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PURCHASE AND ORDER TERMS

Last updated 20 April 2026

These Purchase and Order Terms apply when you purchase, order or register through the Hobbly service for paid events, activities, travel services or other paid products and services offered by Partners. These terms supplement Hobbly's general Terms of Service. If any provision of these Purchase and Order Terms conflicts with the general Terms of Service, these Purchase and Order Terms shall apply in relation to the purchase.

Hobbly's general Terms of Service are available at hobbly.app/terms-of-service and the Privacy Policy at hobbly.app/privacy. By continuing with the purchase you accept these Purchase and Order Terms and Hobbly's Terms of Service, and you understand that your data will be processed as described in the Privacy Policy.

1. Service provider and Hobbly's role

Hobbly Technologies Oy (Business ID 3503150-1, Liikiäläntie 13, 54920 Taipalsaari) provides the technical platform through which you can purchase tickets to events, order services, register for activities and buy other paid products and services offered by Partners.

In purchase transactions Hobbly acts as a technical platform and intermediary between the Partner (event organiser, club, company, travel service provider or other service provider) and you. A binding Purchase Agreement for the ticket, product or service you buy is always formed between you and the Partner, unless the purchase process expressly states otherwise.

Partner's responsibility: The Partner is solely responsible for the content, delivery, quality and legality of the event, product or service it offers, and for all related obligations towards the customer, including cancellations, refunds, compensation and liability for defects. Hobbly is not a party to the Purchase Agreement.

2. Purchase process and formation of the agreement

By selecting a product, ticket or service and confirming the order in the Service, you place a binding order on the terms presented in the Service at the time of ordering. Before confirming your order, you will clearly see:

- the description and essential details of the product, ticket or service being purchased;
- the total price including taxes, all service fees, delivery fees and any other costs;
- the payment method and payment terms;
- the delivery method and estimated delivery time or the date of the event;

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- the content of the right of withdrawal and any applicable limitations.

The order is binding on you at the moment of confirmation. The Purchase Agreement is formed when Hobbly sends you an order confirmation on behalf of the Partner. Both Hobbly and the Partner have the right to refuse or cancel an order where there is justified reason to suspect the authenticity of the order, lack of ability to pay, misuse or other conduct contrary to these terms.

3. Prices, payment and payment service provider

3.1. How prices are composed

Prices shown in the Service include value added tax. The total price may consist of the following components:

- **Price of the product or service:** the price set by the Partner for the ticket, product or service.
- **Hobbly's service fee:** a fee charged by Hobbly for providing the platform and payment processing. The service fee may be a fixed amount or a percentage of the purchase price.
- **Other charges:** any delivery, booking or handling fees set by the Partner.

All charges included in the price are itemised and the total price is clearly displayed before the order is confirmed.

3.2. Payment service provider and payment processing

Payments are processed by Stripe Payments Europe, Ltd. ("Stripe"), which acts as the payment service provider for Hobbly and the Partners. Payment details are entered directly into Stripe's environment, and Hobbly does not process or store the details of your payment card or other payment instrument. Stripe's own terms of service and privacy policy, available at stripe.com, apply to the use of Stripe.

The obligation to pay arises at the time the order is placed. Payment is charged according to the payment method either immediately or upon delivery.

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3.3. Promotions, discounts and credits

Hobbly may offer promotions, discount codes or credits, the terms for granting and use of which are determined on a per-campaign basis. Credits cannot be exchanged for cash and may be invalidated in the event of abuse or where they have been granted on incorrect grounds.

4. Tickets and delivery

Tickets are delivered electronically to the Service, by email or by another method specified during the purchase process. Keep your ticket carefully and do not share an image of the ticket or the QR code publicly so that no one can copy it. Hobbly is not liable for tickets that are lost, stolen, copied or transferred to third parties.

A ticket may be personal or may bear the name of the buyer. In order to gain entry to the event, you may need, in addition to the ticket, photographic identification. The event organiser or Hobbly may set a maximum number of tickets per buyer.

Resale or transfer of purchased tickets for consideration without the written consent of Hobbly or the event organiser is prohibited. Hobbly has the right to invalidate tickets that have been obtained through unauthorised resale, fraud or in breach of these terms, without any obligation to refund the ticket price.

5. Right of withdrawal

Under the Finnish Consumer Protection Act, a consumer has a 14-day right of withdrawal in respect of products and services purchased through distance selling. The right of withdrawal is, however, subject to statutory limitations:

Event tickets and time-bound leisure services: Pursuant to Chapter 6, Section 16, subsection 12 of the Finnish Consumer Protection Act, there is no right of withdrawal where the contract concerns accommodation, transport of goods, car rental, restaurant services or leisure-related services if the contract requires performance at a specified time or within a specified period. Accordingly, event tickets generally cannot be cancelled or returned unless the event organiser separately offers that option. This is communicated clearly before purchase.

Other products and services: If the product or service you have purchased does not fall within the limitations on the right of withdrawal, you may withdraw from the purchase within 14 days by notifying Hobbly customer support or the Partner. For a service whose performance has been started during the withdrawal period at your express request, you shall pay a proportionate share of the services performed up to the moment of withdrawal. A fully performed service cannot be withdrawn from if performance began with your consent and you were informed of the loss of the right of withdrawal.

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For digital content, the right of withdrawal ends when delivery of the digital content begins, provided that you have given your express prior consent and acknowledged that you will lose the right of withdrawal.

6. Event cancellation and changes

If an event is cancelled or undergoes a material change, such as a significant change of date or performer, the event organiser (Partner) is responsible for customer communications and any refund of the ticket price. Because payments are routed through Stripe Connect directly to the Partner, refunds are made by the Partner or by Stripe on behalf of the Partner. Hobbly may assist with the handling of refunds but is not itself obliged to refund the ticket price and cannot refund funds that are not in Hobbly's possession.

The ticket price is primarily refunded to the original payment instrument. Hobbly's service fee is generally not refunded, as it covers platform and payment processing costs already incurred. The Partner may, at its own discretion, also cover the service fee as part of the refund.

Any other costs related to the event, such as travel or accommodation expenses, are your own responsibility. In the event of cancellation or a change to an event, please contact the event organiser or Hobbly customer support primarily using the contact details given in Section 10.

7. Defects and complaints

If there is a defect in the ticket, product or service you have purchased, notify us within a reasonable time from discovering the defect, and no later than two months. Report the defect primarily to the Partner or to Hobbly customer support and describe the defect clearly.

Because the Purchase Agreement is formed between you and the Partner, the Partner is responsible for the conformity of its products, services and events with the agreement, for liability for defects, and for any price reductions, refunds and compensation. Hobbly assists in handling complaints by relaying communications between the Partner and the customer. The consumer always has the rights afforded by mandatory consumer protection legislation.

8. Age limits and identification

Placing a paid order requires legal capacity to act. A minor User may only enter into binding legal acts if a guardian has consented to them or if the legal act is customary and of minor significance considering the minor's age and stage of development. A guardian may require a paid purchase to be unwound if a minor has made it without consent.

Events, products or services may be subject to age limits, which will be indicated during the purchase process. The Partner or event organiser may require verification of age on arrival at

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the event or upon collection of the product. If you do not meet the applicable age limit or cannot verify your age when requested, entry to the event or delivery of the product may be refused without refund.

9. Limitation of liability

Hobbly acts as a technical platform and intermediary and is not liable for the content, delivery, quality, cancellation or changes of the Partner's event, product or service. Because payments are routed through Stripe Connect directly to the Partner, Hobbly is also not liable for refunds made by the Partner or for the handling of payments on the Partner's Stripe account.

Hobbly is not liable for any indirect costs related to an event or service, such as travel, accommodation or loss-of-earnings costs. Hobbly's potential liability is limited to the service fee collected by Hobbly in the purchase transaction. These limitations of liability do not restrict the consumer's rights under mandatory law. Hobbly's general limitations of liability are described in more detail in the general Terms of Service.

10. Contact details

Hobbly Technologies Oy

Business ID: 3503150-1

Address: Liikiäläntie 13, 54920 Taipalsaari, Finland

Customer support and complaints: support@hobbly.app

Data protection matters: privacy@hobbly.app

11. Governing law and dispute resolution

These Purchase and Order Terms and any Purchase Agreements concluded on the basis of them are governed by the laws of Finland. In addition, a consumer User is covered by the mandatory consumer protection provisions of their country of residence to the extent they provide better protection.

The parties shall seek to resolve any disputes relating to the purchase primarily through negotiation. Please contact Hobbly customer support using the contact details given in Section 10.

A consumer has the right to refer a dispute to the Consumer Disputes Board (kuluttajariita.fi). Before referring a matter to the Consumer Disputes Board, the User should contact the Consumer Advisory Service (kkv.fi/kuluttajaneuvonta). If a dispute cannot be resolved amicably,

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it shall be settled in the first instance by the District Court of Helsinki. A consumer always has the right to bring an action before the competent court of their country of residence.

12. Changes to the terms

Hobbly may amend these Purchase and Order Terms. Material changes will be communicated before the confirmation of a new purchase through the Service or by email. Each Purchase Agreement is governed by the Purchase and Order Terms in force at the time of purchase.