
General Terms of Use

Last updated on: 27th April 2026

Terms of Use (hereinafter "**TU**") apply to all use of the website www.entrio.ba (hereinafter "**Entrio system**", "**System**", "**Website**") owned by Entrio.ba d.o.o. (hereinafter "**Entrio**").

Organizer is any visitor to the Entrio system who has successfully entered their product/service/event into the Entrio system with the purpose of promoting and/or selling said product/service/event, with the note that for the distribution of commercial tickets, the Organizer must be a legal entity.

Buyer is any visitor to the Entrio system who has accessed the Website with the intention of finding out about upcoming events and, if possible, purchasing a product/service offered on the Entrio system (if ticket sales for that event are conducted through the Entrio system; otherwise, the visitor will be directed to the appropriate point of sale).

User is any visitor to the Entrio system, including Organizers and Buyers.

This document is an electronic contract between Entrio and the User, and by accepting it, both parties accept all rights, obligations, and responsibilities set forth herein. Users are solely responsible for familiarizing themselves with these TU. If a User continues to use the Entrio system after accessing the Website, they are deemed to have accepted these TU under which the Entrio system is made available.

By registering or creating a user profile on the Entrio system, the User additionally accepts these General Terms of Use and the Terms of Sale.

1 Description of the service

Entrio tehnologije d.o.o. (hereinafter "Entrio") facilitates and carries out the promotional sale of products/services as an intermediary on behalf of and for the account of the Organizer through the website www.entrio.hr and associated pages. The Entrio System is primarily intended for event organizers of gatherings, celebrations, conferences, seminars, virtual and similar events, enabling them to encourage registrations, sell tickets and accompanying products/services, and providing numerous analytical and supporting tools to increase the productivity of their event. On the other hand, Entrio enables all Users to easily search for currently available events and purchase offered products/services online.

2 User account registration

In order to purchase any product or service offered on the Entrio system, the User is required to create a user profile (registration). Creating a user profile is necessary for the User to have easy and simple access to their order history, review of previous purchases, and to be able to edit their settings.

When registering on the Entrio system, the User is required to enter personal information. The User undertakes that (1) the information entered will be accurate and valid, and (2) they will regularly verify and keep this information up to date. In the event of suspicion that any of the User's information is inaccurate, Entrio reserves the right to suspend the User's account and further use of the System.

3 Changes to the Terms

Entrio reserves the right to cancel or modify the Terms of Use stated herein at any time, and without

prior notice, if it deems it necessary. Therefore, we advise Users to re-read the information contained in the Terms of Use from time to time in order to stay informed about such changes. Please note that if changes are made to the Terms of Use and the User continues to use the Entrio system, it is understood that the User has fully read, understood, and accepted the new Terms.

4 Using the Entrio system

Hereby Entrio grants the User the right to use ticket purchasing services and to organize and promote events that

(1) are in accordance with these TU, and

(2) are not inconsistent with the applicable laws of Bosnia and Herzegovina.

In addition, the User agrees not to (3) attempt to obtain the System's source code in any way, (4) resell or lease any part of the System (except for the use of selling tickets), nor (5) interfere or attempt to interfere with the functioning of the Entrio system in any way.

5 System content and User behavior

All materials contained on the Entrio system are the exclusive right of Imagis Media doo or are used with the explicit permission of the copyright holder and/or the holder of trademark and/or design rights.

Any copying, distribution, transmission, publication, linking, deep linking, or any other kind of modification of this Website without the express written consent of the Company is strictly forbidden.

Any violation of these terms which may result in infringement of copyrights, trademark rights, or any other form of intellectual property rights may give rise to civil or commercial proceedings and/or criminal prosecution against the perpetrator.

When using the System, the User will have the ability to enter data and upload images that will later be displayed through the System. All data entered by the User must comply with the TU. Entrio cannot review all data entered into the System and cannot guarantee that all such information is accurate and in compliance with the TU, and therefore disclaims responsibility for the accuracy of such information. In addition, Entrio cannot guarantee that any such content does not infringe copyrights or is not unlawful in any other way. Any User who notices such content on the Website is obligated to report it to info@entrio.ba, and Entrio undertakes to remove such content as soon as possible.

The User agrees not to enter data that:

- Could harm or offend another person,
- Is inaccurate or promotes illegal activities,
- Is an illegal copy of someone's copyrighted work,
- Includes pornographic material,
- Facilitates illegal activities,
- Promotes commercial activities not permitted by the TU,
- Violates the Entrio TU or any law of Bosnia and Herzegovina.

By publishing on or through the Website, the User grants Entrio a free, legally valid, irrevocable, and non-exclusive license to use, reproduce, modify, publish, adapt, translate, distribute, perform, and display such communication alone or as part of a larger whole, in any form, on any media, or through any technology known at present or later developed, and to share such rights with multiple distributors of

said license.

6 Indemnification

The User agrees to indemnify and hold harmless the company Imagis Media doo, its affiliates, their respective responsible persons, employees, and agents, from all claims for damages and costs, including legal representation costs, that may arise from the User's use of the Website.

7 Termination of the business relationship

Entrio may terminate the business relationship with any of its Users at any time. Entrio reserves the right to immediately terminate any passwords or user accounts in the event of any behavior by the End User that Entrio, at its sole discretion, deems unacceptable, as well as in any case of non-compliance with these TU by the End User.

8 Other

The chapter titles used in these TU serve only for easier orientation and in no way affect the interpretation of the text contained therein. If a competent court finds that any provision of these TU is void, such voidness shall not affect the validity of any other provision of these Terms, and the remaining parts of these Terms shall remain in force. If either party fails to exercise their rights under these Terms, this shall not be considered a waiver or loss of those rights, nor of any other rights stated herein.

The registered office of Entrio.ba d.o.o. is in Mostar, Bosnia and Herzegovina. Legal disputes that may arise as a consequence of the use of this Website (unless otherwise stated in a special contract) shall fall under the jurisdiction of the court in Mostar, and shall be resolved in accordance with applicable legal regulations. By using this Website, the User agrees that any dispute or claim arising from or in connection with these TU, or in connection with their implementation, shall fall under the jurisdiction of the court in Mostar.

9 Entrio Gift Vouchers

It is possible to purchase a gift voucher on the Platform. A gift voucher is a prepaid value storage instrument that enables its holder to redeem its value for a ticket (or multiple tickets, depending on the value of the gift voucher) – for any of those events whose tickets are distributed within the Entrio System and are available for sale there. A gift voucher cannot be redeemed for tickets of events that fall under the "Event Discovery" category, about which Entrio only informs the buyer but does not participate in the distribution of tickets for them. A gift voucher is valid only for events available on the market where the voucher was purchased (e.g. a voucher purchased via entrio.hr is available only for events distributed on the Croatian market).

A gift voucher is valid for **1 (one) year** from the date of purchase (unless expressly stated otherwise on the voucher).

The right to unilateral withdrawal from the contract for the purchase of a gift voucher via the Platform is excluded from the moment the digital voucher is delivered to the buyer (by delivery to the email address), with the buyer's prior express consent and confirmation that they are aware of the loss of the right of withdrawal, in accordance with applicable consumer protection legislation. The buyer gives said consent and confirmation during the purchase process by checking the designated field before completing the

order.

A redeemed gift voucher cannot be exchanged for money or for another voucher, regardless of the remaining value after redemption for ticket(s). If the value of the tickets is lower than the nominal value of the voucher, the difference may be used for future purchases on the same domain, within the validity period of the original voucher, with a top-up payment to the full ticket price.

A gift voucher must be redeemed for a ticket by sending a message to the email address info@entrio.hr.

A gift voucher may be used for one or more events, in one or more transactions, until its nominal value or validity period expires.

The buyer is responsible for safeguarding the gift voucher code. The Platform is not liable for damage resulting from unauthorized use of the code by a third party to whom the buyer or voucher recipient has made the code available. In the event of suspected misuse, the user may contact customer support to have the code blocked, provided the voucher has not yet been redeemed.

In the event of cancellation or postponement of an event for which a ticket was purchased with a gift voucher, the same refund and exchange rules apply as for a ticket purchased by other means of payment.

10 Event Discovery by Entrio

On the Platform, within a specially designated Event Discovery section, Entrio provides users with an aggregated display of information about events on the market of the respective Platform version (hereinafter: **Event Discovery**), which events are available for purchase through third-party platforms, directly from the organizer, or elsewhere outside the Entrio System (hereinafter: **External Provider**).

The Event Discovery section serves exclusively for informational purposes. Events displayed in the Event Discovery section are not displayed on the basis of paid advertising, sponsorship, or any commercial arrangement between Entrio and the External Provider. The order and manner of display are determined according to objective and non-commercially driven criteria.

The display of events in the Event Discovery section does not constitute:

- An invitation to purchase or an offer to enter into a contract within the meaning of applicable regulations;
- A purchase recommendation, advertisement, or sponsored display within the meaning of the Digital Services Act (Regulation EU 2022/2065; hereinafter: **DSA**);
- Intermediation, representation, or any other participation of the Platform in the purchase and sale process.

Events displayed in the Event Discovery section are visually and structurally separated from events available for purchase through the Entrio System. Entrio takes reasonable technical and design measures to ensure that the user can at all times distinguish commercial offers of the Platform from the informational content of the Event Discovery section.

Next to each event displayed in the Event Discovery section, the External Provider from whom tickets are available for purchase is clearly indicated. By clicking on the event, the user is redirected to the

website or platform of that External Provider. Entrio is not a party to any transactional relationship that the user enters into with the External Provider, nor does it guarantee the terms of that relationship.

Information about events displayed in the Event Discovery section originates from External Providers or publicly available sources and is displayed automatically, without prior editorial verification of the accuracy, completeness, or legality of each individual piece of content.

Insofar as the Platform provides access to content of External Providers through electronic referral (link), the Platform is not liable for such information in accordance with the applicable e-Commerce legislation, provided that it has no knowledge of unlawful activity or content, and that it acts expeditiously to remove or disable access to such content as soon as it becomes aware thereof.

Insofar as the Platform stores or temporarily processes data of External Providers for display in the Event Discovery section, Entrio is not liable for the stored or displayed information provided that: (i) it has no actual knowledge of their unlawfulness, and (ii) as soon as it becomes aware of or is notified of any unlawfulness, it takes measures without delay in accordance with Art. 16 of the DSA.

Notification to Entrio in accordance with the preceding two points shall be made via: info@entrio.hr with at least the following information:

- A statement of reasons why the content is considered unlawful;
- A clear indication of the location of the content (URL; link);
- The name and email address of the person submitting the notification (except where the DSA stipulates that this is not required);
- A statement by the individual that the notification is made in good faith and that the information provided is accurate and complete.

Upon receipt of the notification referred to in the preceding paragraph, Entrio shall: without delay assess the merits of the report, and if it determines that the content is unlawful or violates these Terms – without delay remove or disable the display of such content and, if the submitter has provided contact details, notify them of the measures taken. The Platform reserves the right to remove or restrict the display of any content at its own discretion, regardless of any report/notification received.

In accordance with the above paragraphs, Entrio shall not be liable for:

- Inaccuracy, incompleteness, or outdatedness of information obtained from External Providers;
- The content of External Providers' websites to which the user is redirected;
- Purchase conditions, refund policy, event cancellation, or any other aspect of the transactional relationship between the user and the External Provider;
- Damage arising from the user's reliance on information from the Event Discovery section.

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