

Eventio Oy – General Terms and Conditions for Event Ticket Sales

November 23, 2019 (translated June 18, 2025 by FFA)

The following general terms and conditions apply to the event online shops maintained by Eventio Oy (business ID FI19253374), unless the event organizer has defined different terms for their own event sales.

Eventio Oy maintains the event organizer's online shop and acts as an intermediary for event tickets or other event-related products and services.

The event organizer is responsible for organizing the event, creating the content, ensuring safety, and handling other general arrangements. The event organizer may use external partners in event production, providing related ancillary services, or supplying additional products.

Payment

The customer makes payment for their order typically at the time of the order using online bank credentials or general card payment methods. Alternatively, the customer may choose to pay using targeted payment methods (such as cultural or sports vouchers, or equivalent real-time balance payments) or invoicing.

The event organizer selects the available payment methods, which Eventio offers to the customer. The order is confirmed once the payment has been successfully processed and logged into Eventio's system. Eventio will send a receipt and, if applicable, event tickets to the customer via the chosen delivery method.

For additional services or products related to the event, Eventio will forward the order details to the partner responsible for delivering those products or services.

Delivery Methods and Geographic Delivery Restrictions

- **Electronic Delivery** (PDF via email, text message, ticket to mobile app): no geographic restrictions
- **Mail Delivery**: Finland and other EU/EEA countries
- **Pick-up**: At a location specified by the event organizer

The event organizer can define the available delivery methods based on the content and timing of the order.

Change and Refund Conditions

Cancellation of Paid Orders:

- Event purchases and registrations made through the online shop and paid for simultaneously are binding, and there is no right to cancel (Consumer Protection Act §16, Subsection 11).
- Physical products sold alongside event tickets have a standard 14-day return policy.
- If participation in a sports or similar event is not possible on the event day due to a doctor's certificate, participation can be canceled and the participation fee refunded. A refund request must be made to the event organizer or Eventio no later than 7 days after the event date.

Changing Paid Orders:

- Event purchases made through the online shop and paid for simultaneously cannot be changed after payment, except in cases of clear errors in participant information.
- Changes to correct obvious errors (e.g., wrong session or incorrect birthdate) can be made after payment by contacting Eventio's customer service or the event organizer.
- Transferring participation to another person is considered as order cancellation, and cancellation terms apply.

Changing or Cancelling Unpaid Orders:

- If the payment has not been recorded by Eventio, the order can be canceled or changed free of charge during the "reservation period." The reservation period is by default 2 banking days after the order is placed, but no later than the day before the event.
- Once the reservation period has ended, Eventio has the right to cancel any unpaid orders.
- Eventio also has the right to cancel unpaid orders if it is clear that the customer has placed a similar paid order later.

Complaints and Refunds

If a customer believes that the event organizer has not arranged the event properly, the service level deviates from what was promised to the customer, or access to the event is denied, the customer has the right to contact Eventio Oy's customer service and request

contract cancellation. The complaint must be made in writing no later than 7 days after the event has ended.

When Eventio handles the event organizer's financial transactions, Eventio is responsible for processing any customer complaints and issuing refunds if the customer is entitled to one. The refund will be limited to the amount the customer initially paid.

Eventio's Customer Service Contact Information

Eventio Oy
Juristinkatu 6
20780 Kaarina (Finland)
Email: asiakaspalvelu@eventio.com
Phone: +358 403 110 565 (Mon-Fri 9:00-16:00)

Privacy

Eventio Oy processes the personal data of customers and event guests only to the extent necessary for maintaining the online store, providing customer service, and fulfilling orders. The shared privacy statements of Eventio and the event organizer are available on the respective online shop's website.