

Sinergia General Terms of Sale for Ticket / Product Purchases Flows Festival 26. - June 2026 - 2.2

In connection with the Flows Festival (<https://flowsfestival.com/>) and all other Sinergia websites/products, the following legal entity is acting as the **event organiser and the ticket / product seller**:

DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA

Ulica Mirana Jarca 6
1233 Dob,
Slovenia, Europe
Company reg. no.: 2702665000
Tax no.: SI 72246227
e-mail: INFO@SINERGIA.SI

DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA is registered under the registration number 2702665000 with the District Court of Ljubljana as an association since March 17, 2022.

Definition of terms

- **DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA** (hereinafter: the **company**, the **organiser** or **event organiser**): is the developer, owner and provider of the <https://flowsfestival.com/> website and associated web store, whereby, in relation to consumers, the company also acts as a seller or intermediary in the online sale of tickets and products. The company is also the organiser and issuer of tickets for online or offline festival/music or other events that it is organising or hosting (hereinafter: the **event**), in relation to which it advertises and sells the relevant tickets on its online platform.
- **Sinergia General Terms of Sale for Ticket / Product Purchases v 2.2. - June 2026** (hereinafter: **General Terms and Conditions**): these General Terms and Conditions are permanently published on the link https://flowsfestival.com/terms_and_conditions and represent term of participation for each event and the contract for the sale of tickets on the online platform, that is concluded with each consumer when he purchases a ticket on the platform,
- **visitor of the online platform** (hereinafter: **visitor**): is a person who has visited or navigated through the online platform and its subpages,
- **customer** (also **buyer** or **consumer**): is a visitor who has successfully purchased a ticket on the online platform,
- **purchase**: conclusion of a distance contract for the purchase of tickets through placing an order on the online platform concluded between the buyer and the organiser, whereby the contract is concluded in relation to the published price, the selected quantities and in

accordance with the General Terms which were in force at the time of purchase and the published event information of the organiser on the relevant event subpage,

- **tickets:** tickets issued by an the organiser and sold on the online platform,
- **product:** shall mean the tickets, digital content and other potential products that form part of the online offer of the platform at any given time and are available for purchase,
- **event subpage** (also **subpage of the event**): the subpage of the online platform on which the organiser has published the ticket price, the date of the event and any other relevant information about the particular event and on which the buyer can purchase tickets for the event in question,
- **online offer** (also **offer**): includes the offer of goods, goods with digital elements, the offer of digital content and the offer of services that the company itself or through its partners offers to consumers on the online platform for remote purchase. The offer of the online platform shall always be the offer that was available to the consumer on the date of purchase on the online platform, comprising the main features of the goods, content or services, to the extent that they correspond to the data medium and the goods, content or services,
- **video, video stream, live stream or digital content:** means data created or supplied in digital form through the online platform or parts thereof and forming part of the online platform. In the case of the purchase of digital content, this may be a one-off download or a continuous supply of the selected content, depending on the indications and definitions set out in the offer or description of each piece of digital content in the offer of the online shop (e.g. on the event subpage prior to purchase),
- **digital service:** means a service that enables a consumer to create, process, store or access data in digital form, or a service that enables the exchange of data in digital form or any other form of interaction with that data, uploaded or created by the consumer or other users of that service,
- **functionality:** the ability of a good, digital content or digital service to perform its functions as intended,
- **interoperability:** the ability of a good, digital content or digital service to work with hardware or software that is different from that with which digital content or digital services of the same type are normally used.

Accommodation Services and Hotel Reservations

Notwithstanding the above, **any purchase of accommodation services**, including but not limited to hotel reservations, overnight stays, or other lodging arrangements offered in connection with the Flows Festival venue, **is concluded exclusively between the customer and the accommodation provider:**

ADRIATIC TOURIST RESORTS d.o.o.

Jurišićeva 2A

10000 Zagreb, Croatia

Company ID (OIB): 00594096464

Business Register no.: 080734351

Registered with the Commercial Court in Zagreb (Trgovački sud u Zagrebu)

All accommodation contracts are governed solely by the **general terms and conditions of ADRIATIC TOURIST RESORTS d.o.o.**, which are available at:

<https://www.zelenapunta.hr/en/general-terms-conditions/>

DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA does **not** act as the seller, provider, or contractual party in relation to accommodation services and assumes no responsibility for their performance, modification, cancellation, or refund.

Cancellations and Refunds for Accommodation

Cancellations, no-shows, early departures, and all refund-related matters concerning accommodation services are handled **exclusively in accordance with the general terms and conditions of ADRIATIC TOURIST RESORTS d.o.o.** In particular:

If the client has, in full or in part, terminated the accommodation contract, cancelled the reservation, or failed to check in for the booked stay, the accommodation operator shall notify the client in writing or by email of its claim to a cancellation fee, including the amount thereof, within 14 days of such termination, cancellation, or the original start date of the stay in case of a no-show.

By confirming the booking and accepting the applicable general terms and conditions, the client acknowledges that the accommodation operator is entitled to **unilaterally deduct the applicable cancellation fee** from the amount paid upon booking. Any remaining balance exceeding the cancellation fee shall be refunded to the client by bank transfer to the account from which payment was made, within **30 business days** following the relevant cancellation or no-show date. Any banking or transfer fees related to such refund shall be borne by the client.

Affiliate Disclaimer and Allocation of Responsibility

In relation to accommodation services, **DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA acts solely as an affiliate and promotional partner.** Consequently:

- Sinergija is **not authorised** to decide on, process, approve, or deny accommodation cancellations or refunds;
- All refund requests, disputes, or claims relating to accommodation must be **addressed directly to ADRIATIC TOURIST RESORTS d.o.o.**;
- Sinergija bears **no contractual or financial liability** for accommodation services, including but not limited to pricing, availability, quality of service, cancellation fees, or refund timelines.

Copyright and intellectual property protection

The text of these General Terms and Conditions and other legal documents of the online platform, as well as its associated software and all databases (including their selection, arrangement and composition) and all content, including all text, graphics, logos, trademarks, images, audio and video clips, are the exclusive property of the Company or its partners.

The licensing terms and conditions of use of digital content and services on the online platform that have been created by the Company or by third parties are governed in more detail by the licensing terms and conditions set out in the respective digital content or service or on the dedicated links.

Any unauthorised reproduction, modification, distribution, transmission, republication, display or performance of the software or online offer/digital content is strictly prohibited.

Access to the online platform and responsibility for the operation of the online platform

In order to visit and use the online platform, the visitor needs to register a user account (by inputting his email address in the specified form and following the described registration steps) and possess his/her own means of communication or a device with the appropriate hardware and software that allows the transmission, display and exchange of data and information over the internet.

Visiting and using the online platform is free of charge (with the exception of normal and foreseeable costs incurred by the visitor when using the means of communication, such as the payment of the electricity connection, the internet connection, the mobile data lease, etc.) except with the exception of gaining access to parts of the online platform, that are behind a pay-wall (e.g. paid content, subscriptions, etc.).

The visitor is responsible for the proper functioning, use and protection of his/her own means of communication or device (e.g. security of passwords, security of the mailbox through which the visitor exchanges key messages with the company in connection with the purchase, downloading of browser and other software updates, etc.).

Despite the company's diligent efforts to offer the possibility of accessing and operating the online platform in the expected, safe, unhindered and correct manner, failures may occur in terms of restrained operation and inability to access the online platform, which are outside the company's sphere of influence and for which the company accepts no responsibility.

Validity of these General Terms and Conditions

These General Terms and Conditions represent the contract between the company and the buyer, which the buyer concludes by placing an "Order" for tickets on an event subpage at the moment when, upon prior confirmation of the entry field "I agree with the General Terms and Conditions", he clicks on the "Confirm payment" button and thus validly purchases tickets (or other products).

Customers are kindly asked to carefully read the provisions contained herein before making any purchase on the online platform and to also observe any and all event participation terms, which shall also be made available to the customer prior to any purchase.

The buyer is always bound only by the latest version of these General Terms and Conditions, which is valid at the time of purchase and as such is always available at https://flowsfestival.com/terms_and_conditions. Purchases already made will always be assessed in accordance with the General Terms and Conditions in force at the time of each purchase and any applicable event participation terms, which the buyer assented to.

If a conflict exists between the provisions of these General Terms and Conditions and other possible general terms and conditions or company policies, the provisions that are more specific, depending on the subject that is at issue, shall apply (i.e. refunds shall always be considered in relation to any possible provisions that the event organiser had in place at the time of purchase, if they had been made available to the buyer prior to purchase and the buyer had assented to them).

If the competent court or other competent authority decides that any provision of these General Terms and Conditions is null and void or otherwise unenforceable, the remaining provisions of these General Terms and Conditions shall remain in force as far as possible.

Nothing in these General Terms and Conditions creates a relationship of representation or partnership between the company and the user or buyer.

It is only possible to conclude a contract with the company on the online platform in the English language.

These General Terms and Conditions do not regulate the protection of personal data and the use of cookies in connection with the online platform, nor do they provide information under Article 13 of the General Data Protection Regulation (GDPR), whereby this area is covered by our Data Processing Notice, which can be found here: https://flowsfestival.com/privacy_policy.

Changes to these General Terms and Conditions

When implementing additional services and technologies, when new circumstances arise and in all possible other relevant cases, the company reserves the right to change these General Terms and Conditions. If these General Terms and Conditions are amended, the company will do everything in its power to inform users or customers about this via normal electronic communication channels (e.g. by way of an email message that is sent to the user's e-mail address in cases of larger changes) or by way of a notice that will be published on the online platform.

The fact that the buyer has confirmed the entry field "I agree with the General Terms and Conditions" and has placed a new order after the amendment of these General Terms and Conditions constitute the buyer's assent to the relevant amendment of these General Terms and Conditions.

If the buyer does not agree with the amendment to these General Terms and Conditions, he is obliged to inform the company thereof no later than by the submission of a new order under the amended General Terms and Conditions, whereby the company has the right in such cases to refuse to do business with such a buyer or to withdraw from the concluded contract within the withdrawal period, which is previously notified to the buyer.

On the subpage https://flowsfestival.com/terms_and_conditions of the online platform, only the General Terms and Conditions in force at that time will always be published.

Certain parts of these General Terms as prescribed by consumer protection laws (such as provisions on prices, amounts, the statutory refund period, etc.) are jointly deemed as "compulsory information provided by the company to consumers before any purchase" and form an integral part of the contract between the company and the buyer, which can be subsequently changed as such (i.e. after the purchase has been made) only with the express consent of both contracting parties.

Storage and access to the text of these General Terms and Conditions

The Company permanently keeps the latest and past versions of these General Terms and Conditions. Any buyer may at any time request the company to provide them with the General Terms and Conditions that were in force at the time of their purchase. These are provided by the company free of charge on a durable medium, and the General Terms and Conditions in question constitute a valid contract between the buyer and the company.

In the above case, you can contact the company at any time by sending an email to: INFO@SINERGIA.SI

Responsibility for the operation of the online platform

The company strives to ensure that access to or use of the online platform through normal communication means is available to all users in a continuous, uninterrupted and secure form, but this can be hampered by a number of factors beyond the company's control.

Consequently, the company shall not be liable to the users of the online platform in relation to the suspended operation of the online platform and the possible inability to access the related content and tickets offered on the online platform, to which the user agrees by using the online platform.

In the event of major serious outages of the operation of the online platform, the company reserves the right to cancel all orders made during the partial or complete non-functioning of the

online platform, whereby the company will always inform all users who have validly submitted their orders at that time and agree with them individually on a possible refund or delayed electronic delivery of tickets, subject to any applicable refund provisions or related laws.

User account registration and responsibility of the registered user

On the online platform, the purchase can be made as a registered visitor of the online platform or as unregistered visitors. Each visitor can register a new user account by clicking the "Register" button on the "Login" subpage and entering their name, surname, e-mail address and password to access the account, and clicking the "Register" button upon prior confirmation of the "I agree with the General Terms and Conditions" entry field.

If the user would like to change their data later, they can do so by clicking on their username in the upper right corner and clicking on the "User account" button in the new window, and by clicking on the "Change data" or "Change password" buttons, entering new data in the appropriate fields. The user can also contact the company in this regard via the e-mail address INFO@SINERGIA.SI.

The change of email address will be made on the same or the next working day at the latest and the user will be notified via email.

The user guarantees to the company that all the information provided by him in connection with the registration of his user account is accurate, true and correct, and that he will not use the online platform contrary to these General Terms and Conditions. The company is not liable in relation to the misuse of personal data, insofar as they are the exclusive result of an error or security flaw on the part of the user.

If a visitor provides inaccurate, untrue and incorrect information to the company when registering a user account, or if the company has reason to believe that the information is inaccurate, untrue, incorrect, the company has the right to terminate all registered user accounts of such a visitor.

Each user is solely responsible for all activities on and in connection with his/her user account and is obliged to protect his/her username and password from unauthorised use. In the event of unjustified use of the user account and/or password, or in the event of suspicion that someone has committed a criminal offence with his user account, or otherwise caused damage, the registered user is obliged to immediately inform the company via the e-mail address: INFO@SINERGIA.SI.

The competent court may order the company to stop or prevent the violation carried out by the user on the online platform, or to remove or disable access to illegal content for the purpose of detecting and preventing criminal offences, protecting privacy, protecting classified information and business secrecy. Such a proposal may also be submitted to the court in the public interest for supervision by the competent administrative authorities, in accordance with sectoral legislation, and the company will, in all such cases and insofar as this is not inconsistent with the order or applicable regulations, notify the user concerned via e-mail.

Use of the online platform by minors and persons with limited or reduced legal capacity

The user account registration process was created taking into account the principle of minimization of personal data collection, which means that the company does not collect the birth years of registered users, whereby under the threat of breaching these General Terms and Conditions and the termination of the user account, this is guaranteed to the company by each individual user at the time of registration. Otherwise, the Company does not accept orders from persons under the age of 18 or persons with limited or deprived legal capacity, unless they have previously obtained the explicit permission of the legal representatives of such a person in this regard. All such persons must contact the company in this regard before registering an account or making a purchase on the online platform at: INFO@SINERGIA.SI.

Consequently, the company does not knowingly offer tickets from the offer of the online platform to minors or persons with limited or deprived legal capacity, and does not knowingly process any personal data related to them, and does not consciously offer access to tickets for events that could be harmful to children or which are not intended for persons under the set age limit.

If the company subsequently determines that it is processing the personal data of a minor or a person with limited or reduced legal capacity without the consent of a parent or guardian, it will do everything necessary to delete all personal data provided by such persons and potentially refund any transactions, as the case may be.

If the parents or guardians of a minor or a person with limited or deprived legal capacity determine that their child or ward is using online platforms, or that they have voluntarily provided other personal data to the company in addition to the e-mail address, they may notify the company and request the deletion of such personal data at INFO@SINERGIA.SI.

Any communication intended for persons in relation to which the company has been notified, or for whom the Company has itself established that they are under the age of 18, or that they have limited or reduced legal capacity, will be appropriate to their age and will not take advantage of their confidentiality, lack of experience or sense of loyalty.

Should an exception be in place in relation to any individual age limits that relate to a particular event, such exemption shall be indicated by the organiser on the event subpage.

Steaming, live video, video recordings and purchasing access to other digital content on the online platform.

If such products are available on the online platform at the time of purchase (i.e. form part of the offer), the company shall, against payment of the stated purchase price (if any), grant access to the relevant user/buyer to such digital content as defined in the description of the relevant digital content (e.g. access to streams, live video feeds, video recording, etc.).

Upon successful completion of the purchase (and compliance with any other terms and conditions that may be set out in the description of the digital content or service on the event subpage), the company shall, without undue delay, deliver to the customer:

- either to the customer's e-mail address (or within the dedicated part of the online platform, if this is clear from the description of the digital content or service), provide the digital content or service in the format specified in the description of the digital content or service in the offer of the online platform, or provide a suitable means of accessing the digital content or downloading the digital content (e.g. digital content in the format specified in the description of the digital content or service in the offer of the online platform together with any instructions and access data for downloading the digital content or service or for accessing the content on a dedicated part of the online platform) so that it is available to the customer or accessible on a physical or virtual platform chosen by the customer for this purpose,
- either make the digital service available to the customer or accessible on the physical or virtual platform chosen by the consumer for that purpose.

The means of access to or downloading of the digital content or service, or the physical or virtual platform for access to the digital content or service by the consumer, shall be deemed to be the one indicated in the description of the digital content or service concerned (e.g. 'Available for download', 'CD', 'DVD', 'Online download' on the relevant event subpage) or expected by the average consumer in relation to the type of digital content or service concerned.

If another method of delivery is foreseen for the digital content or service, this will always be stated in the description of the digital content or service in question in the offer of the online platform or in these General Terms and Conditions.

If delivery in the above-mentioned form is not possible at the time of purchase for technical or other objective reasons, the company will endeavour to repeat the delivery as soon as possible or to carry it out in another suitable manner to be agreed with the customer. Should the time of delivery constitute an essential element of the contract for the buyer and should there be any delay in delivery, the buyer shall be entitled to withdraw from the contract in accordance with the relevant provisions of these General Terms and Conditions governing the procedure to be followed in the event of non-conformity of the goods or the digital content or the services or the goods with digital elements.

Access to digital content and services, permitted/serious outages

If part of the offer of the online platform also allows the purchase or delivery of digital content or services which, after purchase, are only available to the consumer on a dedicated part of the online platform, the use of and access to such digital content or services may be subject to the payment of a subscription fee or other terms and conditions for the use of and access to such streaming content or access to a dedicated part of the online platform, as will always be stated in advance in the description of such digital content or services (i.e. on the event subpage) or in these General Terms and Conditions.

In the event of a serious malfunction affecting the availability of the digital content or services on the dedicated part of the online platform (i.e. the event subpage) or the possibility of serious disruption of access to such content or services, the company will compensate the affected customers by way of a refund in proportion to the unavailability of such purchased content or services.

In the event of any ambiguity or lack of information regarding the possibility of accessing the digital content or services, the consumer is invited to contact the company before placing an order at the e-mail address INFO@SINERGIA.SI.

Unless otherwise stated in the description of a particular digital service or content in the offer, digital content and services are in principle compatible and interoperable with Microsoft and MacOS operating systems and any other environments that support the operation of programs for launching, opening and reading and/or playback of the relevant type of digital content or service (e.g. Android and IOS in the case of digital content or services whose descriptions indicate that they are used or accessed on mobile devices), to the extent that customised mobile versions of such applications support the relevant format of the digital content or service.

To the extent that the digital content or services contain specific requirements for launch, access or use, such circumstances shall be set out in the description of the digital content or service in question in the offer of the online platform at the time of purchase or in a dedicated section of the online platform.

In providing the above information, the company may include links to other websites, video content or graphics in the descriptions. The company reserves the right, in the event of technical limitations and other objective reasons, to include in the descriptions only such information as is expected or necessary for the proper use or installation and information of the average consumer in relation to the particular digital content or service or goods with digital elements.

In the event of any ambiguity or lack of information, the consumer is invited to contact the company at the e-mail address INFO@SINERGIA.SI.

Information on compatibility and interoperability of digital content or services

The compatibility and interoperability of digital content or services depends on the specific digital content or service and may be indicated as such in the description of the digital content or service concerned.

If the description of an individual digital content or service does not include specific information on compatibility or interoperability, the digital content or service shall be deemed to be compatible or interoperable only with the hardware or software commonly used with such digital content or service (i.e. hardware, software and any network connections that the average consumer expects would support the downloading, reading, use and other expected interaction with the digital content or service, such as plug-ins or programs for downloading and playing

streaming video content in MP4 or AVI format, H.264 video codecs or DivX and Xvid, and hardware and software for the playback of .mp3 or .wav audio formats).

Functionalities and measures for the technical protection of digital content or services or goods with digital elements

The individual functionalities and possible technical protection measures of the digital content or service or goods with digital elements are always indicated in the description of the digital content or service or goods with digital elements in the offer of the online platform.

When providing the above-mentioned information, the company may include links to other websites, video content or graphic representations in the descriptions. The company reserves the right, in the event of technical limitations and other objective reasons, to include in the descriptions only the information that is expected or necessary for the proper use or installation and information of the average consumer in relation to the particular digital content or service or goods with digital elements.

In the event of any ambiguity or lack of information, the consumer is invited to contact the company at the e-mail address INFO@SINERGIA.SI before placing an order.

Asserting claims in the event of non-conformity of digital content or services

In the event of non-compliance of digital content or a digital service in relation to which the company had acted as the seller (as indicated on the relevant event subpage at the time of purchase), the consumer may, subject to the conditions set out in this section, request that the company:

- require the digital content or digital service to be brought into conformity,
- request a proportionate reduction of the purchase price; or
- withdraw from the contract for the supply of the digital content or digital service.

The consumer also has the right to claim damages from the company, in particular if the digital content or digital service supplied causes damage to hardware or other digital content or digital service owned by the consumer and the damage is not caused by the consumer's act or omission. The consumer shall claim damages in accordance with the general rules on liability for damages.

The consumer may withhold payment of the remainder of the purchase price, or part of the remainder of the purchase price, until the company has fulfilled its obligations in case of non-compliance. The consumer shall exercise this right by notifying the company of his decision via the email address INFO@SINERGIA.SI.

The company is liable to the consumer for any lack of conformity which exists at the time of delivery/supply of any digital content, which becomes apparent within two years of such supply.

In relation to goods with digital elements, where the sales contract provides for a continuous supply for more than two years, the company is liable for any lack of conformity of the goods for two years and of the digital content or digital service that occurs or becomes apparent within the period during which the digital content or digital service is to be supplied (e.g. when purchasing streaming packages or subscriptions) under the sales contract, i.e. for the entire term of the contract.

In relation to digital content or digital services, where the contract provides for continuous supply over a period of time, the company shall be liable for a lack of conformity that occurs or becomes apparent within the period during which the digital content or digital service is to be supplied under the contract, i.e. for the entire term of the contract.

Establishing conformity in cases of lack of conformity of digital content and refunds

In the event of non-conformity of digital content or a digital service in relation to which the company had acted as the seller (as indicated on the relevant event subpage at the time of purchase), a consumer may request that a digital content or digital service be brought into compliance unless it would be impossible or would cause disproportionate costs to the company, taking into account all the circumstances of the case, including:

- the value that the digital content or digital service would have if it were compliant; and
- the significance of the non-compliance.

The company shall bring the digital content or digital service into conformity in accordance with the preceding paragraph within a reasonable period of time from the time the consumer has notified the company of the non-compliance, free of charge and without significant inconvenience to the consumer, taking into account the nature of the digital content or digital service and the purpose for which the consumer needed the digital content or digital service.

Withdrawal from the purchase of digital content or a digital service within 14 days when purchasing digital content or services on the online platform from the company

If a consumer wishes to withdraw from the purchase of digital content or a digital service in relation to which the company had acted as the seller (as indicated on the relevant event subpage at the time of purchase), withdrawal from the contract within 14 days and without cause is not possible in respect of the supply of digital content (or service) not supplied on a tangible medium, if access to the content (or performance of the service) had been given immediately to the consumer and when:

- the consumer has given his prior express consent to the immediate access (or commencement of performance) within the withdrawal period,
- the consumer has agreed that the right of withdrawal is thereby forfeited, and

- the company has collected the above stated express consent as prescribed by consumer protection laws.

If the above-stated is not the case (i.e. a consumer had not consented to obtaining immediate access to digital content or services), the consumer may withdraw from a contract for the supply of digital content or a digital service and the company shall refund to the consumer any payments made under the contract for the supply of digital content or a digital service.

Notwithstanding the preceding paragraph, where a contract for the supply of digital content or a digital service provides for the supply of digital content or a digital service against payment of a purchase price and for a specified period of time, and the digital content or the digital service was for a period of time brought into conformity before the withdrawal from the contract for the supply of digital content or the digital service, the company shall refund to the consumer only the proportion of the purchase price paid which corresponds to the period of time during which the digital content or the digital service was not brought into conformity.

In the case referred to in the preceding paragraph, the company shall also refund to the consumer any part of the purchase price paid by the consumer in advance for the period of the contract for the supply of the digital content or digital service that would have remained if the consumer had not withdrawn from the contract for the supply of the digital content or digital service.

In the event of withdrawal, the consumer must not use the digital content or digital service and must not make it available to third parties.

Please see and adapt the information from section “Deadline for withdrawal and informing the company of the desire to withdraw from the contract?” of these General Terms and Conditions accordingly in order to get in touch with the company when requesting a refund in relation to your withdrawal from the purchase of digital content or a digital service.

Purchasing products on the online platform (technical procedures for concluding a contract)

A user or platform visitor makes a purchase on the online platform by completing the steps described below:

- navigation to the online platform through an online browser,
- searching form clicking and inspecting individual products such as tickets and digital content on the relevant event subpages or elsewhere on the platform by clicking on the images or graphics that symbolically represent an individual product or event,
- viewing the product and selecting the quantity of product to buy by clicking the relevant buttons (“+” or “-”),
- selection of other potential product specifications (e.g. choice of seat, date of the event, ticket upgrades, streaming format, etc.),

- the user enters the required data (name, surname, e-mail address) for the execution of the order and the execution of the electronic delivery of the product in the appropriate fields or logs in with their existing user account
- the user enters any coupons or discount codes,
- the user chooses the desired payment method,
- the user checks all the entries (specification or quantity of the selected product, data for the execution of the purchase and electronic delivery, the selected payment method), changes them if necessary and double-checks the total price of all selected products, which includes taxes or other duties and costs, enters any coupons or discount codes, and if they agree with all the provisions of these General Terms and Conditions and want to make a purchase, they click on the "Confirm payment" button before filling in the relevant "I agree with the General Terms and Conditions" field(s).
- By clicking on the "Confirm Payment" button, the contract between the buyer and the company regarding the purchase of the selected products is concluded.
- If the order has been successfully submitted, the user receives an order confirmation at the e-mail address he had entered and whether the order had been accepted.
- The order confirmation contains a summary of the entire order together with the order number, order status, list of purchased products together with the price breakdown and all costs, taxes and duties.

Acceptance of the order and confirmation of the order by the company and limited possibility of withdrawal from the contract (order) without consequences:

- After placing the order, the system automatically delivers the purchased tickets electronically to the buyer's e-mail address, which the buyer has forwarded to the company for this purpose (or immediately offers access to the purchased digital content).
- In certain rare cases (explicitly indicated as such on the relevant event subpage), physical tickets may also be sent to the buyer via regular post.
- After confirming the order, the company may also inform the buyer by e-mail about the organiser's possible change of the date of execution or the venue of the event, if it differs from the one published on the relevant subpage of the event of the online platform at the time of the buyer's purchase, whereby the buyer will be notified via the entered e-mail address by the company, and in this case he will be able to withdraw from the contract (order) without any consequences, and the company will reimburse him the full purchase price, as defined in the chapter "Withdrawal from the contract" of these General Terms and Conditions.

Technological means that enable the identification and correction of errors before placing an order

Before submitting a an order, the user (customer) via the graphical user interface may, with immediate effect, easily and without any hindrance:

- see and review which products he has selected and added to the shopping cart/checkout page;
- see and review the price of each product and the total price of the entire selected quantity of products;
- changes the selected quantity of each product and calculate the new price of the quantity thus changed (click on the "+" or "-" button);
- remove the selected products that he does not want to buy (click on the relevant symbol next to the price of the selected products) and thus automatically return to the previous step.

Before confirming the order, the user via the graphical user interface may, with immediate effect, easily and without any hindrance:

- change the selected quantity or specifications of the order;
- change the selected payment method and;
- review and confirms individual changes to the order;
- return to the previous step at each of the steps (e.g. clicking on the relevant symbol next to the price of the selected products).

Validity and portability of tickets, event participation rules and refused entry or expulsion from an event

General event participation rules can be found here:
https://flowsfestival.com/event_participation_rules.

Unless otherwise stated by the event organiser, it is considered that:

- each ticket offers a valid entry to the event only to its holder, whereby the holder is to present the ticket as explained on the ticket or on the event subpage,
- each ticket is valid only for events and competition dates that were listed on the subpage of the event or on the ticket itself. An individual ticket is valid at first entry to the event, whereby any other tickets with the same identification number are automatically invalid,
- tickets may not be misused, altered, copied or otherwise falsified.

Respecting “event participation rules” or other restrictions (e.g. age, prohibition of entry with alcoholic beverages, etc.) may be a valid condition of entry to the event and the organiser may prohibit the holder of a valid ticket from entering on the basis of violations of the rules of the event or the event participation terms,, whereby such rules and restriction shall be made known to the buyer on the event subpage or in the relevant terms and conditions or conditions of sale prior to purchase.

The company is not liable to the buyer or ticket holder in connection with the refusal of entry to an event that the organiser has justified on the basis of their own judgement and their own rules of the event or business.

The company will endeavour to settle any disputes between the company and the buyer or ticket holder (e.g. on the existence, validity and transferability of the ticket) after being notified by either party of such a dispute at: INFO@SINERGIA.SI.

If the company reasonably refuses entry to an event to a buyer or ticket holder on the basis of these General Terms or any event rules which had been published in connection with a particular event (either at entry or all throughout the event), the company is not obliged to reimburse the buyer or ticket holder for the purchase price of the ticket or for any related damages or costs.

Invoice forwarding

By electronically delivering the ordered tickets to the buyer, the company also provides its own invoice, as the case may be. In certain situations, the tickets themselves may act as invoices, if permitted under applicable laws.

The buyer is obliged to save a physical invoice for the purpose of possible withdrawal from the contract and return of the ticket, as defined in the relevant chapters of these General Terms and Conditions.

The buyer is obliged to verify the correctness of the data before placing the order. Later objections regarding the regularity of issued invoices shall not be considered.

Payment Methods

Purchases on the online platform can be made in the following ways:

- payment by Mastercard or Visa
- and any other payment option, as listed at the time of purchase on the final checkout step.

Electronic delivery of tickets

After receiving the payment based on the selected payment method, the system will automatically forward the purchased ticket to the customer's e-mail address within a few minutes.

If the tickets have not been electronically delivered to the entered e-mail address of the buyer, the buyer must immediately notify the company at the e-mail address INFO@SINERGIA.SI (see the chapter "Material defects" or "Exercise of material defects and complaints" of these General Terms and Conditions).

The buyer is not charged for the costs of electronic delivery of tickets after a successful purchase.

Transferring tickets to third parties and printing tickets ("Print@home")

Unless otherwise stated by the event organiser, and unless the ticket bears the name of the buyer or if the ticket is subject to other restrictions (e.g. age) which had been stated by the ticket seller at the time of purchase, the buyer has the option of forwarding the purchased ticket to a third party.

In the case of tickets which had been provided to a third party, the company assumes no responsibility in relation to the invalidity of any such ticket, if such ticket has been rejected by the event organiser as "already redeemed".

Entry to the events is possible by showing a physical or mobile version of the purchased ticket (as specified by the event organiser on the relevant event subpage or specific in the event participation rules), and the buyer may have the option of printing the electronically delivered ticket himself (i.e. "print@home").

If it is considered that entry to the event is possible only by showing a physical version of the ticket, the event organiser shall clearly state this on the relevant subpage of the event, the ticket or in the event participation rules.

Ticket prices and delivery fees

All listed ticket prices are valid at the time of placing the order.

The ticket offer is valid as long as the tickets of the sales program are in stock or in the offer.

All prices on the online platform are listed in euros and include VAT unless clearly specified as being listed VAT free.

Discounts, promo codes, discount codes and vouchers

Promotional codes, discount codes and vouchers can be used by entering the code in the appropriate field at the respective step of the purchase, as described in more detail in the chapter "Online platform purchase procedure".

Discounts and other benefits that affect the price of the ticket, as well as discounts on products that are specifically marked as indicated in the "Special product tags" section, are not cumulative.

Promotional codes, discount codes and vouchers are added together with the discount of each product, but only one such voucher code can be applied to each product at a time.

Promotional codes, discount codes and vouchers cannot be exchanged for cash or other form of benefits from the company.

Special product tags

The tag "New" indicates a product that was not yet available for purchase before being placed among the offered products of the online platform. Such a tag will have the product for a minimum of 14 days and a maximum of 2 months.

The tag "Discount" or "Sale" is used to tag a product that has a price reduced to a significant extent, depending on the price it had before receiving this tag. The percentage of reduction is indicated next to the product.

The tag "Not currently in stock" or "Not currently available" may indicate a product that the online platform does not currently have in stock and will not be able to obtain it from the supplier during the time otherwise foreseen for the delivery of the item in question.

Withdrawal from the Contract When Purchasing Tickets

No Statutory Right of Withdrawal for Event Tickets

In accordance with **Article 16(l) of Directive 2011/83/EU** and applicable national consumer protection legislation, the buyer acknowledges that **no statutory right of withdrawal** applies to contracts for leisure services where the service is provided on a **specific date or within a specific period**. The purchase of event tickets via the online platform constitutes such a service.

Accordingly, **ticket purchases are binding**, and withdrawal from the contract is **not possible**, provided that:

- the event takes place as scheduled, and
- there is no change to the date or venue of the event, and
- the event is not cancelled.

Any deviation from this rule is possible only if expressly provided for in the specific event participation rules or terms of sale applicable at the time of purchase and made available to the buyer on the relevant event subpage, and only insofar as such deviation does not contravene mandatory EU consumer protection law.

Exceptions: Change of Date, Change of Venue, or Event Cancellation

Notwithstanding the above, the buyer may withdraw from the contract if the event organiser subsequently:

- changes the **date** of the event, or
- changes the **venue** of the event, or

- **cancel**s the event,

and, as a result, the buyer does not wish or is unable to attend the event.

This right to withdraw applies unless the specific event participation rules in force at the time of purchase and clearly disclosed to the buyer explicitly exclude such a remedy, provided that such exclusion is lawful under applicable EU consumer protection legislation.

Refund Conditions and Applicable Refund Regime

Any refund following a justified withdrawal under this section shall be governed **exclusively** by the provisions set out in the section **“Refund of Payments to the Buyer in Case of Withdrawal from the Contract.”**

In particular, the buyer expressly acknowledges that:

- refunds for festival tickets are **only available** if the buyer has **explicitly purchased Booking Refund Protection** at the time of ticket purchase, and
- any refund shall be assessed and processed strictly in accordance with the **Booking Refund Protection Terms** applicable at the time of purchase, unless mandatory consumer protection law requires otherwise.

Return of Tickets

Where applicable, and as a condition for processing a justified withdrawal, the buyer may be required to return the tickets in the manner and within the timeframe specified in:

- the section **“Return of Tickets in Case of Withdrawal from the Contract”** of these Terms, and/or
- the specific event participation rules applicable at the time of purchase.

Deadline and Method for Submitting a Withdrawal Notice

The buyer must notify the Company of their intention to withdraw from the contract **within 14 days** of the scheduled date of the modified or cancelled event.

The withdrawal notice shall be submitted either:

- by sending a completed withdrawal form (where available), or
- by sending an unambiguous written statement clearly indicating the intention to withdraw from the contract and identifying the relevant tickets or event.

Notifications may be sent:

- by e-mail to: **info@sinergia.si**, or
- by post to:

DRUŠTVO ZA POVEZOVANJE IN OSEBNOSTNI RAZVOJ SINERGIA

Ulica Mirana Jarca 6
1233 Dob
Slovenia, Europe

A withdrawal notice shall be deemed timely if received by the Company within the above-stated 14-day period.

Withdrawal from the contract after the scheduled date of the event?

If the buyer notifies the company of their desire to withdraw from the contract before the expiration of the planned deadline for the implementation of the changed or cancelled event, the company will carry out the process of assessment and refund of the purchase price.

The company will always inform the buyer about the receipt and progress of the procedure for assessing the withdrawal or refund within 8 days of the valid receipt of the notice, whereby in cases where the resolution of the buyer's claim after the withdrawal from the contract would require a longer period of time, the company will inform the buyer within the described 8-day period, and coordinate with it on further action.

In cases of lawful and justified withdrawal, the company always undertakes to refund the full amount of the paid purchase price to the buyers who succeeded with their request for withdrawal from the contract immediately or no later than within 15 days from the moment when the buyer's withdrawal from the contract was recognized as justified.

Review and use of tickets before withdrawal from the contract

The buyer may not use the tickets until the withdrawal from the contract. The buyer may inspect the tickets to the extent strictly necessary to determine the actual condition of the ticket (e.g. correct indications of the event, etc.). The buyer is responsible for reducing the value of physical tickets if the reduction is the result of actions that are not necessarily necessary to determine the nature, properties and condition of the tickets (e.g. destruction of the QR code of the physical ticket resulting from the buyer's actions).

EU consumer protection laws also requires us to inform customers that it is not possible to withdraw from the contract for:

- products or services whose price depends on fluctuations in markets over which the company has no influence and which may occur within the period of withdrawal from the contract;
- services provided if the company fulfils the contract in full and the provision of the service began on the basis of the buyer's explicit prior consent and with the consent to lose the right to

withdraw from the contract when the company fulfils it in full;

- products that, by their nature, are inseparably mixed with other items.

Refund of Payments to the Buyer in Case of Withdrawal from the Contract

Refunds of the purchase price for festival tickets are available exclusively to buyers who, at the time of purchase, have explicitly selected and paid for Booking Refund Protection, and only in accordance with the Booking Refund Protection Terms, available at:

<https://deydkk6ia0w3d.cloudfront.net/en/refund-protection.pdf>

If the buyer has validly exercised their right of withdrawal in compliance with these Terms and Conditions and the conditions set out in the applicable Booking Refund Protection Terms are met, the Company, acting as an intermediary in the sale of tickets (or as the seller of the tickets, as applicable), shall refund the amount actually paid for the ticket without undue delay and no later than 15 days from receipt of a complete and valid withdrawal request submitted in accordance with the Booking Refund Protection Terms.

Refunds shall be made using the same payment method used by the buyer at the time of purchase, unless the buyer has expressly requested an alternative method and provided that such alternative does not result in additional costs for the buyer.

If the buyer did not purchase Booking Refund Protection, no refund shall be granted for festival tickets, except where mandatory and non-waivable provisions of applicable consumer protection law require otherwise.

Under no circumstances shall the buyer be entitled to reimbursement of any ancillary or consequential costs incurred in connection with their planned participation in the event, including but not limited to travel expenses, accommodation costs, meals, or other third-party services.

Where a discount code or promotional code was used at the time of purchase, any refund shall be calculated based solely on the discounted price actually paid. In the event of a refund, the buyer shall not be entitled to the reissuance of the same or a new discount or promotional code.

Where a gift voucher was used as a means of payment, such voucher shall be treated as a payment instrument. Upon an eligible refund, the gift voucher shall be reissued to the buyer in the same nominal value, and any additional amount paid shall be refunded in accordance with this section.

The buyer's statutory rights relating to remedies for defective performance or other mandatory consumer rights under applicable EU consumer protection legislation remain unaffected to the extent such rights cannot be excluded or limited by contract.

Defects

A ticket has a material defect if:

- does not have the properties necessary for its normal use;
- the item does not have the characteristics necessary for the particular use for which the buyer had purchased it, but which the seller was or should have been familiar with,
- the item has no qualities and distinctions that were explicitly or silently agreed or prescribed,
- the company has handed over a ticket to the buyer that does not match the sample or model.

A material defect in the ordered ticket can be claimed by the buyer when purchasing any ticket on the online platform.

When the buyer claims a material defect in the ticket, they can choose the following remedies, whereby the remedies indicated first are the ones that the buyer can claim first:

- defect rectification
- replacing the ticket with a new flawless ticket,
- return of part of the amount paid in proportion to the error,
- repayment of the amount paid.

Enforcement of material defects and complaints

The buyer is obliged to inspect the tickets upon their receipt. In the event of obvious material defects, the buyer must claim the detected material defect with the company within 8 days from the discovery of the defect.

In the event of a material defect that the buyer could not detect during the inspection of the ticket, the buyer may claim such a material defect with the company within 2 months from the date on which the defect was discovered.

The buyer may claim a material defect in relation to the purchased ticket by sending to the company's e-mail address at INFO@SINERGIA.SI a message, stating which tickets he has purchased from the company and when, and what material defect he has detected, whereby it is recommended that he also include in the message the number of the invoice that had been issued by the company in connection with the purchase of the ticket in question or other evidence proving that he has purchased the product from the company. It is also recommended that the buyer also include in the message images or video footage, or other material explaining the alleged material error.

When the company receives the buyer's message on the assertion of the existence of a material defect (complaint) and if it agrees with the existence of a material defect (in cases where it had been acting as the seller of the ticket), the company will comply with the selected request of the

buyer (elimination of the defect, replacement of the ticket, return of a proportionate part of the purchase price, refund of the amount paid) no later than 8 days after receiving the request for the assertion of a material defect (complaint), whereby the company will, in cases where the established request of the buyer would require a longer time for execution (e.g. longer time for the delivery of a new ticket), notify the buyer within the described eight-day deadline and coordinate with it on further action.

Even if the company does not agree with the alleged existence of a material defect, the company will also respond to the buyer within 8 days.

If the buyer does not receive a response from the company regarding the above, the buyer may submit an application to the Market Inspectorate of the Republic of Slovenia, Dunajska cesta 160 1000 Ljubljana, T: +386 1 280 87 00, e-mail address: gp.tirs@gov.si or to any local inspectorate that has jurisdiction to decide in the case.

The company also has a system for handling other complaints regarding tickets or purchases on the online platform. In the event of a complaint, the user or buyer may contact the company via the e-mail address INFO@SINERGIA.SI.

Within five working days, the company will confirm that it has received the complaint and notify the user or customer of the progress of the complaint procedure within a further eight days. The company will use its best endeavours to resolve any disputes amicably. If an amicable settlement of the dispute is not possible or achieved, the court in Ljubljana, under whose jurisdiction the case falls, shall have exclusive jurisdiction to resolve all disputes between the company and the user or buyer.

Slovenian substantive or procedural law shall apply to these General Terms and Conditions and to all disputes between the company and the user or buyer.

The provisions of the Obligations Code, the Electronic Commerce Market Act, the Personal Data Protection Act and the Consumer Protection Act shall apply mutatis mutandis to all relationships and to rights and obligations not regulated by these General Terms and Conditions.

The event participation rules which had been made available to the buyer at the time of purchase at the relevant event sub page and these General Terms and Conditions together with any other applicable laws shall govern the defect procedure.

Out-of-court settlement of consumer disputes

In connection with any products that had been sold to the buyer via the online platform by the company, the company does not recognize any out-of-court consumer dispute resolution provider as competent to resolve a consumer dispute that the buyer could initiate.

The company, which, as a provider of goods and services, operates an online platform in the territory of the Republic of Slovenia and, consequently, within the EEA, hereby publishes an



electronic [link](#) to the EU online dispute resolution platform (SRPS), that is available to all EU consumers.

Entry into force of these General Terms and Conditions and archives of past General Terms and Conditions

These General Terms and Conditions shall enter into force on January 8th, 2026