
General Terms of Use

Date of last change: 27.04.2026.

The Terms of Use (hereinafter "**ToU**") apply to all use of the website www.entrio.hr (hereinafter "**Entrio system**", "**System**", "**Pages**") owned by the company Entrio tehnologije d.o.o. (hereinafter "**Entrio**").

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, noting that for the distribution of commercial tickets, the Organiser must be a legal entity.

A **Buyer** is any visitor to the Entrio system who has come to the Pages with the intention of obtaining information 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).

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

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. Users are themselves obliged to familiarise themselves with these ToU. If a User continues to use the Entrio system after visiting the Pages, they have accepted these ToU under which the Entrio system is made available.

By registering/opening a user profile on the Entrio system, the User additionally accepts these General Terms of Use and the Sales Terms.

1 Description of Service

Entrio tehnologije d.o.o. (hereinafter "Entrio") enables and carries out the promotional sale of products/services as an intermediary on behalf of and for the account of the Organiser via the website www.entrio.hr and related pages. The Entrio System is primarily intended for event organisers such as 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 currently available events and purchase offered products/services online.

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 manage their settings.

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

3 Changes to Terms

Entrio reserves the right to, at any time and without prior notice, if it deems it necessary, discontinue or

amend the Terms of Use stated herein. Therefore, we advise Users to re-read the information contained in the Terms of Use from time to time to stay informed of such changes. We note that if changes are made to the Terms of Use 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.

4 Use of the Entrio System

Entrio hereby grants the User the right to use the ticket purchasing services and the event organisation and promotion services which

(1) are in accordance with these ToU, and

(2) do not conflict with the applicable laws of the Republic of Croatia.

In addition, the User undertakes that they will not (3) attempt to obtain the source code of the System in any way, (4) resell or rent out any part of the System (except for the use of ticket sales), nor (5) in any way interfere with or attempt to interfere with the operation of the Entrio system.

5 System Content and User Conduct

All materials found on the Entrio system are the exclusive property of the Company or are used with the express permission of the copyright holders and holders of trademark and/or design rights. **Any copying, distribution, transmission, publication, linking, deep linking, or otherwise altering these Pages without the express written permission of the Company is strictly prohibited.** Any violation of these terms that may result in an infringement of copyright, trademark rights, or any other form of intellectual property may lead to the initiation of civil or commercial proceedings and/or criminal prosecution against the offender.

When using the System, the User will have the ability to enter data and images that will subsequently be displayed on it. All data entered by the User must be in compliance with the ToU. Entrio cannot review all data entered into the System and cannot guarantee that all such data is accurate and in compliance with the ToU, and therefore disclaims responsibility for the accuracy of such data. In addition, Entrio cannot guarantee that some of such content does not infringe copyright or is not otherwise unlawful. Any User who notices such content on the Pages is obliged to report it to info@entrio.hr, 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 materials,
- Aids illegal activities,
- Promotes commercial activities not permitted by the ToU,
- Violates Entrio's ToU or any law of the Republic of Croatia.

By posting on or through these Pages, the User has granted Entrio a free, legally valid, irrevocable and non-exclusive licence 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 medium or through any technology, whether known or later developed, and to share such rights with multiple sub-licensees.

6 Indemnification

The User agrees to indemnify and hold harmless the company Entrio tehnologije d.o.o., its subsidiaries, their responsible persons, employees and agents, from all claims for damages and costs, including legal representation costs, which may arise from the User's use of these Internet pages.

7 Termination of Business Relationship

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

8 Miscellaneous

The chapter headings used in these ToU serve only for easier orientation, and in no way affect the interpretation of the text contained therein. If the competent court finds that any provision of these ToU 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 does not exercise its 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 the company Entrio tehnologije d.o.o. is in Zagreb, in the Republic of Croatia. Legal disputes that may arise as a consequence of the use of these Pages (unless otherwise specified by a separate agreement) fall under the jurisdiction of the court in Zagreb, and are resolved in accordance with the applicable laws of the Republic of Croatia. By using these Internet pages, the User agrees that any dispute or claim arising from or in connection with these ToU, or in connection with their enforcement, falls under the jurisdiction of the court in Zagreb.

9 Entrio Gift Vouchers

On the Platform, it is possible to purchase a gift voucher. It is a prepaid stored value instrument that enables the voucher holder to exchange its value for a ticket (or multiple tickets, depending on the value of the gift voucher) – for one of those events whose tickets are distributed in the Entrio System and are available for sale there. The gift voucher cannot be exchanged for tickets of events that are in the "Event Discovery" category and about which Entrio only informs the buyer but does not participate in the distribution of tickets for them. The 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 HR market).

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

The right to unilateral termination of the gift voucher purchase contract via the Platform is excluded from the moment the digital voucher is delivered to the buyer (by delivery to their e-mail address), with the prior express consent of the buyer and their confirmation that they are aware of the loss of the right of withdrawal, pursuant to Art. 86 para. 1 item 13 of the Consumer Protection Act. The buyer provides the aforementioned consent and confirmation during the purchase process, by marking the designated field before completing the order.

A redeemed gift voucher cannot be exchanged for cash or for another voucher, regardless of the remaining value after being exchanged 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 to the full ticket price.

The gift voucher must be exchanged for a ticket by sending a message to the info@entrio.hr e-mail address.

The 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 caused by unauthorised 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 that 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 with other payment methods.

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 Platform version (hereinafter: **Event Discovery**), which events are available for purchase through third-party platforms, directly from the organiser, 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 agreement 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 conclude a contract within the meaning of applicable regulations;
- A recommendation to purchase, an advertisement, or a 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 sale and purchase 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 where 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 the 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 by automated means, without prior editorial review of the accuracy, completeness, or legality of each individual piece of content.

To the extent that the Platform, through electronic referral (link), provides access to the content of External Providers, the Platform is not responsible for such information pursuant to the Electronic Commerce Act, provided that it has no knowledge of unlawful activity or content, and that as soon as it becomes aware of it, it takes measures to remove or disable access to such content.

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

Notifying Entrio in accordance with the previous two points is done via: info@entrio.hr, stating at least the following:

- An explanation of the allegations of content illegality;
- A clear indication of the location of the content (URL; link);
- The name and e-mail address of the person submitting the notice (unless the DSA provides that this is not required);
- A statement by the individual that the notice is given in good faith and that the allegations are accurate and complete.

Upon receipt of the notice referred to in the previous paragraph, Entrio will: without delay assess the merit of the report, and if it determines that the content is illegal or violates these Terms – without delay remove or disable the display of that 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 specific content at its own discretion, regardless of any received report/notice.

Following from the above paragraphs, Entrio is not liable for:

- Inaccuracy, incompleteness, or obsolescence 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.