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## TERMS OF SERVICE

Last updated 20 April 2026

By using the Hobbly service you accept these terms of service (the “Terms”) and agree to comply with them. Please read these Terms carefully before using the Hobbly service. Do not use the Hobbly service if you do not accept these Terms.

These Terms apply to all use of the Hobbly service. Ticket purchases made through the Ticket Brokerage Service are governed, in addition to these Terms, by separate Ticket Brokerage Terms available in the Service.

### 1. Definitions

“**Hobbly**” or “**Service Provider**” means Hobbly Technologies Oy (Business ID 3503150-1), domiciled in Taipalsaari, with registered address Liikiäläntie 13, 54920 Taipalsaari, Finland.

“**Hobbly Service**” or “**Service**” means the Hobbly mobile application, the hobbly.app website and other digital services connected to them, as well as the functionalities provided through them, including the Ticket Brokerage Service.

“**User**” or “**you**” means a natural person who uses the Hobbly Service.

“**Partner**” means an event organiser, club, company or other party that offers products, services, events or tickets through the Service.

“**Content**” means any material produced or uploaded by a User to the Service, such as texts, images, videos, comments and reviews.

“**Ticket Brokerage Service**” means the part of the Service through which a User can purchase admission tickets to events organised by Partners, the details of which are governed by separate Ticket Brokerage Terms.

“**Purchase Agreement**” means the agreement formed between the User and the Partner when the User purchases a Partner’s product, service or ticket through the Service.

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## **2. Description of the Service**

Hobbly is a digital platform that connects users, Partners, and events, activities and travel-related services. Through the Service, Users can discover events, activities and travel content, participate in them, join communities, purchase tickets and use other features provided by Hobbly.

Hobbly acts as a technology provider and intermediary. Partners are themselves responsible for the content, delivery and legality of the products, services, events and tickets they offer. Hobbly does not itself organise events and is not a party to the Purchase Agreement between the User and the Partner, unless otherwise stated.

Hobbly develops the Service continuously and reserves the right to add, change or remove features, functionality or Partners at its discretion.

## **3. User Account**

### **3.1. Registration and age limit**

Full use of the Service requires creating a user account. Registration is free of charge. A user account can be created by providing the requested information or by using a supported third-party sign-in service.

The User must be at least 13 years old. If the law of the User's country of residence requires a higher age limit for the use of an information society service, that higher age limit shall apply. A minor User requires the consent of a guardian to use the Service and to conclude binding legal acts such as paid purchases.

The User undertakes to provide truthful and up-to-date information at registration and to keep it up to date. A User may have only one personal account, unless Hobbly has expressly permitted otherwise.

### **3.2. Account security**

The User is responsible for keeping their account credentials confidential and for all activity on their account. The User shall protect their credentials appropriately and must not disclose them to third parties.

The User undertakes to notify Hobbly without delay if they suspect unauthorised use of their account or a security breach. Hobbly is not liable for damage caused by the User's failure to maintain the security of their account.

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### **3.3. Closing the account**

The User may close their account at any time through the Service settings or by contacting Hobbly customer support. Closing an account is permanent; a closed account and its associated data cannot be restored, except for data that Hobbly is required to retain under law or on the basis of another legitimate interest.

Upon closing the account, the User loses any benefits, achievements and in-Service rights accumulated in the Service. Purchase Agreements already concluded remain in force according to their own terms.

Hobbly may close or restrict a User account if the User breaches these Terms or applicable law, or if the User's actions cause harm to the Service, other Users, Partners or Hobbly. In serious cases the account may be closed immediately without prior notice.

## **4. User responsibility and prohibited conduct**

The User undertakes to use the Service in accordance with these Terms, applicable law and good practice. The User is solely responsible for all of their activity in the Service.

When using the Service, the User must not:

- use the Service for unlawful, fraudulent or otherwise improper purposes;
- disrupt, damage or overload the Service or degrade the experience of other users;
- circumvent the Service's technical protections or access restrictions, or attempt to reverse engineer, decompile or derive the source code of the Service;
- use bots, scripts or other automated systems to collect, manipulate or otherwise exploit the Service or its data without Hobbly's written permission;
- create multiple user accounts without Hobbly's consent or create an account using another person's information;
- harass, threaten, bully, discriminate against or spread hate speech towards other Users, Partners or Hobbly employees;
- infringe another person's privacy, intellectual property rights or other rights;
- use the Service for commercial purposes without Hobbly's written permission;
- act in a way that breaches the terms of a third-party service at Hobbly's expense or harms Hobbly's reputation or business.

The User is responsible for all damage resulting from conduct in the Service that breaches these Terms or the law, and undertakes to indemnify Hobbly against any third-party claims related to the User's conduct.

## **5. User Content**

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### **5.1. Responsibility for Content**

The User is responsible for all Content they upload to or publish in the Service. The User represents that they hold all necessary rights to the Content they publish and that the Content does not violate the law, these Terms or the rights of third parties.

The User must not publish Content that is unlawful, discriminatory, harassing, sexually exploitative, misleading, infringes third-party rights, or contains personal data without a legal basis. Child sexual abuse material and other seriously unlawful content must never be uploaded to the Service under any circumstances.

### **5.2. Licence to Content**

By publishing Content in the Service, the User grants Hobbly a worldwide, royalty-free, transferable and sublicensable right to use, store, modify, display, share and transmit the Content in connection with providing, maintaining, developing and marketing the Service.

The licence ends within a reasonable time after the User deletes the Content or closes their account. The licence may, however, continue to the extent necessary for the technical operation of the Service, back-ups, the rights of other Users, or Hobbly's statutory obligations.

### **5.3. Moderation**

Hobbly has the right, but not the obligation, to monitor Content published in the Service and the activities of Users. Hobbly may, at its discretion, remove, hide, restrict or edit Content that breaches these Terms or the law, infringes third-party rights or is otherwise harmful to the Service. Hobbly may report unlawful content to the authorities where required by law.

## **6. Payments and purchases**

Some features of the Service are subject to a charge. The prices of paid products and services, including any service fees, are shown clearly before the order is confirmed.

The User or, where applicable, a customer organisation pays for their order using the payment methods available in the Service. Hobbly may collect payments on behalf of the Partner. The obligation to pay arises at the time the order is placed. Hobbly uses an external payment service provider to process payments and does not itself store the details of the User's payment instrument.

Hobbly may offer promotions, credits or similar benefits. Hobbly determines the terms for granting, using and validity of such benefits, which may be restricted to specific users, Partners or time periods. Credits cannot be exchanged for cash. In the event of abuse or benefits granted on incorrect grounds, Hobbly may invalidate them and invoice the User for any payments made using them.

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The right of withdrawal and liability for defects are governed by mandatory consumer protection legislation. Leisure services such as event tickets are subject to the limitations on the right of withdrawal set out in consumer protection law, which will be communicated to the User during the purchase process.

## **7. Ticket Brokerage Service**

Through the Ticket Brokerage Service, the User can purchase admission tickets to events organised by Partners. Hobbly acts as a ticket broker, and the Purchase Agreement for the ticket and the event is formed between the User and the event organiser. The event organiser is responsible for the content, delivery, cancellations and changes of the event.

The details of the Ticket Brokerage Service — including ticket delivery, pricing, service fees, cancellations, fraud prevention and resale restrictions — are governed, in addition to these Terms, by separate Ticket Brokerage Terms available in the Service and accepted separately during the purchase process. In the event of a conflict between these Terms and the Ticket Brokerage Terms in matters relating to ticket brokerage, the Ticket Brokerage Terms shall prevail.

## **8. Intellectual property rights**

All intellectual property rights relating to the Service, including copyrights, trademarks, design rights, trade secrets, source code, databases, user interfaces, images and graphics, are the property of Hobbly or its licensors. These Terms do not transfer any intellectual property rights to the User.

Hobbly grants the User a limited, revocable, non-exclusive, non-transferable and non-sublicensable right to use the Service in accordance with these Terms and for personal use. The User may not, without Hobbly's written permission, copy, modify, distribute, sell, rent, sublicense or otherwise commercially exploit the content of the Service, nor use Hobbly's trademarks or logos.

## **9. Availability of the Service and changes**

The Service is provided “as is” and “as available”. Hobbly strives to keep the Service available without interruption but does not guarantee that the Service will operate error-free or without interruption. Availability may be limited due to maintenance and updates, technical disruptions or causes outside Hobbly's control.

Hobbly may modify, develop, update, restrict or discontinue the Service or part of it. Users will, where reasonably possible, be notified of material changes in advance through the Service or

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by email. If the Service is discontinued entirely, Users will be notified at least 30 days in advance and given the opportunity to download their own data.

## **10. Limitation of liability**

Hobbly is not liable for the conduct of Partners, the content or cancellation of events, the actions of other Users, the User's Content, or the content of services or links provided by third parties. Hobbly is also not liable for indirect damages resulting from use of the Service, such as loss of income or data, reputational harm or business interruption.

Hobbly's total liability to the User for damages arising from use of the Service shall in all cases be capped at the amount the User has paid to Hobbly for the Service during the three (3) months immediately preceding the event giving rise to the damage, or EUR 100, whichever is greater.

Hobbly is not liable for delays or failures in performance caused by force majeure. Force majeure means an event outside Hobbly's control, such as natural disasters, widespread telecommunications disruptions, decisions of authorities, strikes or armed conflict.

These limitations of liability apply to the extent permitted by applicable mandatory law. Nothing in these Terms limits the User's rights under mandatory consumer protection legislation.

## **11. Data protection**

Hobbly processes the User's personal data in accordance with applicable data protection law, including the EU General Data Protection Regulation (GDPR) and the Finnish Data Protection Act. The purposes and legal bases of processing, retention periods and the User's rights are described in Hobbly's privacy policy, which is available in the Service.

The User has the right to manage the consents they have given, such as marketing consents and cookie settings, through the Service settings. The User has the right to lodge a complaint with a data protection authority; in Finland, with the Data Protection Ombudsman (tietosuoja.fi).

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## **12. Changes to the Terms**

Hobbly may amend these Terms, for example due to changes in legislation, developments in the Service or new features. Material changes will be communicated to the User through the Service or by email within a reasonable time before the change takes effect.

If the User does not accept the changes, they have the right to stop using the Service and close their account before the changes take effect. Continued use of the Service after the changes take effect is deemed acceptance of the amended Terms. Minor changes that do not diminish the User's rights may take effect without separate prior notice.

## **13. Governing law and dispute resolution**

These Terms are governed by the laws of Finland, excluding its conflict-of-laws rules. In addition, a consumer User is covered by the mandatory consumer protection provisions of their country of residence to the extent they provide the User with better protection.

The parties shall seek to resolve any disputes relating to the Service primarily through negotiation. The User should contact Hobbly customer support using the contact details given in Section 14.

A consumer User 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). Disputes concerning the processing of personal data may be referred to the Data Protection Ombudsman.

If a dispute cannot be resolved amicably, 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.

## **14. Contact details**

### **Hobbly Technologies Oy**

Business ID: 3503150-1

Address: Liikiäläntie 13, 54920 Taipalsaari, Finland

Website: [hobbly.app](https://hobbly.app)

**Customer support and general inquiries:** [support@hobbly.app](mailto:support@hobbly.app)

**Data protection and personal data matters:** [privacy@hobbly.app](mailto:privacy@hobbly.app)

**Complaints:** [support@hobbly.app](mailto:support@hobbly.app)

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## 15. Miscellaneous

### 15.1. Entire agreement

These Terms, together with Hobbly's privacy policy and any separate service-specific terms (such as the Ticket Brokerage Terms), constitute the entire agreement between the parties regarding use of the Service and supersede any prior agreements on the same subject matter.

### 15.2. Severability

If any provision of these Terms is found to be invalid or unenforceable, the remaining provisions shall remain in effect. The invalid provision shall be replaced by a lawful provision that most closely reflects the original intent.

### 15.3. Assignment

Hobbly has the right to assign its rights and obligations under these Terms, in whole or in part, to a third party, for example in connection with a corporate transaction. The User may not assign rights or obligations under these Terms without Hobbly's written consent.

### 15.4. Waiver

Hobbly's forbearance in exercising any right shall not constitute a waiver of that right or any other rights.