
Terms of sale

Date of amendment: 27.04.2026.

1 Description of Services

Entrio.si d.o.o. (hereinafter "**Entrio**"), a company for the sale and distribution of tickets, Kotnikova 5, 1000 Ljubljana, Slovenija, registration number: 8316813000, VAT number: SI 35440376 (VAT payer), email address: info@entrio.si, registered in the court register at the District Court in Ljubljana, case no.: 2018/45191 (hereinafter "**Entrio**") is engaged, among other things, in the provision of 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 internet interface (platform): www.entrio.si, through which ENTRIO carries out its activities and provides its online intermediation services and other appropriate services whose main purpose is to provide interested visitors with information about upcoming events and, for events whose tickets are sold through www.entrio.si, to enable buyers to acquire/purchase the right of access to a specific event (*event*) from the organizer.

These Sales Terms for Buyers apply only to those events published on the Entrio System where ticket sales for the respective event are also conducted through the Entrio System. This means that these Terms do not apply to events for which ticket sales are conducted in a different manner or at a different 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 intended for Organizers of events such as concerts, conferences, festivals, performances, competitions and similar events, to connect them with individuals – Buyers – who will purchase the right of access/participation in such an event through the Entrio System. On the other hand, the Entrio System is also intended for Buyers who wish to acquire the right of access to a specific event of their choice and who need a credential (ticket) to present to the Organizer on the day of the event. The Entrio System is therefore also intended for Buyers by providing them with the service of generating and issuing credentials (tickets) for access to the selected event of the Organizer.

User is any visitor to the Entrio System, including the Organizer and the Buyer.

Entrio is a platform that enables and facilitates the conclusion of contracts between buyers and organizers. The Organizer is the person responsible for the product and/or service that the buyer acquires on the Entrio Platform. ENTRIO is solely the technical operator of the platform.

Accordingly, the contractual obligations towards consumers who use the Entrio Platform to acquire the right of access to an event are divided between: (A) the event organizer (the person offering their service/right of attendance at the event and possibly products, i.e. promotional merchandise) in relation to their offer of the event hosting service, and (B) the company ENTRIO in the domain of its obligations as the 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 rights, obligations and responsibilities stated herein.

2 User Profile Registration

In order to purchase products or services available on the Entrio system, users are required to register a user profile in advance (registration). Opening a user profile is essential – only in this way will the user have easy and convenient access to their completed purchases and orders, as well as the ability to manage and change their settings.

By registering or by opening a profile, purchasing or transferring tickets on the Entrio system, the user is deemed to have fully read, understood, and accepted these Sales Conditions and the General Terms of Use.

3 Changes to the Terms

The Buyer is bound by the general terms and conditions that are valid at the time of purchase (submission of the online order). The user is notified of the general terms and conditions each time an order is placed, and by placing the order confirms their awareness of them. Entrio.si d.o.o. reserves the right to amend the general terms and conditions; in the mutual relationship, the general terms and conditions that were in force at the time of purchase shall apply.

4 Purchase of the Organiser's Service and the Issuing and Generation of Accreditation/Ticket

Entrio acts as an intermediary in the sale of tickets and other products / services for event organisers and promoters. A ticket purchased on the Entrio system is issued in the name of the buyer or a name specified by the buyer, and is the property of the organiser, serving as proof of purchase of a specific product or service.

Entrio is neither the owner nor the provider of the products or services, nor the organiser of the event, which are offered promotionally through the Entrio Sites/System. The Entrio system represents exclusively an electronic platform for enabling the purchase of the Organiser's product/service/event, which is promoted through the Entrio Sites/System, and at the same time Entrio, through the Entrio System, provides Buyers with the service of issuing a ticket, i.e. accreditation, which is generally used as proof of the right to attend the Organiser's service/product/event on the day of the event.

The stated conditions describing the events offered by the Organiser through the Entrio system constitute an offer to enter into a contract, which the Buyer accepts by purchasing the service through the Entrio system, for which Entrio bears no responsibility, as all conditions are determined exclusively by the organiser. By accepting the Organiser's offer listed in the Entrio system, the Buyer enters into a legal transaction with the Organiser, and the Buyer is a party to this legal relationship.

At the same time, the customer enters into a legal contract with Entrio as the service provider for the use of the Entrio system for the purpose of generating and issuing a ticket, i.e. accreditation for access to the event, all in accordance with the General Terms and Conditions. Prices of services are expressed in euros.

For the service of generating and issuing a ticket/accreditation, Entrio charges a fee at the time of ticket purchase. The said fee is a one-time fee for the costs incurred by Entrio in issuing the ticket/accreditation, including the service of electronic processing, generating, issuing, and selling the ticket/accreditation. For the funds received, Entrio will issue the customer an invoice, which will be delivered to the email address provided by the customer when opening their user account in the Entrio system. From 24.02.2020, the cost of issuing tickets amounts to €1.00 per ticket.

5 Payment

Entrio enables customers to make purchases with bank cards. Payment services and processing are carried out by the WSPay and Revolut systems, which have been authorised by Entrio.

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

- MasterCard®
- Maestro®
- Visa (and Visa Electron)
- RevolutPay

In addition to bank cards, tickets can also be purchased by bank transfer, depending on the event settings, directly to Entrio's account, in accordance with the instructions on the payment page.

Bank payment is automatically disabled 96 hours before the start of the event so that Entrio can process the payment in time and send the tickets.

In the case of bank payment, all reservations and tickets for which payment has not been received within 72 of the time of reservation will be irrevocably cancelled.

6 Access to Tickets

After a successful purchase, Entrio tickets will be available to users in digital form in their user profile in the Entrio system and sent to their email address. The cost of delivery or sending of tickets is €0.00.

After placing an order, the buyer will receive a confirmation email, along with order details, at the email address provided during registration or in the purchasing process. Tickets in .pdf format will be received separately via email, and the invoice for the completed service will also be received separately. The buyer always has access to comprehensive information about the status and content of their order in their personal user account under the "My Tickets" tab.

Each order (purchase agreement) of the buyer is stored in electronic form on the Entrio.si d.o.o. server and is always accessible to the buyer by viewing their personal user account under the "My Tickets" tab.

7 Use of Tickets

The buyer is obliged to keep the purchased Entrio tickets, their serial numbers, and barcodes, and must not pass them on to third parties. Neither Entrio nor the organiser is responsible for stolen, lost, destroyed, or copied tickets. The buyer must be aware that if someone steals a ticket, its serial number, or barcode, the organiser may in some cases not be able to know that the ticket has been stolen, and therefore the first person to enter the event with that ticket, its serial number, or barcode will be able to use the ticket, while all those following will not.

Upon entry to the event, the organiser may verify the validity of a ticket in one of the following ways:

- By checking the customer's personal identification document
- Visual inspection of printed Entrio tickets

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- Checking Entrio tickets on the buyer's mobile phone
 - Using a special reader to check the entry code (barcode, QR code, etc.)

Reproduction, sale, or trading of tickets is strictly prohibited unless explicitly stated otherwise.

Any attempt to use tickets that are not in compliance with these conditions will deactivate the ticket.

8 Ticket Refunds

Unless the contracting parties have agreed otherwise, the consumer does not have the right to withdraw from the contract for contracts whose subject matter involves leisure services where the company commits to fulfilling its obligation on a specific date or within a specific period. In accordance with point 12 of Article 135 of the Consumer Protection Act, the consumer does not have the right to withdraw from the contract for leisure services where the company commits to fulfilling its obligation on a specific date or within a specific period. Given this statutory exception, under which the consumer does not have the right to withdraw from the purchase of tickets, all ticket orders are binding. Tickets for all events in Slovenia and abroad purchased through the website www.entrio.si cannot be returned and refunds cannot be claimed.

In the event of the cancellation of an event or a change of the event date, the event organiser is responsible for handling the resulting situation and refunding payments in all cases. In the event of such circumstances, Entrio.si d.o.o. will notify ticket buyers as soon as possible of the organiser's contact details and refund options.

Entrio does not organise events and cannot influence their organisation. For this reason, Entrio is not responsible for any refunds – this is the organiser's responsibility. Entrio will nonetheless do everything to ensure a refund in the event of a change of date, cancellation of events, or material changes to the programme or key performers. Entrio.si d.o.o. is not obliged to notify its customers of any changes to individual events, but makes every effort to do so.

A refund is possible exclusively in the event of the cancellation of an event, a change of its date, or in the event of significant changes to the programme, such as key performers. A refund is not possible in cases of personal difficulties, such as illness, business obligations, a change of mind, or similar.

In the event of costs arising from a refund, such as delivery costs, transaction costs, or external costs of the customer relating to travel costs, accommodation, etc., these will not be reimbursed to the buyer, and the buyer agrees and consents not to claim them from Entrio.

When a refund for a cancelled event is carried out, Entrio will, depending on how the purchase/payment was made, return the amount to the customer's credit card or bank account. If the event did not take place, or if the buyer did not receive the paid product/service, the buyer must notify Entrio.si d.o.o. within seven (7) days of the expected start of the event or delivery of the products/services. If the buyer does not notify Entrio within the prescribed period, it shall be deemed that they are satisfied with the paid product/service or that the event is taking place, and they lose the right to a refund.

9 Refunds for Articles (Physical Goods)

The consumer (this applies exclusively to natural persons who acquire an article for purposes outside their commercial activity) has the right, within 14 days of receiving the articles, to notify the seller that they are withdrawing from the contract, without having to state a reason for their decision. In this case,

the consumer may only be charged the costs under paragraph 2 of Article 141 of ZVPot-1. The period begins one day after the date of receipt of the articles.

For the protection of personal data and user profiles, only a written withdrawal via email or post, with an attached completed form, shall be considered a valid withdrawal from the contract.

The return of received articles to the company within the withdrawal period shall be considered as a notice of withdrawal from the contract.

The consumer must return the article to the seller undamaged and in unchanged quantity, unless the article has been destroyed, damaged, lost, or its quantity reduced without fault on the part of the consumer. If you begin to use the articles and then change your mind, you lose the right to withdraw from the contract. In any case, the articles being returned should be unused, undamaged, and in their original sealed packaging. We recommend that you do not fully open, or do not open at all if possible, articles where you immediately upon receipt find that the colour, size, or any other characteristic is not as you imagined. When opening the packaging, take care not to damage it, and carefully store the packaging, including all content that protected your product and individual accessories, for at least six months from the date of receipt, so that your costs in the event of a possible return are minimised. Please note that you are responsible for any reduction in the value of the goods if the reduction in value is the result of handling that is not necessary to establish the nature, characteristics, and functioning of the goods. The consumer may not freely use the articles until the withdrawal from the contract. The consumer may inspect and test the articles to the extent strictly necessary to establish the actual condition. Testing of an article that goes beyond the above shall be considered use of the articles, which means that the consumer thereby loses the right to withdraw from the contract.

The only cost borne by the consumer in connection with withdrawal from the contract is the cost of returning the articles (which, in the case of sending, is charged according to the delivery service's price list and depends on whether it is a parcel/package/freight).

If the consumer has already received the article and withdraws from the contract, they must return it to Entrio.si d.o.o. or to a person authorised by Entrio.si d.o.o. to collect the goods, immediately or no later than within 14 days of sending the notice of withdrawal from the contract (purchase). In sales contracts, the company may withhold the refund of received payments until the return of the goods is received, or until the consumer provides proof that they have sent the goods back, unless Entrio.si d.o.o. offers to collect the returned goods itself.

The refund of payments made will be carried out as soon as possible, and no later than within 14 days of receipt of the notice of withdrawal from the contract. The company returns the received payments to the consumer using the same means of payment used by the consumer, unless the consumer has explicitly requested the use of another means of payment and the consumer does not incur any costs as a result.

In the event of withdrawal from a contract where a bonus, discount code, or promotional code was used, these funds shall be treated as a discount and will not be returned to the user. Only the amount of the tickets will be returned to the user's bank account. A gift voucher is treated as a means of payment upon withdrawal from the contract and is returned to the user's bank account.

In exceptional cases where articles are not returned in accordance with ZVPot-1, we may offer the consumer a buyback of the article with appropriate compensation, which is determined by a written record upon return. Buyback at a reduced value is taken into account upon the consumer's confirmation

by email. The consumer may use the said buyback amount exclusively when ordering another article of equal or higher value.

The right to a refund of the purchase price in cases of exercising warranty claims and actual defects is regulated in more detail by the provisions of ZVPot-1.

10 Ticket Insurance

During the ticket purchasing process, buyers are offered the option to take out ticket insurance with 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 special conditions for ticket insurance of the relevant insurance company, which are available for the user to review prior to taking out the insurance, and apply independently of these General Terms of Use and Sales Conditions. The buyer, as a potential insured party, 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 this contract.

11 Complaints

In accordance with Article 18 of ZVPot-1, the user may send a written complaint to the following email address: info@entrio.si or by post to: Entrio.si d.o.o., Kotnikova 5, 1000 Ljubljana, Slovenija. The complaint must include the user's first name, last name, and email or postal address. A response will be sent in writing no later than 15 days from the date of receipt of the complaint.

In accordance with legal requirements, Entrio.si d.o.o. does not recognise any provider of out-of-court consumer dispute resolution as competent to resolve a consumer dispute that a consumer could initiate in accordance with the Out-of-Court Settlement of Consumer Disputes Act.

Entrio.si d.o.o. operates an online shop in the territory of the Republic of Slovenia and publishes on its website an electronic link to the online dispute resolution platform (ODR) ☒ <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SL>.

The above arrangement follows from the Out-of-Court Settlement of Consumer Disputes Act, Regulation (EU) No 524/2013 of the European Parliament and of the Council on online dispute resolution for consumer disputes and amending Regulation (EC) No 2016/2004 and Directive 2009/22/EC.