
Terms of sale

Date of last change: 29.04.2026.

1 Description of Service

The company Entrio tehnologije d.o.o., Zagreb, Radnička cesta 54, OIB (PIN): 30513194761, MBS: 080772947, registered in the court register of the Commercial Court in Zagreb (hereinafter: "**ENTRIO**"), is engaged, among other things, in providing digital services, online marketplace services, online intermediation services, and information society services within the meaning of applicable national and European legal sources.

ENTRIO has developed a sophisticated computer system and web interface (platform): www.entrio.hr, through which ENTRIO carries out its activities and provides its online intermediation services and other adequate services whose main purpose is to enable interested visitors to obtain information about upcoming events, and for events for which tickets are sold via www.entrio.hr, to acquire/purchase the right to access a specific event from the organiser. These Sales Terms for Buyers apply only to those events published on the Entrio system where the sale of tickets for the respective event is also conducted through the Entrio system. This means that these Terms do not apply to events for which ticket sales are conducted in another manner, at another location. For such events, it is clearly indicated that ticket sales are not conducted through the Entrio system, but through a third party (an external link directs Buyers to the point of sale).

The **Entrio System** is designed for event **Organisers** such as concerts, conferences, festivals, performances, competitions and similar events, to connect them with individuals – **Buyers** – who will purchase the right to access/participate in such events through the Entrio System. On the other hand, the Entrio system is also intended for Buyers who wish to acquire the right to access a specific event of their choice and who need a **credential (ticket)** for that access, with which they will identify themselves to the Organiser on the day of the event. The Entrio System is therefore also intended for Buyers in that it provides them with the service of generating and issuing credentials (tickets) for access to the selected event of the Organiser.

An **Organiser** is any visitor to the Entrio system who has successfully entered their product/service/event into the Entrio system with the aim of promoting and/or selling said product/service/event.

A **Buyer** is any visitor to the Entrio system who has come to the Pages with the intention of obtaining information and/or purchasing a product/service offered on the Entrio system. A Buyer in the Entrio System may or may not be a "consumer". Consumer status during interactions within the Entrio System may only be held by a person who is (a) a natural person and who (b) acts outside of their trade, business, craft or professional activity. No person under the age of 16 may be a Buyer in the Entrio System. ENTRIO will, within the platform, during the completion of a specific transaction, enable you to choose whether you are acting as a consumer (private account) or from your professional activity, i.e. representing a specific company or market entity (by requesting an R1 invoice). When a Buyer acts from their professional activity, i.e. when purchasing the right to access an event of a specific organiser, they carry out the transaction representing a legal entity or market entity and therefore requests the issuance of an R1 invoice, such person cannot be considered a consumer and consumer protection regulations will not apply to them.

A **User** is any visitor to the Entrio system, including Organisers and Buyers.

Entrio is a platform that enables and facilitates the conclusion of contracts between buyers and

organisers. The Organiser is the person responsible for the product and/or service that the buyer acquires on the Entrio platform. ENTRIO is only the technical operator of the platform.

Accordingly, contractual obligations towards consumers who use the Entrio Platform to acquire the right to access an event are divided between: (A) the event organiser (the person offering their service/right to attend the event and possibly products, i.e. promotional items) in connection with their offer of event hosting services and **(B) the company ENTRIO** in the domain of its obligations as a provider of the Entrio platform service and/or the Entrio system.

This document is an electronic contract between Entrio and the User, and by accepting it, both parties accept all the rights, obligations and responsibilities set out herein.

2 User Profile Registration

To purchase any product or service offered on the Entrio system, the User is required to first open a user profile (registration). Opening a user profile is necessary so that the User has easy and simple access to order printouts, review of previous purchases, and to easily manage their settings.

By registering, i.e. opening a user profile, purchasing or downloading tickets on the Entrio system, the User is deemed to have read, understood and accepted these Sales Terms and General Terms of Use in their entirety.

3 Changes to Terms and Content Moderation

Entrio reserves the right to, at any time and without prior notice, if it deems it necessary, discontinue or amend the Sales Terms stated herein. Therefore, we advise Users to re-read the information contained in the Sales Terms from time to time to stay informed of such changes. We note that if changes are made to the Sales Terms and the User continues to use the Entrio system, it is assumed that the User has read, understood and accepted the new Terms in their entirety.

Entrio may remove or restrict access to platform content, including a buyer's user account, if it violates applicable regulations, these General Terms, the rights of third parties, or the platform's security standards. Decisions on content removal may be made by automated means, with the user's right to object via the available channel at info@entrio.hr.

4 Purchasing through the Entrio System – ticket prices and additional payments for other services

4.1. By using the Channels within the Entrio System, the Buyer may purchase an event service (ticket) from the Organiser who organises the event. Thereby, the Buyer, in relation to the event service, enters into a contractual relationship with the Organiser.

4.2. The purpose of the Entrio System is described in Section 1 of the main text of the General Terms.

4.3. The role of Entrio is described in the main text of the General Terms, in particular Sections 1 and 6 thereof. In essence, the Buyer acknowledges and is aware that Entrio is not the organiser of the events offered (tickets) in the Entrio System (unless it is expressly indicated as the organiser in the designated field on the event page).

4.4. By using the Platform and/or other segments of the Entrio System, the Buyer, at their own choice and at their own request, orders and purchases the event service of the Organiser (ticket) or otherwise acquires a ticket, i.e. the right to access the event of a specific Organiser.

4.5. Within the Entrio System, the Buyer uses specific options and functionalities of the Entrio System, in particular the Entrio Platform, intended for the execution of the Buyer-Organiser contractual transaction – that is, the Buyer uses the Platform and other services that Entrio provides to Buyers and users within the Entrio System (e.g. order processing, payment processing, ticket generation, systematic provision of access to tickets, Buyer support, etc.).

4.6. The Buyer is therefore, in relation to the services of the company Entrio, including the paid services of the Entrio Platform as an online marketplace with its functionalities, in a separate contractual relationship with the company Entrio. Entrio services are separate services, including Platform services, which are used separately and whose performance begins immediately upon the completion of the transaction on the Platform or elsewhere in the Entrio System. As such, the Entrio service is separable from the main event service provided by the Organiser.

4.7. Therefore, the total amount payable for transactions in the Entrio System and at Entrio points of sale is composed of:

- the price of the event service (ticket) of the Organiser, as well as
- the price of the paid Entrio Platform service and/or other ENTRIO services within the Entrio System, per each purchased ticket (hereinafter: Ticket Issuance Fee), as well as
- if and when applicable, any other additional payment that the Buyer would expressly choose by an active action during the completion of the transaction (e.g. payment for delivery, payment for insurance, etc.).

4.8. The price of the event service (ticket) is determined by the Organiser and is their revenue, while the Ticket Issuance Fee is the revenue of the company Entrio.

4.9. Therefore, before placing an order with an obligation to pay, the Buyer is clearly informed in the Entrio System of the total payment amount, which includes: (a) the price of the event service (ticket) determined by the Organiser, (b) the price and structure of the Ticket Issuance Fee, and (c) any other additional payments chosen by the Buyer (e.g. insurance).

4.10. The amount of the Ticket Issuance Fee is as follows:

- For tickets up to EUR 15 in value, the fee consists of a variable component amounting to 10% of the gross price of each individual event service (ticket).
- For tickets exceeding EUR 15 in value, the fee consists of a fixed and a variable component – where (A) the fixed component is set at EUR 1 per each ordered ticket, while (B) the variable component is set at a rate corresponding to 3.5% applied to the gross price of each individual event service (ticket).

4.11. The Ticket Issuance Fee is non-refundable, unless a case of Material Change occurs as defined in Section 8 of this section of the General Terms, or in cases where the General Terms entitle the Buyer to request a refund of the event service (ticket) price. The Ticket Issuance Fee is in any case non-refundable when the reason for non-fulfilment or failure to use the main event service is on the Buyer's side, even if in such a case the Organiser decides to grant the Buyer a refund of the main event service (ticket) price.

4.12. Nothing in this section excludes or limits the rights of the Buyer that are afforded to them under mandatory regulations.

5 Payment

Entrio enables Users to make purchases using bank cards. The payment processing service is performed by the WSPay system, authorised by Entrio.

Depending on the settings of the respective event, payment for products/services on the Entrio system is possible with the following cards:

- American Express®
- MasterCard®
- Maestro®
- Visa (and Visa Electron)
- Diners

In addition to bank cards, depending on the settings of the respective event, tickets can also be purchased by bank transfer directly to Entrio's account, according to the instructions provided on the payment page.

Bank transfer is automatically disabled 96 hours before the start of the event, so that Entrio can record your payment on time and send you the tickets.

In the case of payment by bank transfer, all reservations and tickets for which we have not received payment within 72 working hours from the moment of reservation – will be irrevocably cancelled.

6 Ticket Delivery

After a successful purchase, Entrio tickets will be available to the User in digital form in their user profile on the Entrio system and sent to their e-mail address. Depending on the options offered by the Organiser and the options selected by the Buyer, tickets may also be delivered by other means such as postal delivery.

In certain cases, depending on the business policy of the organiser whose tickets Entrio distributes, **it is possible that tickets will be delivered to the buyer shortly before the event takes place** (delivery delay). The Organiser determines such a policy to protect buyers and the entire market. This is a common practice in event organisation, especially for high-demand events. This mechanism serves as protection against mass ticket hoarding by resellers and enables fair distribution, as well as preventing the use of automated tools for mass purchasing. The Buyer will receive a purchase confirmation for the ticket, as well as a receipt for the purchase made. The Buyer can rely on the fact that the ticket will be delivered in a timely manner before the event – depending on the case, but no later than 24 hours before the start of the Event – and that they will properly identify themselves at the entrance to the venue of the specific event with it. Delivery delay does not constitute grounds for contract termination, and in any cases of delay, the buyer will be notified with an indication of the expected delivery time.

In certain cases, depending on the business policy of the organiser whose tickets Entrio distributes, it may be possible for tickets to be delivered via SMS (*SMS delivery*) for a fee for providing such delivery. The amount of the fee is indicated in the purchasing process when deciding on the delivery option. This type of delivery requires internet access. With this type of delivery, the Buyer will receive a link via SMS

where the tickets acquired by purchasing from the organiser are available. By opening the link, the tickets that need to be shown at the entrance for scanning purposes will be displayed.

In any case, the delivery time of tickets may be changed without prior notice to buyers if required by security protocols.

7 Use of Tickets

The Buyer is obliged to safeguard the purchased Entrio tickets, their serial numbers and barcodes, and must not give them to third parties. Neither Entrio nor the Organiser are responsible for stolen, lost, destroyed or copied Entrio tickets. The Buyer is aware that if someone steals their entire Entrio ticket or its serial number or barcode, the Organiser in certain cases cannot know that the Ticket was stolen and it will be considered that the first person who enters the event with that Ticket, its serial number or barcode – holds a valid Ticket.

Upon entering the event, the Organiser may verify the validity of the Buyer's tickets in one of the following ways:

- By checking the Buyer's personal identification document
- By visual inspection of the printed Entrio ticket
- By checking the Entrio ticket on the Buyer's mobile phone
- By checking the ticket code (barcode, QR code, etc.) using a special reader

Given that the Entrio ticket serves as proof of purchase, in some cases the Buyer will need to exchange the Entrio ticket for an actual ticket before entering the event. Although Entrio does its best to facilitate and simplify the event entry process, for both the Buyer and the Organiser, entrance control is exclusively within the jurisdiction of the Organiser and Entrio is not responsible for this process.

Reproduction, sale or trading of Tickets is strictly prohibited, unless expressly stated otherwise.

Any attempt to use a Ticket that is not in accordance with these terms and conditions will result in the invalidation of that Ticket.

8 Refunds and Complaints

Entrio does not organise the events themselves and cannot influence their organisation.

For this reason, Entrio is not responsible for refunds; rather, this falls within the jurisdiction of the Organiser. However, Entrio will do everything possible to ensure, in agreement with the Organiser, that the Buyer receives a refund in the case of postponement, cancellation of the event, or a material change in the programme or key performers.

Entrio is not obliged to notify Buyers of any changes such as postponement or cancellation of the event.

A refund of the amount paid for the right to enter an event (ticket) is possible only in the case of event cancellation, a change of its date, or in the case of a material change in the programme or key performers. A refund of the amount paid for the right to enter an event (ticket) is not possible for personal reasons, such as illness, business obligations, change of mind, or similar.

Pursuant to Art. 86 para. 1 item 12 of the Consumer Protection Act, the Buyer does not have the right to unilaterally terminate the Distance Contract (refund) given that the subject of the contract is the

provision of services related to leisure time, which take place at a specific time or within a specific period.

In the case of a refund, ancillary costs such as delivery costs, transaction costs, or external costs of the Buyer related to travel costs, accommodation, etc., will not be refunded to the Buyer and the Buyer agrees not to claim them from Entrio.

The Ticket Issuance Fee charged by Entrio is a non-refundable fee, even in the case of event cancellation, since the ticket generation and issuance service provided by Entrio has been fully performed even in the case of event cancellation, for which cancellation Entrio cannot in any case be held responsible.

By accepting these terms, the Buyer confirms that they have understood this provision and that they will not be able to obtain a refund of the ticket generation and issuance fee in the case of event cancellation or termination of their contract with the Organiser for any other lawful reason.

When a refund is agreed for a cancelled event, Entrio will, depending on the method of purchase/payment, return the ticket price amount less ancillary costs (delivery, transaction, service costs, etc.) to the Buyer's credit card or bank account; a refund cannot be requested at a point of sale, but exclusively via the Internet form available at www.entrio.hr/refund.

If the event is not held, or if the Buyer has not received the paid product/service, the Buyer is obliged to notify Entrio within seven (7) days from the scheduled start of the event or delivery of the product/service.

If the Buyer does not notify Entrio of the situation within the specified period, it will be considered that they are satisfied with the paid product/service or that the event was held, and they lose the right to a refund.

Pursuant to Article 10 of the Consumer Protection Act, the user may submit their written complaint to the e-mail address: info@entrio.hr or by post to the address: Entrio tehnologije d.o.o., Strojarska cesta 20, 10000 Zagreb, Hrvatska. In the complaint, please state your first name, last name, and e-mail or postal address for the delivery of a response. We will deliver a response to the complaint in written form no later than 15 days from the date of receipt of the complaint.

9 Ticket Insurance

During the ticket purchase process, buyers may be offered the option to arrange ticket insurance through an authorised insurance company – as a separate service with a separate fee. Entrio acts as an ancillary insurance intermediary within the meaning of applicable legal regulations. All terms and rights arising from the insurance contract are defined exclusively by the specific ticket insurance conditions of the relevant insurance company, which are available to the user for review before concluding the insurance and apply independently of these General Terms of Use. The Buyer, as a potential insured person, is obliged to independently familiarise themselves with the general insurance conditions before accepting the offer and concluding the insurance contract. Entrio bears no responsibility for the rights and obligations arising from that contract.

10 Limitation of Liability and Force Majeure

Entrio provides an intermediation service for the purchase of tickets and/or promotional items via the website, and the products are delivered and/or organised by third parties (e.g. event organisers) or on

their behalf. Entrio undertakes to ensure the availability of the system, but does not guarantee that the service will be without interruptions, errors or viruses. In the event of technical problems, Entrio reserves the right to temporarily suspend access to the platform without prior notice.

Entrio does not assume responsibility for the fulfilment of contractual obligations of third parties, except to the extent expressly prescribed by law. When Entrio charges on behalf of and for the account of a third party (seller/organiser), the contract is concluded directly between the Buyer and the seller. Entrio is not the seller, does not guarantee delivery or quality of products or services, unless otherwise prescribed by law. Entrio as a platform provides technical support and mediates in communication, but does not assume legal responsibility for the fulfilment of the seller's obligations.

To the extent permitted by applicable regulations, **Entrio is not liable for:** (a) any consequential, indirect damages or any non-material damage, (b) lost profits; (c) damages not directly caused by the intent or gross negligence of Entrio; (d) damages arising from the malfunction of systems not under the direct control of the Platform (e.g. internet connection, external delivery or payment services); (e) damages caused by third parties that offer or deliver products and services through the Entrio platform or participate in the delivery process. Nothing in this clause excludes or limits the statutory rights of consumers, including rights in connection with material defects pursuant to the Obligations Act and the Consumer Protection Act.

In cases where the Buyer of anything on the platform (product or service) requests an R1 invoice and is therefore not a consumer, the liability exclusions from the previous paragraph apply, to the greatest extent permitted by law. In these cases, if the situation is within the domain of Entrio's responsibility, the amount of liability for damages is limited to an amount equal to the amount that such buyer paid for the specific goods or ticket they were acquiring through the transaction, without any other costs.

Entrio is not liable for any delay in the fulfilment of obligations, partial or complete non-fulfilment of obligations, nor for any damage that may arise to the Buyer, user or third parties, if such delay or non-fulfilment is the result of circumstances that constitute force majeure within the meaning of regulations applicable in the Republic of Croatia.

Force majeure is understood to mean extraordinary and unforeseeable circumstances that arose after the conclusion of the contract, which could not be prevented, avoided or remedied, and which significantly impede the fulfilment of the obligation or make its fulfilment entirely impossible (e.g. *natural disasters, war, terrorist attacks, epidemics, pandemics, decisions of competent authorities, interruptions in telecommunications or energy networks, cyber attacks, technical errors, malfunctions beyond Entrio's control, etc.*).

This particularly includes situations in which, due to force majeure, for example: (a) it is not possible to access the platform and make a purchase, (b) an event is cancelled or postponed, (c) it is not possible to deliver tickets, (d) there are delays in payment processing and/or transaction confirmations. In such cases, Entrio will make reasonable efforts to inform users and Buyers of the situation and take reasonable measures to mitigate the negative consequences. However, Entrio is not and cannot be held responsible for any damage that may arise due to such circumstances. Entrio's obligations will, to the applicable extent, be postponed for the period of duration of the force majeure.

Every platform user and Buyer is obliged to inform themselves in a timely manner about the status of events from the organiser, on the Entrio platform and/or in public, and to follow the official notifications of Entrio and the organiser.

In the event of the impossibility of fulfilling the service, i.e. the contractual obligation assumed towards the buyer by the organiser/seller, as a result of the described errors, Entrio will, at the instruction of the seller/organiser, execute a reversal and return to the buyer the amount of the price paid for the product/service.

11 Promotional Items

In certain cases, the event organiser, in their capacity as a seller, may request a special functionality of the Entrio platform and enable through it the sale of promotional items (*merch; merchandise*) such as t-shirts, caps, keychains, vinyl records, CDs and similar. As such, Entrio in these cases enables the creation of a non-binding online catalogue.

The seller is the organiser indicated next to the option to purchase items. Contact information for the organiser for the purposes of claims and complaints is also available there. The Organiser may have their own terms on their website. Entrio acts as an intermediary, i.e. the platform as an online marketplace, enables and facilitates the conclusion and fulfilment of contracts between the organiser and the buyer and does not assume responsibility for obligations from any contract concluded between the buyer and the organiser as seller. Entrio may provide administrative services in relation to promotional items, but the organiser/seller is the one who is responsible for the details and descriptions of promotional items and for enquiries and complaints related to them.

Any adult natural person or legal entity may be a Buyer. Buyers who request an R1 invoice in the purchasing process cannot be considered consumers. The purchase is made electronically. By finalising the purchasing process on the platform, the Buyer sends a binding order. The purchase agreement is concluded at the moment of receiving confirmation of acceptance of the Buyer's order via e-mail or another durable medium.

Price, as well as other costs and options for a fee, are displayed next to each item and in the final step before sending the order. All prices displayed on product pages are in euros, excluding delivery costs and including VAT, unless otherwise indicated on the pages. The receipt for the paid purchase amount is delivered to the e-mail address the buyer entered during user profile registration.

Delivery of purchased items is carried out through postal/courier service providers. **Orders are delivered only within the Republic of Croatia, unless otherwise indicated on the sales page itself.** Delivery is made to the address specified during the purchasing process. The Buyer is solely responsible for the accuracy of the data they enter into the Entrio platform. In the case of delivery delay, damage or irregularities, the Buyer may submit a complaint to customer support at info@entrio.hr – Entrio will try to help, but Entrio does not influence the speed and efficiency of the delivery service, which is beyond its control. The right to multiple deliveries per individual order is reserved, if appropriate for logistical or other reasons for the ordered goods, of which Entrio or the seller/organiser will notify you.

With regard to the purchase of promotional items (merch), the buyer who is also a consumer has the right, without stating reasons, to unilaterally terminate the contract within 14 (fourteen) days from the date of receipt of the goods, in accordance with the Consumer Protection Act. This is not applicable to (a) legal entity buyers (R1 invoice), (b) ticket purchases, (c) items made to order or personalised items.

The statement of unilateral termination is sent to the customer support e-mail address: info@entrio.hr. Upon receipt of a clear and unambiguous statement citing the relevant article of the Consumer Protection Act, the Buyer returns the product without delay, and no later than within a further 14 (fourteen) days from the notification of termination. Upon receipt of the goods, Entrio processes the

refund of the price of the returned item within a further 14 (fourteen) days from the date of receipt of the item by Entrio or the organiser. **The refund is made to the bank account from which the purchase was made.**

Information required in the statement of unilateral termination:

- Statement text: *In accordance with the provisions of the general terms and conditions and the Consumer Protection Act, with regard to the items specified below, I exercise the right to unilateral termination within 14 days and request that no later than 14 days from receipt of the returned items, you refund the paid price and the cost of the cheapest offered delivery, to the bank account from which the purchase was made.*
- Item name/description
- Order / invoice number
- Order date
- Date of receipt of goods
- Consumer's first and last name and signature if completed on paper
- Consumer's e-mail address
- Phone number (optional)

The buyer should return the goods within the above-mentioned period to the address indicated on the sales page or to the address communicated by customer support.

The Buyer is responsible for any diminished value of the goods resulting from the handling of the goods, except for that which was necessary to establish the nature, characteristics and functionality of the goods.

With regard to all personal data, Entrio's privacy policy publicly published on the platform applies. Entrio takes care of users' personal data, ensuring that it is used minimally and only as necessary for the fulfilment of contractual and legal obligations.

In the case of unilateral termination of the contract:

- The Buyer bears the direct costs of returning the goods (postage/courier service costs);** the return is sent to the address indicated in these general terms and conditions;
- The refund of the price paid for the item and the amount of delivery costs (standard delivery, cheapest option) is made without delay, and no later than within 14 days of receipt of the returned product by Entrio or the organiser;
- If the Buyer chose a different delivery option from the one pre-selected in the purchasing process, i.e. if they chose a more expensive delivery option, such additional cost will not be reimbursed or refunded.
- The product must be returned in the condition in which it was delivered, without signs of use.

In the event that the ordered product is not available for any reason, the right to cancel the order and terminate due to impossibility of fulfilment is reserved. The Buyer will be immediately notified, and the paid amount will be refunded without delay, no later than within 7 days from the date of the termination notice. Such cancellation is considered a termination of the contract due to impossibility of fulfilment in accordance with the Obligations Act and does not constitute a breach of contractual obligations.

The platform displays various colour and/or shape and/or other feature options of the organiser's products; however, these are all illustrative representations. Despite efforts to display products as

faithfully as possible, **deviations in colour, shade, texture, proportions or other visual details are possible** due to, e.g., the Buyer's screen settings, serial differences in production, etc. Such minor deviations are not considered a material defect within the meaning of applicable laws.

The provisions set out in this section are specific to the purchase of promotional items and cannot be applied to the purchase of tickets.