delicate 30°
- Bed linen 35°
- Polluted 60°
- Disinfectant 60°

Our washing programmes are approximately 35-40 minutes long. Thanks to the professional settings, the wash programmes are faster but still more efficient than those of a domestic washing machine. The time (wash time) displayed on the washing machine is indicative and indicates the net wash time at the start. The total washing time will depend on the water absorption capacity of the fabrics and the time taken to fill and empty the machine. The remaining time can be adjusted by the machine depending on this data.

Bubbles reserves the right to change the technological settings (programs, washing times, chemical dosages) and the chemicals used (quantity and quality) without prior consent.

Use of laundry service:

The laundry service is provided by using the pay machine as follows:

- a) Checking which machines are in free status on a pay machine. That is, not only physically empty, but also without online reservation.
- b) For registered Users, if a reservation has been made, only the reserved machine can be started.
- c) Choosing a washing machine with the right capacity for the amount of clothes or textiles you are washing. Loading the laundry to be washed into the machine and closing the door with a firm movement.
- d) Use the small touch screen on the washing machine to select the wash programme you want to use.
- e) At a pay machine - for a registered User, first log in to your personal Bubbles User account - then select the laundry function and the appropriate machine (which you have pre-packed!).
- f) It is important to note that if the User has a discount coupon, he/she must enter it before selecting the washing function.
- g) Payment of the price of the selected service. Payment can be made by one of the following payment methods: cash, credit card or, for Registered Users, from your personal Bubbles account balance. If the payment for the service is successful - and the above steps have been followed - the selected programme will be automatically launched.

The laundry service can be accessed using the Bubbles Laundry Mobile App as follows - for registered users only:

- a) Checking which machines are in free status on a pay machine. That is, not only physically empty, but also without online reservation.
- b) For registered Users, if a reservation has been made, only the reserved machine can be started.
- c) Choosing a washing machine with the right capacity for the amount of clothes or textiles you are washing. Loading the laundry to be washed into the machine and closing the door with a firm movement.
- d) Use the small touch screen on the washing machine to select the wash programme you want to use.
- e) Using the Bubbles Laundry Mobile App to select the right machine manually or by scanning a QR code.
- f) Go to payment methods
- g) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.
- h) You can choose from the following payment methods: payment by credit card, payment from your personal Bubbles account balance, ApplePay, GooglePay, Simple Pay. Once the service has been successfully paid for - and the above steps have been followed - the selected programme will be automatically launched.

The preset programmes are optimised to achieve the best washing results.

Attention!

- To achieve a good wash result, the machines should not be loaded beyond the rated capacity and the volume of the garment/textile to be washed should be taken into account.
Recommendation: after packing, the head of the hand must still fit on top of the packed garment/textile.
- Bubbles cannot be held responsible for unsatisfactory washing results due to overloading
 - o inadequate spin efficiency and the resulting wetter textiles
 - o for non 100% drying efficiency of wetter textiles
 - o for the inadequate rinsing result due to overfilling with chemicals and possible odour problems resulting from this.
- The user must not put his own detergent or any other chemicals in the washing machine!
- In inactive state, the pay machine returns to the home page after 2 minutes. Therefore, it is important to follow the instructions above correctly!
- The withdrawal function is active for 5 minutes. After that, the paid program is deleted and it is necessary to restart the transaction and pay again.
- There is a 2-minute delay between selecting the program and making the payment. Otherwise the program will be cancelled and the machine will not start.
- The payment machine logs into a given Registered User account, exits the account after 45 seconds of inactivity and returns to the home page

Description of drying service

Bubbles laundries offer industrial dryers with load capacities of 16 kilograms and 25 kilograms. The machines are suitable for drying wet, properly centrifuged garments and textiles of the above-mentioned weights. Before loading the dryers, it is important to check the volume of the clothes or textiles to be dried.

Important: For the drying service, Bubbles sells drying time at a specific temperature. The default drying time for tumble dryers is 37 minutes, which includes the warm-up time. For average garments/textiles and with a sufficient load, 37 minutes is typically sufficient for a complete drying. Bubbles does not guarantee that the 37-minute drying time is sufficient for complete drying for all types of garments/textiles. The drying efficiency depends on the quality and quantity of the loaded garments/textiles and the amount of moisture remaining after spinning.

In addition to the dedicated dryers for animal hair textiles, the user can choose from 6 drying temperatures/programmes:

- Extra delicate 65 °C
- Moderately sensitive 70 °C
- Delicate 75 °C
- Normal 80 °C
- Medium and high 85 °C
- High 90 °C

Bubbles does not guarantee the temperatures indicated on the programmes immediately after the start of the drying time. As a consequence of external weather factors, the actual temperature of the drying programmes may differ by approximately 10% from the specified temperatures.

Bubbles reserves the right to change the technological settings (programs, drying times, temperatures) without prior consent.

Use of drying services:

The use of the drying service using the pay station is as follows:

- a) Checking which machines are in free status on a pay machine. That is, not only physically empty, but also without online reservation.
- b) For registered Users, if a reservation has been made, only the reserved machine can be started.
- c) Choosing the right dryer for the weight and volume of wet garments/textiles.
- d) Inserting wet garments/textiles into the selected machine. Closing the door.
- e) Use the +/- sign on the display to select the desired temperature.
- f) At the payment machine - in case of a registered User, first log in to your personal Bubbles User account - then select the appropriate machine (where the loading has been done beforehand)!
- g) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.
- h) Payment of the price of the selected service. Payment can be made by one of the following payment methods: cash, credit card or, for Registered Users, from your personal Bubbles account balance. If the payment for the service is successful - and the above steps have been followed - the selected programme will be automatically launched. It is important to note that once the program has started, it is no longer possible to change the temperature!

The drying service can be accessed using the Bubbles Laundry Mobile App as follows - for registered users only:

- a) Checking which machines are in free status on a pay machine. That is, not only physically empty, but also without online reservation.
- b) For Registered Users, if a reservation has been made, only the reserved machine can be used.
- c) Choosing the right dryer for the weight and volume of wet garments/textiles.
- d) Inserting wet garments/textiles into the selected machine. Closing the door.
- e) Use the +/- symbol on the display to select the desired temperature.
- f) Using the Bubbles Laundry Mobile App to select the right machine manually or by scanning a QR code.
- g) Go to payment methods
- h) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.

- i) You can pay using the following payment methods: payment by credit card, payment from your personal Bubbles account balance, ApplePay or GooglePay, Simple Pay, Braintree. Once the service has been successfully paid for - and the above steps have been followed - the selected programme will be automatically launched. It is important to note that once the program has started, you can no longer change the temperature!

Attention!

- Particular attention should be paid to overloading dryers! Consider not only the load capacity, but also the volume of clothes and textiles to be dried. Overloading the machine can have a negative impact on the drying efficiency, for which Bubbles cannot be held responsible.
- The dryers operate at high temperatures. Care should be taken when removing clothes, taking care that metallic or other easily overheated parts of the machine or the dried garments or textiles may be hot.

Description of washing service for washing animal hair textiles:

In Bubbles laundries, industrial washing machines with a load capacity of 11 kg (double the capacity of household washing machines) are available for washing animal hair textiles in the designated stores. When using these machines, it is necessary to take into account not only the load capacity but also the volume of textiles to be washed.

Bubbles washing machines dispense the chemicals needed for washing fully automatically. It is expressly forbidden to add your own detergent or any other laundry chemicals to Bubbles washing machines.

Bubbles uses the following chemicals for the different wash programmes: detergent, degreaser, degreaser, neutraliser, disinfectant/bleach, rinse aid - in the right proportions for the programme, and you can also choose a wash programme without rinse aid.

Each washing machine offers the user a choice of 6 programmes:

- **Delicate, with scent 30°**
- **Normal, with fragrance 40°**
- **Polluted, with odour 60°**
- **Delicate, fragrance-free 30°**
- **Normal, unscented 40°**
- **Polluted, odourless 60°**

Our washing programmes are approximately 35-40 minutes long. Thanks to the professional settings, the wash programmes are faster but still more efficient than those of a domestic washing machine. The time indicated on the washing machine (washing time) is indicative and indicates the net washing time at the start. The total washing time will depend on the water absorption capacity of the fabrics, the water loading and emptying times. The remaining time can be adjusted by the machine depending on this data.

Bubbles reserves the right to change the technological settings (programs, washing times, chemical dosages) and the chemicals used (quantity and quality) without prior consent.

Use of laundry service:

The laundry service is provided by using the pay machine as follows:

- h) Checking at the pay station whether the machine dedicated to animal hair washing is in free status.
- i) Pre-booking is not possible for machines dedicated to pet hair washing.
- j) Choosing a dedicated washing machine for washing pet hair. The designated washing machine is indicated by paw-shaped stickers. Inserting the laundry to be washed into the machine and closing the door with a firm movement.
- k) Use the small touch screen on the washing machine to select the wash programme you want to use.
- l) At a pay machine - for a registered User, first log in to your personal Bubbles User account - then select the laundry function and the appropriate machine (in which you have pre-packed your laundry).
- m) It is important to note that if the User has a discount coupon, he/she must enter it before selecting the washing function.
- n) Payment of the price of the selected service. Payment can be made by one of the following payment methods: cash, credit card or, for Registered Users, from your personal Bubbles account balance. If the payment for the service is successful - and the above steps have been followed - the selected programme will be automatically launched.

The laundry service can be accessed using the Bubbles Laundry Mobile App as follows - for registered users only:

- i) Checking at the pay station whether the machine dedicated to animal hair washing is in free status.
- j) Dedicated machines for washing animal hair fabrics cannot be booked in advance.
- k) Choosing a dedicated washing machine for washing pet hair. The designated washing machine is indicated by paw-shaped stickers. Inserting the laundry to be washed into the machine and closing the door with a firm movement.
- l) Using the Bubbles Laundry Mobile App to select the right machine manually or by scanning a QR code.
- m) Go to payment methods
- n) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.
- o) You can pay using the following payment methods: payment by credit card, payment from your personal Bubbles account balance, ApplePay or GooglePay, Simple Pay, Braintree. Once the service has been successfully paid for - and the above steps have been followed - the selected programme will be automatically launched.

The preset programmes are optimised to achieve the best washing results.

Attention!

- To achieve a good wash result, the machines should not be loaded beyond their rated capacity and the volume of the fabric to be washed should be taken into account.

Recommendation: after packing, the head of the hand should still fit on top of the packed fabric.

- Washing animal hair textiles may leave animal hair on the textile! This will not affect the effectiveness of the wash.
- Bubbles cannot be held responsible for unsatisfactory washing results due to overloading
- Users must not put their own detergents or any other chemicals in the washing machine!
- In inactive state, the pay machine returns to the home page after 2 minutes. Therefore, it is important to follow the instructions above correctly!
- The withdrawal function is active for 5 minutes. After that, the paid program will be deleted and it will be necessary to restart the transaction and pay again.
- There is a 2-minute delay between selecting the program and making the payment. Otherwise the program will be cancelled and the machine will not start.
- The payment machine logs into a given Registered User account, exits the account after 45 seconds of inactivity and returns to the home page

Description of drying service for washing animal hair textiles:

Industrial dryers with a loading capacity of 16 kilograms are available in Bubbles' laundries for drying animal hair textiles. The machines are suitable for drying wet, properly centrifuged textiles of the above-mentioned weights. Before loading the drying machines, it is important to check the volume of the clothes or textiles to be dried.

Important: For the drying service, Bubbles sells drying time at a specific temperature. The default drying time for tumble dryers is 37 minutes, which includes the warm-up time. For average garments/textiles and with a sufficient load, 37 minutes is typically sufficient for a complete drying. Bubbles does not guarantee that the 37 minute drying time is sufficient for full drying for all types of textiles, however, as animal hair textiles typically contain polyester, drying in a shorter time may be effective. The drying efficiency depends on the quality and quantity of the textiles loaded and the amount of moisture retained after spinning.

On a dedicated dryer for each animal hair fabric, the user can choose between 3 heat settings:

- Delicate 65 °C
- Normal 70 °C
- High 75 °C

Bubbles does not guarantee the temperatures indicated on the programmes immediately after the start of the drying time. As a consequence of external weather factors, the actual temperature of the drying programmes may differ by approximately 10% from the specified temperatures.

Bubbles reserves the right to change the technological settings (programs, drying times, temperatures) without prior consent.

Use of drying services:

The use of the drying service using the pay station is as follows:

- i) Check at the pay machine that the machine dedicated to drying animal hair textiles is in free status.
- j) Dedicated machines for drying animal hair textiles cannot be booked in advance.
- k) Choosing a dryer dedicated to animal hair textiles.
- l) Insertion of wet textiles into the selected machine. Closing the door.
- m) Use the +/- sign on the display to select the desired temperature.
- n) At the payment machine - in case of a registered User, first log in to your personal Bubbles User account - then select the appropriate machine (where the loading has been done beforehand)!
- o) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.
- p) Payment of the price of the selected service. Payment can be made by one of the following payment methods: cash, credit card or, for Registered Users, from your personal Bubbles account balance. If the payment for the service is successful - and the above steps have been followed - the selected programme will be automatically launched. It is important to note that once the program has started, it is no longer possible to change the temperature!

The drying service can be accessed using the Bubbles Laundry Mobile App as follows - for registered users only:

- j) Check at the pay machine that the machine dedicated to drying animal hair textiles is in free status.
- k) Dedicated machines for drying animal hair textiles cannot be booked in advance.
- l) Choosing a dryer dedicated to animal hair textiles.
- m) Use the +/- symbol on the display to select the desired temperature.
- n) Using the Bubbles Laundry Mobile App to select the right machine manually or by scanning a QR code.
- o) Go to payment methods
- p) It is important to note that if the User has a discount coupon, he/she must enter it in the appropriate field before selecting the payment method to be used.
- q) You can pay using the following payment methods: payment by credit card, payment from your personal Bubbles account balance, ApplePay or GooglePay, Simple Pay, Braintree. Once the service has been successfully paid for - and the above steps have been followed - the selected programme will be automatically launched. It is important to note that once the program has started, you can no longer change the temperature!

Attention!

- Particular attention should be paid to overloading dryers! Consider not only the load weight, but also the volume of textiles to be dried. Overloading the machine can have a negative impact on the drying efficiency, for which Bubbles cannot be held responsible.

- The dryers operate at high temperatures. Care should be taken when removing clothes, taking care that the machine or metallic or other easily overheated parts of the dried garments or textiles may be hot.
- During the drying programme, it is possible to interrupt the drying by opening the door, so that if the textiles dry earlier than the drying programme time, they can be removed from the dryer. It is not possible to reset any remaining dryer programme time. If the door of the tumble drier is left open, the programme is cancelled after 1 minute, if the door is closed again within 1 minute, the drying process continues.

PetBubbles shops

Washing and drying of animal hair textiles is only possible on dedicated machines in the designated shops. The use of other washing machines and dryers for washing and drying animal hair textiles is **STRICTLY FORBIDDEN**, as the machine may malfunction and other customers' textiles may be contaminated with animal hair. Any damage resulting from this will be the responsibility of the User. A list of dedicated pet hair machines shop can be found at www.bubbles.hu/petbubbles.

Only pet dogs, cats and small rodents may be washed in animal hair textiles. Washing horse, goat, or any other domestic animal textiles even in dedicated machines is **FORBIDDEN!**

Description of ozone disinfection service

The ozone disinfection unit is a disinfection / sanitization cabinet that allows the disinfection and deodorization of objects, garments. In the cabinet, the inserted textiles and objects are not exposed to moisture and extreme heat.

It can be used on the following articles and textiles:

- sports equipment
- workwear and protective clothing
- plush toys
- suitcases, bags
- shoes
- child seat, baby carrier
- motorcycle clothing
- objects stored in closed, dusty, damp places
- mattress (mattress dimensions: 80x120 cm)

Disinfection is achieved thanks to the ozone produced by a special ozone generator located at the top of the cabinet. Ozone is a natural, highly oxidising gas with three oxygen atoms in its molecules.

Ozone has a highly reactive structure that can oxidise and kill bacteria, moulds, fungi and insects. Inactivate viruses and oxidise the chemical molecules responsible for the most irritating odours.

The disinfection programme lasts 27 minutes and consists of three phases:

Phase 1: The generator produces the ozone that allows the disinfection and deodorisation of the objects in the disinfection cabinet

Phase 2: The ozone acts on the objects and textiles to be disinfected

Phase 3: Ozone laden air is circulated by a fan through an activated carbon filter to break down the ozone

The concentration of ozone in the air inside the disinfection cabinet is above the safety limit before the end of the last phase of the programme, so do not open the door after the programme has started. The end of the programme is indicated by the message "PROGRAM END - OPEN DOOR" on the display.

Please note that at the end of the ozone disinfection programme, when the cabinet door is opened, a slight garlicky ozone-like smell is noticeable, which is considered normal.

Use of the ozone disinfection service:

Use of the ozone disinfection service using the pay machine is as follows - the ozone disinfection service can only be used through the pay machines:

- a) On a pay machine, checking that the machine is in free status.
- b) Selection of the ozone disinfection cabinet. Inserting the objects to be disinfected and the garments into the machine, then closing the door with a firm movement.
- c) Select the programme on the small touch screen on the ozone disinfection cabinet.
- d) At the payment machine - for registered Users, first log in to your personal Bubbles User account - then select the ozone disinfection machine (which you have pre-packed!).
- e) It is important to note that if the User has a discount coupon, he/she must enter it before selecting the ozone disinfection function.
- f) Payment for the selected service. Payment can be made by one of the following payment methods: cash, credit card or, for Registered Users, from the balance of their personal account. If the payment for the service is successful, the selected programme will be launched automatically.

Other amenities for registered users:

- Advance booking (see Bubbles Booking System)
- Level Up (see Bubbles Registered User menu)
- Account upload (see Bubbles Registered User menu)
- Touch-free machine start-up via the Bubbles Laundry Mobile App

V.) Location of service provision and use: shops of the Bubbles self-service laundry network

The shops operate in an unattended, self-service mode. The shop has a closed-circuit camera surveillance and alarm system for property and accident insurance. The data that is automatically and technically recorded during the operation of the system is stored for a period of time justified by the operation of the system and specified by law. The Service Provider shall ensure that such automatically recorded data cannot be linked to other Personal Data of the User, except as required by law. The electronic monitoring system shall operate 24 hours a

day, 7 days a week, without interruption. The recordings are stored in digital recording units in the shops for a maximum period of 72 hours, as defined by law.

The camera policy for the electronic surveillance system is available on the company's website. Alternatively, it can be scanned via the corresponding QR code displayed in the shops.

You use the equipment at your own risk.

Minors under 14 years of age are not allowed to use the washing and drying machines or the ozone disinfection cabinets, and are only allowed in the laundries under parental supervision.

In some shops in the network, a play area for small children has been set up. The use of the playground is the sole responsibility of the User. The use of the playground is only allowed in accordance with its intended purpose. Children must not be left unattended.

Bubbles is not liable for any damage resulting from theft of a machine or any area of the shop left unattended.

Shops of the Bubbles Self-Service Laundry Network:

The current list can be found at www.bubbles.hu/uzletek.

The user has the right to contact the laundry operator with any complaints about the quality of the service.

Store name	Postal code	Address of the shop	Powered by
Flórián	1033	Budapest, Flórián tér 6-9.	Bubbles International Zrt.
Sun Palace	1036	Budapest, Lajos utca 93-99.	Bubbles International Zrt.
Butterfly	1039	Budapest, Boglár 3-5.	Bubbles International Zrt.
Winter street	1043	Budapest, Tél utca 3-7.	Bubbles International Zrt.
Saint Imre	1045	Budapest, Szent Imre utca 1/a	Bubbles International Zrt.
Ice Palace	1048	Budapest, Homoktövis u. 1.	Bubbles International Zrt.
King	1061	Budapest, Paulay Ede utca 3.	Bubbles International Zrt.
Oh Street	1066	Budapest, Ó utca 42.	Bubbles International Zrt.
Garay	1076	Budapest, Garay tér 20.	Bubbles International Zrt.
Corvin	1082	Budapest, Nagytemplom utca 33.	Bubbles International Zrt.
József krt.	1085	József körút 21.	Bubbles International Zrt.
Iron Gates	1097	Budapest, Vaskapu utca 9.	Bubbles International Zrt.
New Hill	1108	Budapest, Újhegyi sétány 18.	Bubbles International Zrt.
Nádorliget	1117	Budapest, Nádorliget u. 5.	Bubbles International Zrt.
Hosted by	1118	Budapest, Törökugrató u. 2.	Bubbles International Zrt.
Etele	1119	Etele út 63.	Bubbles International Zrt.
János Kiss	1126	Budapest, Kiss J. altábornagy u. 48/a	Bubbles International Zrt.
Caesar House	1133	Budapest, Bessenyei utca 16.	Bubbles International Zrt.
Curling	1138	Budapest, Gyöngyösi sétány 10.	Bubbles International Zrt.
Ond leader	1144	Budapest, Ond vezér útja 34.	Bubbles International Zrt.
Queen Elizabeth	1145	30/a, Budapest, Erzsébet királyné útja	Bubbles International Zrt.
Bakancsos	1173	Budapest, Bakancsos u. 5.	Bubbles International Zrt.
Allői	1184	Üllői út 370-377	Bubbles International Zrt.
Kispest	1191	Budapest, Fő utca 3.	Bubbles International Zrt.

Baross	1203	Budapest, Baross utca 5.	Bubbles International Zrt.
Csepel	1212	Budapest, Rákóczi Ferenc út 144.	Bubbles International Zrt.
Balatonfüred	8230	Balatonfüred, Petőfi Sándor u. 76.	Dobó Pál e.v.
Békéscsaba	5600	Andrássy út 71/a	LGD Project Ltd.
Budaörs	2040	Liberty Road 50.	Mia Laundry Ltd
Dunakeszi	2120	Dunakeszi, Fő u. 86	Style Textilker. Ltd.
Dunaújváros	2400	Dunaújváros, Balogh Á. u.8-14.	Sió Laundry Ltd.
Eger	3300	Law House Street 17.	Perfect Power Ltd.
Érd	2030	Angyalka street 1.	Bubbles International Zrt.
Esztergom	2500	Retek street 1.	Tessellata Ltd.
Gödöllő	2100	Gödöllő, Bajcsy-Zsilinszky út 34.	Cleanliness and Harmony Ltd.
Gyöngyös	3200	Queen Elizabeth Street 1.	MiMoMi Laundry Ltd.
Győr	9027	Gerence Street. 29-31.	Polygon-F Bt.
Győr2	9027	Kandó Kálmán street 1-3.	Polygon-F Bt.
Hódmezővásárhely	6800	Târgu Mureş, 6800 Nyizsnyai u.9.	Mafex Ltd.
Kaposvár	7400	Kaposvár, Petőfi tér 3-2.	Konzultex Bt.
Kecskemét	6000	Petőfi Sándor u. 12.	Bubbles International Zrt.
Keszthely	8360	Keszthely, Tapolcai út 37.	VERTIKA Washing Ltd.
Komárom	2900	Komárom, Klapka György út 12.	Kom-WASH Ltd.
Mosonmagyaróvár	9200	Mosonmagyaróvár, Terv utca 78.	Polygon-F Bt.
Nagykanizsa	8800	Táborhegy street 4.	Manhattan Catering Ltd.
Pécs	7624	Pécs Rókus utca 3/1	Tafota Ltd.
Pécs2	7626	Pécs, Koller u. 11.	Tafota Ltd.
Sárvár	9600	Sárvár, Alkotmány u. 1/a	Clean Invest Project Kft.
Siófok	8600	Siófok, Sió u. 2.	Sió Laundry Ltd.
Sopron	9400	Sopron Selmeczi utca 15-17.	H and H Laundry Ltd.
Sopron2	9400	Sopron, Iparkörút 30.	Sauna and Wash Ltd.
Szeged	6722	Szeged Mérey utca 13/b	Clean Clothes Ltd.
Szeged2	6723	Szeged, Olajbányász tér 7.	Clean Clothes Ltd.
Székesfehérvár	8000	József Attila út 2/e	Sió Laundry Ltd.
Szekszárd	7100	Szekszárd, Széchenyi utca 60.	Dr. Mos Ltd.
Szentendre	2000	Szentendre, Dobogókői út 7.	ZZZ Clean Ltd.
Szftolnai	8000	Tolnai utca 40-42.	Sió Laundry Ltd.
Szolnok	5000	Szolnok, Nagy Imre krt. 16.	Claritas Centrum Ltd.
Szombathely	9700	Szombathely, Szűrcsapó u. 23.	RB Laundry1 Ltd.
Tapolca	8300	Veszprémi út 5.	Dornbesh Ltd.
Tata	2890	Tata, Stransky J. u.1.	Tessellata Ltd.
Tatabánya	2800	Tatabánya, Köztársaság útja 44.	RB Laundry Tatabánya Kft.
Veszprém	8200	Veszprém, Budapesti út 75.	Dobó Pál e.v., from 2024.03-01: Vision Investment Ltd.
Zalaegerszeg	8900	Rákóczi Ferenc u.4-8.	Barazo Laundry Ltd.

VI.) Registered User/Bubbles Registered User Account

Registered User Account: a personal Bubbles Account created and activated during registration by an eligible Bubbles User. A personal Bubbles User Account is owned solely by the Bubbles User who generated the account through registration. The User Account can be created via the payment machine in the stores, via the online interface my.bubbles.hu or via the Bubbles Laundry Mobile Application (Android, IOS). After registration and activation, the Bubbles User Account can be accessed by the account holder via any of the above mentioned platforms using the unique User Name and password.

Registration: you can register at the payment machines in Bubbles stores, via the my.bubbles.hu online interface or via the Bubbles Laundromat Mobile App (Android, IOS). In addition, during registration, each User is required to provide a unique Username (minimum 6 - maximum 15 characters; may contain uppercase letters and numbers without accent) and a unique Password (minimum 6 - maximum 15 characters; may contain lowercase and uppercase letters, numbers without accent and special characters without accent).

In the future, only and exclusively with these data it will be possible to access the Bubbles Registered User account.

The registration becomes final when the User activates his/her personal Bubbles Registered User account by clicking on the activation link in the activation email sent to the email address provided during registration.

Activating a Bubbles Registered User Account: after registration, i.e. the creation of a unique Bubbles Registered User Account, the account created must be activated. To do this, simply click on the link provided in the activation email sent to the email address provided during registration. The activation email will be sent, if necessary, and can be requested again by clicking on the "Send activation email" button.

Access to the Bubbles Registered User account is only possible on my.bubbles.hu or, in the case of the Bubbles Laundromat Mobile App, after activating the account.

Payment machines in shops allow a single entry without activating the account. However, you will need to activate your account before you can enter the machine a second time.

Forgotten login details: in case the registered user forgets his/her Username or password, he/she will receive an email with the link to change the Username and password provided at registration by clicking on the "Forgot your login details?" link in the login interface of my.bubbles.hu or the Bubbles Laundry Mobile Application, after entering the email address of the Bubbles Registered User account.

Benefits of registration: by registering, the Registered User can use Bubbles services at a discounted price compared to the list price and participate in other periodic discount campaigns. In addition, you will also be entitled to additional convenience services, which you can only access by logging into your Registered User account.

1.) Amenities available to Bubbles Registered Users:

A Bubbles Registered User becomes eligible for any of the amenities if he/she uses or orders them by logging into his/her personal Bubbles Registered User Account.

Convenience services:

a) Use the Bubbles Laundry Mobile App

The Bubbles Laundry Mobile App (Android, IOS) allows Registered Bubbles Users to use the contactless

- machine startup
- book a flight
- top up your balance

b) Pay for services from your personal Bubbles account balance

In the event that the Registered User has sufficient funds in his/her Bubbles Account balance to pay for the washing, drying and/or ozone disinfection services, the price of the service(s) can be paid for from the balance at the in-store payment machine or via the Bubbles Laundry Mobile App. If you do not have a sufficient balance, you can pay by cash or credit card. In addition, you can top up your balance at the in-store payment machine, via the my.bubbles.hu online interface or via the Bubbles Mosoda Mobile App.

In the event that the Registered Bubbles User makes a reservation through the My.Bubbles.hu online interface or the Bubbles Laundry Mobile App, the price of the pre-booked wash(s) and/or drying(s) will be deducted at the same time as the reservation.

will be deducted from your personal Bubbles Registered User account balance(s). In the event that the registered Bubbles User has on his/her Bubbles Registered User Account balance at least the amount of the price of the service(s) booked, the price of the booked machines will be automatically deducted from the Bubbles Account balance.

If the Registered Bubbles User does not have a sufficient balance, the price of the reserved machines can be settled by credit card both on my.bubbles.hu and through the Bubbles Laundry Mobile App.

Important:

In the case of Registered Bubbles Users, in the event of a cash payment, the amount of the refund will not be paid, but will be credited to the Registered Bubbles User's personal Bubbles account balance. The balance of the personal Bubbles Registered User account can only be used by the Bubbles User Account holder. For the terms and conditions regarding the expiration, cancellation and termination of the Bubbles Account balance, see **Registration Validity, Cancellation and Termination**.

Bubbles Account top-up

Bubbles Registered Users have the opportunity to top up their personal Registered Bubbles User Account balance. You can top up your balance via the following platforms:

- **Through payment machines in shops:**

In this case, you can top up your balance by clicking on the "top up balance" menu item, using cash only and in any amount.

The following denominations are accepted by the ATM for topping up your balance:

- metal coins: 100 and 200 forint coins
- Banknotes: 500, 1000, 2000, 5000 and 10000 HUF denominations

The amount paid will be immediately credited to the Registered User's personal Bubbles account balance.

- **Through the My.Bubbles.hu online platform:**

In this case, you can top up your balance by clicking on the "Top up balance" menu item and making an online payment by credit card. The credit card payment is made via SimplePay. The credit card details are not transmitted to the merchant. The User can still top up his balance with an optional amount.

For information on possible bank charges for online purchases in the credit card payment process, please contact your card issuing bank. In the case of a credit card top-up, the amount paid will be immediately credited to the Registered User's personal Bubbles account balance.

- **Through the Bubbles Laundry Mobile Apps:**

In both Android and IOS apps, the "Balance Upload" menu item allows the Registered Bubbles user to upload funds to their personal Bubbles account balance by credit card. Credit card payments are made through Braintree, SimplePay. Credit card details are not passed to the merchant. In this case, the User can still top up his balance with an optional amount.

For information on possible bank charges for online purchases in the credit card payment process, please contact your card issuing bank. In the case of top-ups by credit card, the amount paid will be immediately credited to the Registered User's personal Bubbles account balance.

Important:

Balances uploaded to your personal Registered Bubbles User Account through in-store payment machines, the my.bubbles.hu online interface or the Bubbles Laundry Mobile Apps can be used in Bubbles Self-Service Laundries as follows:

The topped up balances can only be used in Hungary (both in own and franchised stores).

To redeem unused balances, we also offer the possibility to buy books from the selection offered on the website, which can be ordered via the form on the website and are delivered by post.

The value of the available balance is non-cashable, non-refundable and available until the personal Bubbles Registered User account is deleted. In the event that the User requests a refund of his/her

balance due to extraordinary circumstances, Bubbles will consider the request and, in case of a positive decision, will be entitled to deduct a handling fee of HUF 1,000.

In addition, even in the case of a positive decision, Bubbles will only refund in HUF in the case of a Hungarian bank account.

Exceptions to the above detailed expiry date of the Bubbles Personal User Account balance: Bubbles will delete the balance of a Registered User Account that has not been used for more than 1 year (365 days) on 31 December of the current year. See **modification, suspension, cancellation by Bubbles under d).**

c) Booking

Registered Users of Bubbles have the possibility to pre-book the various washing and drying services (machines) of Bubbles. Dedicated machines for washing and drying of ozone dryers and animal hair textiles cannot be booked. The booking service is available on the online platform My.Bubbles.com and via the Bubbles Laundry Mobile App. For a detailed description, see the Bubbles Booking System.

d) Invoicing facility

Bubbles Registered Users have the possibility to generate and download their own electronic VAT invoices. This service is available only and exclusively through the My.Bubbles.hu online interface.

2.) Registered Bubbles User Account Use and Disclaimer

The Registered Bubbles User Account may only be used by its owner (a legal entity or a natural person over the age of 18 who created the account with his/her real data) or by persons designated by the owner. If the Registered Bubbles User Account is misused, Bubbles may initiate legal proceedings.

Bubbles shall not be liable for any damages resulting from the unlawful use of unlawfully obtained login data.

Modify, suspend, discontinue or terminate benefits, discounts or privileges associated with a Registered Bubbles User Account. Expiry date of personal User balances.

The Registered Bubbles User Account is valid until revoked or deleted. Cancellation of a Registered User Account may be initiated by the account owner or by Bubbles.

1.) Modification, suspension, cancellation by Bubbles

- a) Bubbles may modify, suspend, or discontinue the **benefits and discounts** associated with a Registered Bubbles User Account at any time without prior consent.
- b) Bubbles, will post a notice of the termination of the **discounts and benefits** associated with a Registered Bubbles User Account at least 60 days prior to termination - prominently on bubbles.com,

my.bubbles.com and in Bubbles stores. The notice shall include the material terms of termination and the final date for redemption of balances on the Registered Bubbles User Account.

- c) Bubbles may initiate the deletion of **a given Registered Bubbles User Account if the** account owner does not comply with the rules for the use of Registered Bubbles User Accounts. Bubbles will then send the Registered User Account holder a notification of the cancellation to the email address provided for registration. Bubbles will delete the Registered User Account within 10 business days of sending the letter.
- d) Bubbles will delete the balance of a Registered User Account that has not been used for more than 1 year (365 days) on 31 December of the current year. Once deleted, the Registered User will no longer be able to use his/her balance. At least 1 month prior to cancellation, Bubbles will send the Registered User Account holder a notice of cancellation to the e-mail address provided for registration. Bubbles will use the proceeds from the cancelled balances for system maintenance.

2.) **Request for deletion by a registered User:**

The Registered User Account holder may request a refund of the balance of the Registered User Account only and only on the basis of exceptional circumstances. The CEO of Bubbles shall have the authority to consider such requests. In case of a positive refund, Bubbles is entitled to deduct a handling fee of HUF 1000. In addition, in the case of a positive decision, Bubbles will make a refund only and exclusively in HUF for a Hungarian bank account.

- a) The Registered User Account holder may request the cancellation of the registration by sending an e-mail to info@bubbles.hu as described in the Privacy Policy. The cancellation of the registration will take place within 10 working days.
- b) Alternatively, the Registered User Account holder can delete the registration themselves by clicking on the "Delete Account" button on my.bubbles.hu. Upon cancellation, the balances on the registered Bubbles account will be automatically deleted.

VII.) Prices, payment methods, tools

1.) **Prices**

The current prices of Bubbles can be found on bubbles.hu/arlist or on the communication surfaces in the shops. The amounts displayed on Bubbles' communication interfaces are gross prices in all cases.

With regard to its base prices, Bubbles distinguishes between the following different pricing:

- List Price: for Users without a Registered User Account
- Registered User price: for Users with a Registered User account (the discounted price is available if you use or order the service by logging into your Registered User account)

In the case of deduction of individual discounts, the final amount reduced by % will be rounded to HUF 100 as follows:

- Prices are rounded down for totals ending in HUF 0-49 and up for totals ending in HUF 50-99.

Bubbles reserves the right to change both the list prices and the registered user prices without prior consultation and notification.

Bubbles reserves the right to apply additional discounts to the list price or the registered user price to the entire customer base or to the customer base it freely determines. The discount may be provided through a direct discount or linked to coupon redemption or through any other means developed by Bubbles.

For drying programmes, Bubbles sells drying time. The drying time for the drying programmes currently in force may vary from store to store as follows:

Drying programmes available for non-registered users: 37 minutes. The service provider sells drying time to Users.

For registered users - a different programme time from the standard 37-minute drying time is available as a trial in some shops, as follows:

- 25-minute short
- 37-minute normal
- Long drying time of 49 minutes.
- As an additional option, users who have already used one of the above programmes can order an additional 13-minute drying within 20 minutes of the programme expiry.

Different drying times are associated with different pricing, which can be tracked on the payment terminal and/or mobile app interface.

The Service Provider is not responsible for the dry condition of the textiles placed in the dryer. The quality of the drying process depends on the temperature selected, the quantity of textiles loaded and the type of material.

2.) Payment methods, instruments

The following payment instruments can be used in the Bubbles network stores, on the my.bubbles.hu online interface and on the Bubbles Laundry Mobile App:

Bubbles network in stores

a) Cash:

At the pay stations in the Bubbles network shops, you can pay for services with cash or top up your balance with cash.

Can be used for payment:

- 100, 200 forint coins
- 500, 1,000 and 2,000 HUF banknotes (the system allows the insertion of 2,000 HUF denominations as long as the difference between the amount inserted and the price of the service exceeds 1,000 HUF and the amount returned is not more than 1,000 HUF.)

It can be used for straight filling:

- 100, 200 forint coins
- 500, 1.000, 2.000, 5.000, 10.000 HUF banknotes

Important:

- For **non-registered** users, the payment machine will give you up to HUF 1000 back.
- **For registered users**, the change will be transferred to the balance of the registered user's personal Bubbles account, no cash change will be given.

b) Bank card

You can pay for your services by credit card at the payment machines in the Bubbles network shops.

The following are accepted:

- Payment by chip bank card
- Paypass contactless payment via debit card technology
- PayWave contactless payment via debit card technology

Important:

Credit card top-up is not available in the network's shops.

c) Payment from the balance of a registered user account

For registered users, if they have at least the amount of the service they wish to use in their Bubbles account balance

- a. Cash denominations that can be used for topping up at the terminal in the shops:
 - i. 100, 200 forint coins
 - ii. 500, 1.000, 2.000, 5.000, 10.000 HUF banknotes

My.Bubbles.hu online:

a) Payment from the balance of a registered user account

Registered Bubbles Users have the possibility to pay the price of the booked machines from their personal registered Bubbles account balance when booking on my.bubbles.hu. The User must have the corresponding amount on his/her balance, or have previously topped up the amount corresponding to the price of the service.

b) Bank card

Registered Bubbles Users have the possibility to pay the price of the booked machines by credit card when booking on my.bubbles.hu.

Registered Bubbles Users have the possibility to top up their personal Bubbles registered account balance with a credit card on my.bubbles.hu.

Bubbles Laundry Mobile App:

a) Payment from the balance of a registered user account

Registered Bubbles Users have the option to pay for washing or drying machines launched through the Bubbles Laundry Mobile App from their personal registered Bubbles account balance.

Registered Bubbles Users have the option to pay for washing machines and dryers booked through the Bubbles Laundry Mobile App from their personal registered Bubbles account balance. The User must have the appropriate amount on their balance or have pre-filled it with an amount equal to the price of the service.

b) Bank card

Registered Bubbles Users have the option to pay by credit card for washing and drying machines launched through the Bubbles Laundry Mobile App.

Registered Bubbles Users have the option to pay the price of washing machines and dryers booked through the Bubbles Laundry Mobile App by credit card.

Registered Bubbles Users have the option to top up their personal Bubbles registered account balance with a credit card via the Bubbles Laundry Mobile App.

c) SimplePay

Registered Bubbles Users have the option to pay for washing machines and dryers booked through the Bubbles Laundry Mobile App using their SimplePay account. SimplePay supports saving and activating credit card details from your own simple account, as well as Google Pay and Apple Pay payment solutions. The payment process takes place in the interface of a payment service provider independent of Bubbles, the payment service provider is responsible for the security of the data entered there, Bubbles does not store any credit card data in its own system.

VIII.) Resignation, billing

Bubbles operates unattended payment machines, therefore it is only obliged to issue a receipt or invoice pursuant to Article 167 of Act CXXVII of 2007 only if the payment is not made through the payment machine. In this case, the user will receive an electronic receipt to his registered email address.

Bubbles will not automatically bill you for services used within the Bubbles network. The registered user himself can generate an electronic VAT invoice for the services used, and in case of non-registered users, the invoice can be requested through the form at bubbles.hu/szamla.

Acceptance of these GTC constitutes the electronic bill payer's consent.

How to request an invoice

1.) Not as a Registered User:

The invoice request must be submitted using the electronic form at <https://bubbles.hu/szamlaigeny/>. The form must be completed with the billing details (name, address, tax number, delivery e-mail address), the service receipt details and the service receipt must be attached. One form can be used to submit one block of data at a time. If the payment terminal has not provided a receipt for technical reasons, this can be reported to szamla@bubbles.hu.

As a non-registered user, the deadline for requesting an invoice is 5 days from the date of use of the service.

2.) As a registered user:

- From the My.Bubbles.hu interface, by logging into your personal Bubbles registered user account, you can easily generate and download electronic VAT invoices for the services you have used.

In respect of services pre-booked through My.Bubbles.co.uk or any of the Bubbles Mobile Apps:

- a) online invoice generation is only possible for used bookings
- b) for unused reservations, invoice requests should be sent to szamla@bubbles.hu. Details of the pre-booked service should then be sent by email along with the billing details.

Important: Bubbles cannot issue an invoice for items older than 8 days (192 hours) after the transaction has taken place, in accordance with legal requirements. This applies both to invoice requests submitted via the electronic form and to invoices created via the my.bubbles.hu interface. When requesting an invoice via the electronic form, please note that invoices are issued during working hours on working days, so the request must be sent within 5 days of the date of use of the service to ensure that the invoice can be issued within the legally allowed time.

For books purchased through the website using the balance of a Registered Bubbles User Account and the related shipping costs, Bubbles will automatically issue an electronic VAT invoice and send it to the email address you provided when placing the order.

IX.) Regulations and rules for using services and laundry facilities

- a) Bubbles operates a network of self-service, unstaffed laundrettes in strict compliance with the requirements of the operating licence and the applicable legislation, while carrying out the necessary maintenance on an ongoing basis. Users - legal or natural persons over the age of 14 - may use the Bubbles Laundry facilities only at their own risk, as acknowledged and agreed upon entering the Bubbles Laundry facilities. Bubbles will make all reasonable efforts to ensure that Users are properly informed. To this end, where necessary, it will display information signs in the premises to facilitate the use of the service.
- b) Children under the age of 14 must be accompanied by an adult in the Bubbles network shops and cannot use the services independently.
- c) The use of machines, equipment and objects in the shops of the Bubbles network is at your own risk.
- d) Bubbles is not responsible for items left and/or lost and/or stolen in laundries (whether in washing machines or dryers). For the reasons set out above, no compensation will be payable.
- e) Bubbles cannot be held responsible for the conduct of persons in the network's laundries, for the observance of the rules and regulations relating to the use of Bubbles, and for the observance of Bubbles' etiquette and rules of conduct.
- f) Bubbles will take all necessary precautions to ensure confidentiality, both for the Client and for the clothes and textiles washed by us.
- g) The User is obliged to check the labels on the clothes/textile before using Bubbles' services. Bubbles is not responsible for checking the labels on the garments or textiles to be cleaned, nor for any damage resulting from washing/drying not in accordance with the instructions.
- h) Bubbles reserves the right to refuse to clean any garment or textile.
- i) The washing and/or drying of animal hair textiles in the Bubbles network machines is prohibited. The User may be held liable for any damage caused to the machines and systems of the Bubbles network as a result of non-compliance with this provision. Exceptions to this rule are machines dedicated to washing and drying of animal hair textiles, the current list of which is available at www.bubbles.hu/allatszoros-mosas or www.bubbles.hu/petbubbles. Our shops are pet-friendly shops, pets may be kept in the shop without endangering the physical safety of others, while wearing a muzzle and leash or in a carrier basket. The owner of the animal may be held solely responsible for any resulting damage or personal injury in the event of failure to comply with the animal keeping rules.

- j) Bubbles does not recommend and therefore cannot be held responsible for the washing and/or drying of mattresses, memory mattresses, memory cushions, stuffed animals in Bubbles machines.
- k) It is STRICTLY FORBIDDEN to wash and/or dry carpets in Bubbles network machines. The User may be held liable for any damage caused to the machines and systems of the Bubbles network as a result of non-compliance with this provision.
- l) It is forbidden to put shoes or other similar hard objects to be dried in the drying machines of the Bubbles network, Bubbles is not responsible for any damage caused to the textile or shoes due to non-compliance with this rule, but the User is liable for any damage caused to the machines.
- m) It is forbidden to place any person, live animal, food, drink, flammable or explosive material or other non-clothing or textile materials in the washing and drying machines. The User may be held liable for any damage caused to the machines and systems of the Bubbles network as a result of failure to comply with this provision.
- n) The User undertakes to place only washable/dryable clothing and textiles in Bubbles' machines and equipment. The User shall be liable for any damage caused to Bubbles' machines/equipment by any object negligently placed in the machines/equipment. Bubbles shall not be held liable for any damage caused to any garments, textiles or any item not washed/dried under such circumstances or for the quality of the washing/drying.
- o) Bubbles cannot be held responsible for any damage to textiles caused by objects left in the washing and/or drying machines. For this reason, Bubbles recommends that the User should always check the inside of the washing and/or drying machines before inserting the textiles.
- p) Bubbles do not guarantee the removability of all stains and dirt. Stains and heavy soiling may require specific treatment prior to washing in Bubbles machines.
- q) Bubbles cannot be held liable for damage to clothes that lose their colour or shrink during a wash, due to the User's choice of a programme not in accordance with the label or failure to comply with other instructions.
- r) Bubbles cannot be held responsible for normal wear and tear, shrinkage or tearing of washed/dried garments, textiles.
- s) Bubbles cannot be held responsible for any damage to "special care" or delicate items of clothing, which must be cleaned with special care.

- t) The Pay Machines in the Bubbles network may only be used in accordance with the instructions for use, the descriptions and the signs on the machine. Bubbles shall not be held liable and shall not be liable to pay any compensation for any damage caused to the user as a result of improper use. The User may be held liable for any damage to the payment machine (or indirectly to other Bubbles equipment) resulting from the User's non-compliant use of the payment machine.

X.) Bubbles etiquette and policy

- a) The shop has a CCTV surveillance system. The recordings are stored in accordance with the Privacy Policy and in compliance with the law. The recordings can only be released to the competent body after a formal complaint has been made to the competent body and only and exclusively after a formal request has been made to the competent body. The Camera [Policy](#) for Bubbles' stores can be found on the Service Provider's website.
- b) Any vandalism, damage, improper use of the laundry's equipment/services, or behaviour that clearly disturbs third parties will result in a police report!
- c) You are only allowed to be in the Bubbles network shops for the purpose and during the time of using the service. In the event of unauthorized presence, Bubbles is entitled to use the services of a security service under contract with it, which is entitled to act in accordance with the legal provisions applicable in such cases. Bubbles shall be entitled to pass on the cost of this service to the person(s) unauthorised to be present.
- d) Free wifi is available in the Bubbles network shops. The steps to connect to the wifi network are described in the instructions for use posted in the laundrettes.
- e) The Bubbles network of non-stop shops is equipped with a night-time SMS access control system. Instructions for use are included in the manual next to the access device. After entering or on your way out, make sure that the door is locked. Do not allow unauthorised persons to enter after you!
- f) In the Bubbles network of shops that are not open non-stop, the last machine can be started 1 hour before closing time.
- g) In the Bubbles network of shops that are not open non-stop, it is prohibited to be in the shop after closing time. Any breach of this point will result in a police report.
- h) Alcohol, other intoxicants and food are not allowed in Bubbles shops!

- i) Smoking is prohibited in the Bubbles network laundrettes and within 5 metres of the entrance!
- j) In the Bubbles network stores, civilised behaviour and attention to order and cleanliness are mandatory!
- k) The use of the services in the Bubbles network shops is only allowed in accordance with the instructions for use, the regulations and the information material displayed on the machines!
- l) Compliance with the instructions on the communication interfaces of the shops and on the machines is mandatory!
- m) For users registered in the Bubbles network, it is possible to pre-book machines (see Booking system). At the booked time (+10 minutes), the machine can only be started by the registered user who has pre-booked it. In the event that no pre-booking has been made, the machines will be used on a first-come, first-served basis. Booking may vary by shop and machine type.
- n) In the case of a reservation, the machine can only be used by the registered user who has booked it in advance, and only up to 40 minutes before the booked time, if the machine is not in use.
- o) Reservations for a given flight can be used up to +10 minutes from the booked time. After this time, the reservation will be automatically cancelled - with the appropriate consequences (see Reservation system).
- p) As soon as possible after the washing or drying service has been used, the machine must be released and handed over to the next User.
- q) If the User who has started the washing or drying cycle is not in the shop when the programme expires, the clothes or textiles can be unloaded from the machine into a white laundry box in the shop, in a form that the owner can find later.
- r) Only clean clothes/textile (depending on their condition) and clothes/textile that are to be washed can be placed on the folding table in the Bubbles network stores.
- s) The sofas in the Bubbles network may be used only and exclusively during the washing and/or drying service - in accordance with the instructions for their intended use.

XI.) Bubbles Booking System

Bubbles allows you to pre-book a washing or drying service provided by the Bubbles self-service laundry network for a specific time and location through specific platforms.

The User is entitled to use the Bubbles reservation system:

Any natural or legal person with a valid personal Bubbles registered user account in the Bubbles Self-Service Laundry network.

The Bubbles reservation system can be used by customers entitled to use the reservation system through the following platforms:

- via the my.bubbles.hu online interface
- Bubbles Laundry on the Mobile App

Shops of the self-service laundry network participating in the Bubbles reservation system:

Through the my.bubbles.hu online interface and the Bubbles Laundromat Mobile App, as laundromats listed as participating laundromats in the Bubbles booking system. Bubbles reserves the right to modify the list of laundries participating in the Bubbles Booking System periodically or permanently without prior notice to the customers entitled to use the Bubbles Booking System.

You can book Bubbles services through the Bubbles booking system:

Washing service

- small machine (double, 11 kg capacity) reservation
- booking of a large machine (triple, 16 kg capacity)

Drying service

- small machine (16 kg capacity machine) reservation
- large machine (25 kg capacity machine) reservation

Dedicated washing and drying machines for washing ozone and animal hair fabrics through the Bubbles booking system cannot be booked.

Time rules for using the Bubbles booking system:

Determine the earliest booking date

- for bookings made through my.bubbles.hu online platform: the earliest the customer can make a reservation is 3 hours from the time the reservation is made.
- Through the Bubbles Laundry Mobile App: the earliest time a customer can book an appointment using the Bubbles booking system is 3 hours from the time the reservation is made.

Important:

The User making the reservation can only start the reserved machine 40 minutes before the reservation time and 10 minutes after the reservation time! As long as any reservation is valid during this time slot (be it washing or drying), he/she can only use any other service after starting the reserved machine.

Tariffs

- Reservation fee: as a Bubbles amenity, there is currently no extra charge for reservations above the price of the pre-booked service. However, Bubbles reserves the right to charge the reservation fee as defined above in the future, even without prior notice to customers who are eligible to use the Bubbles reservation system.
- Payment of the price of the booked service: the price of the service booked through the Bubbles reservation system will be deducted from the valid Bubbles Registered User Account balance of the booking customer making the reservation at the time the reservation is made.

In the event that the Bubbles Registered User does not have sufficient funds in his/her personal Bubbles registered account balance to cover the price of the machine to be booked, the booking fee may be paid by credit card.

Cancellation of reservation

- You can cancel your reservation by cancelling the reservation you wish to cancel in the my.bubbles.hu interface under the Reservation menu.
- You can cancel your reservation via the Bubbles Laundromat Mobile App under Recent Activities in the Reservations section by cancelling the reservation you wish to cancel.
- Successful resignation: A successful cancellation is considered to be a cancellation if the user cancels the reservation from the Bubbles reservation system at least 2 hours (120 minutes) before the booked time. In this case, the amount previously deducted from the valid Bubbles account balance of the Reserving User at the time of execution of the reservation will be fully refunded to the customer's Bubbles account balance.
- Unsuccessful resignation: An unsuccessful cancellation is when an eligible user cancels a reservation less than 2 hours (120 minutes) before the booked time in the Bubbles reservation system. In this case, the amount previously deducted from the valid Bubbles account balance of the Reserving User at the time of execution of the reservation will not be refunded to the user's Bubbles account balance.
- In the event that the user making the reservation who is entitled to make the reservation does not use the service booked by him and does not cancel it in advance, the amount deducted from the balance of the valid Bubbles account at the time of making the reservation will not be refunded even if a claim is made afterwards, because the machine is reserved by Bubbles for the user making the reservation, according to the reservation, and cannot be started by any other user.

Rules for the use of services booked through the Bubbles booking system:

- The service (machine) booked through the Bubbles reservation system can be used at the selected laundry at least 40 minutes before the booked time by the user who made the reservation earlier and is entitled to make the reservation. The above is possible if the service (machine) booked through the Bubbles reservation system is not in use. In the event that the service (machine) booked through the Bubbles reservation system is in use, Bubbles guarantees that the customer who made the reservation earlier and is entitled to use the booked service (machine) at the latest at the time booked.
- The service (machine) booked through the Bubbles booking system can be used at the selected laundry up to 10 minutes after the booked time by the authorised user who made the reservation at the time of booking. After 10 minutes after the booked time, the reservation will be automatically deleted from the system and the amount deducted from the Bubbles account balance of the customer making the reservation will not be refunded.
- In the selected shop, at a pre-selected time, logged in as a registered user in the Bubbles reservation system, only the pre-booked service (machine) can be used by the user making the reservation and authorised to make the reservation. The next service (machine) can only be used after the previously booked service (machine) has been started.

In case the service (machine) booked in Bubbles' reservation system is not sufficient in terms of capacity:

- After starting a service (machine) booked through the Bubbles reservation system, if the current capacity of the given shop allows, the user can start additional service(s) (machine(s)) according to his/her needs, without pre-booking, by paying on the spot through the payment machine in the shop.
- The user making a reservation and entitled to make a booking can cancel the previously booked service (machine) through his/her My.Bubbles account and then, according to the current capacity of the given shop, can start another (higher capacity) service (machine(s)) without pre-booking, by paying on the spot - through the payment machine in the shop - according to his/her needs. In this case, the price of the service (machine) previously booked through the Bubbles reservation system and cancelled on the spot will not be refunded to the valid Bubbles account balance of the booking user who made the reservation.

In the event that the service (machine) booked in the Bubbles booking system cannot be used for reasons beyond the user's control, e.g. technical reasons:

- After a fault has been reported via Customer Service, Bubbles will provide a service (machine) of equal or greater capacity, depending on the current capacity of the shop. If the current capacity of a particular shop only allows the use of a service (machine) with a higher capacity, the price difference will not be charged to the user making the reservation and entitled to make the reservation.
- After a fault has been reported via Customer Service, if the current capacity of the shop does not allow for the provision of another service (machine), Bubbles will refund the price of the service (machine) previously booked in the Bubbles booking system. The amount will be credited to the balance of the valid Bubbles account of the user who made the reservation and is entitled to make the reservation.

Communication

Bubbles, when you register with the Bubbles self-service laundry network system, will send a notification to the email address you provided when you registered your reservation through the Bubbles reservation system:

- on successful booking
- on successful cancellation of the reservation
- unsuccessful cancellation of a reservation (missed deadline)
- Not used when booking

Billing

You can request an invoice after the date booked in the Bubbles booking system.

For bookings made both through the My.Bubbles.hu interface and the Bubbles Laundry Mobile App:

- the invoice for successfully used reservations can be generated and downloaded by the User making the reservation through the my.bubbles.hu interface by logging in to a valid Bubbles account
- for unused or unsuccessfully cancelled reservations, the User is required to send to szamla@bubbles.hu the invoice request for the reservation with all the details of the reservation (deal, date, time, machine), together with the billing details.

We are not able to issue invoices for items older than 8 days.

XII.) Franchise

Some laundrettes within the Bubbles network are franchised. In the Franchise outlets, the Service Provider's duties and responsibilities are carried out by the Franchise Partner concerned as the Service Provider. The following laundrettes are franchised outlets from the list of Bubbles network outlets shown in point 5:

Store name	Postal code	Address of the shop	Powered by
Balatonfüred	8230	Balatonfüred, Petőfi Sándor u. 76.	Dobó Pál e.v.
Békéscsaba	5600	Békéscsaba, Andrássy út 71/a	LGD Project Ltd.
Budaörs	2040	Budaörs, Szabadság út 50.	Mia Laundry Ltd
Dunakeszi	2120	Dunakeszi, Fő u. 86	Style Textiler. Ltd.
Dunaújváros	2400	Dunaújváros, Balogh Á. u. 8-14.	Sió Laundry Ltd.
Eger	8000	Eger, Törvényház u. 17.	Perfect Power and Solutions Ltd.
Esztergom	2500	Esztergom, Retek utca 1.	Tessellata Ltd.
Gödöllő	2100	Gödöllő, Bajcsy-Zsilinszky út 34.	Cleanliness and Harmony Ltd.
Gyöngyös	3200	Gyöngyös, Erzsébet királyné utca 1.	MiMoMi Laundry Ltd.
Győr	9027	Győr, Gerece utca 29-31.	Polygon-F Bt.
Győr2	9027	Győr, Kandó Kálmán utca 1-3.	Polygon-F Bt.
Hódmezővásárhely	6800	Hódmezővásárhely, Nyizsnyai u.9.	Mafex Ltd.
Kaposvár	7400	Kaposvár, Petőfi tér 3-2.	Konzultex Bt.
Keszthely	8360	Keszthely, Tapolcai út 37.	VERTIKA Washing Ltd.
Komárom	2900	Komárom, Klapka György út 12.	Kom-WASH Ltd.

Mosonmagyaróvár	9200	Mosonmagyaróvár, Terv utca 78.	Polygon-F Bt.
Nagykanizsa	8800	Nagykanizsa, Táborhely utca 4.	Konzultex Bt.
Pécs	7624	Pécs Rókus utca 3/1	Tafota Ltd.
Pécs2	7626	Pécs, Koller u. 11.	Tafota Ltd.
Sárvár	9600	Sárvár, Alkotmány u. 1/a	Clean Invest Project Kft.
Siófok	8600	Siófok, Sió u. 2.	Sió Laundry Ltd.
Sopron	9400	Sopron Selmeczi utca 15-17.	H and H Laundry Ltd.
Sopron2	9400	Sopron, Iparkörút 30.	Sauna and Wash Ltd.
Szeged	6722	Szeged Mérey utca 13/b	Clean Clothes Ltd.
Szeged2	6723	Szeged, Olajbányász tér 7.	Clean Clothes Ltd.
Székesfehérvár Tolnai	8000	Székesfehérvár, Tolnai utca 40.	Sió Laundry Ltd.
Székesfehérvár József A.	8000	Székesfehérvár, József Attila utca 2/e	Sió Laundry Ltd.
Szekszárd	7100	Szekszárd, Széchenyi utca 60.	Dr. Mos Ltd.
Szentendre	2000	Szentendre, Dobogókői út 7.	ZZZ Clean Ltd.
Szolnok	5000	Szolnok, Nagy Imre krt. 16.	Claritas Centrum Ltd.
Szombathely	9700	Szombathely, Szűrcsapó u. 23.	RB Laundry1 Ltd.
Tapolca	8300	Tapolca, Veszprémi út 5.	Dornbesh Ltd.
Tata	2890	Tata, Stransky J. u. 1.	Tessellata Ltd.
Tatabánya	2800	Tatabánya, Köztársaság útja 44.	RB Laundry Tatabánya Kft.
Veszprém	8200	Veszprém, Budapesti út 75.	Dobó Pál e.v., from 2024.03-01: Vision Investment Ltd.
Zalaegerszeg	8900	Rákóczi Ferenc u.4-8.	Barazo Laundry Ltd.

XIII.) Complaints, error reporting

Complaints, complaints and error reports about the operation of Bubbles can be made in writing to info@bubbles.hu or by calling our Customer Service Hotline, which is open 24 hours a day, 7 days a week: 06 1 506 0427.

Emails sent to info@bubbles.hu will be answered within 48 hours during working hours. Mail received on weekends or holidays will be answered within 48 hours of the weekend or holiday.

In the event that the investigation of the complaint from the user side results in a result whereby Bubbles is obliged to refund the amount given to the user, Bubbles can only and exclusively credit the user's bank account in HUF in the case of a Hungarian bank account.

XIV.) Mandatory rules of conduct to be observed in the Bubbles Self-Service Laundry Network units during a Health Hazard and/or Viral Emergency:

We ask our T. Users to comply responsibly with the following:

- please only use our services in a healthy state, wearing a mask. Everyone is only allowed in the self-service laundry service area at their own risk.
- in the event that the customer fails to comply with the obligation defined in point (a) after two reminders, our staff will ask the customer to leave the self-service laundry service area. In the event of refusal to do so, they shall have the right to call the competent authorities.
- avoid cash transactions if possible, pay for the service by credit card or from your Bubbles balance.
- Please also use the Bubbles Self-Service Laundry Network units in accordance with the current rules on the use of the network in case of danger or viruses.

Every wash is disinfected with antiviral Peracid Forte disinfectant!

The Service Provider reserves the right to update or amend the provisions of this Protocol from time to time to reflect changes in the way and conditions under which the Service is provided or changes in the legal environment. In such cases, an amended version of the Protocol will appear on the Site. The Service Provider acknowledges that all of our Customers are bound by and shall be governed by these Terms and Conditions, as amended from time to time.

XV) Data transfer declaration

By accepting these GTC, the Customer acknowledges that the personal data stored by the data controller of Bubbles International Zrt. (Headquarters: 9027 Győr, Kandó Kálmán u 11-13.) in the user database of the www.bubbles.hu web address and Bubbles Laundry application will be transferred to OTP Mobil Kft. as the data processor. The data transmitted by the controller are the following: username, surname, first name, country, telephone number, e-mail address. The nature and purpose of the data processing activities carried out by the data processor can be found in the SimplePay Data Processing Information Notice at the following link: <http://simplepay.hu/vasarlo-aff>