



General Terms and Conditions

Before making a decision on the use of services related to the attendance of the tennis matches at the ATP tennis tournament Croatia Open Umag (hereinafter: the Services), i.e. before ordering and paying the Services (service provider ISTR A DMC Ltd. based in Umag, Jadranska 66, OIB: 91825575551, (hereinafter: the Company)) and / or in general before entering the ATP Stadium area, please be familiar with these general terms and conditions. If you have any questions or concerns related to the Terms and Conditions, please contact us at the e-mail address: info@croatiaopen.hr or directly the staff of the ATP Tournament Croatia Open Umag.

Acceptance of General Terms and Conditions

1. By using and / or reservation and / or ordering services and / or purchasing or acquiring tickets for the use of the Services in any other way (including all available sales channels) and / or by entering the ATP Stadium area, you accept these General Terms and Conditions (hereinafter Terms and Conditions), as all other terms and conditions related to the use of the services of the ATP Tournament Croatia Open Umag applicable at the time of their use. If you disagree with the above, please do not use, book, order services, or purchase or otherwise acquire tickets for the use of the Services and do not enter the ATP Stadium area.
2. All other issues related to the Services, payment and generally the use of the ATP Stadium are governed by the rules then prevailing.
3. These Terms and Conditions are related to the services provided by the Company, and any reference in this document to the ATP Tournament Croatia Open Umag shall appropriately refer to the Company.
4. In the case of transfer of tickets from the buyer to a third party, these Terms and Conditions are transferred and applied to the respective holder of tickets at any time, as well as the person who in the relevant moment benefits, reserves, orders, purchases or acquires the Service or is in the ATP Stadium area. The buyer is required to indicate the person to whom the ticket is transferred to the provisions hereof.

Changes to the Terms and Conditions and Entry into Force

5. The Company retains the right at any time to modify and/or amend these Terms and Conditions, and such changes shall become effective on the date of their disclosure. By continuing to use the Services after changes to the Terms and Conditions have been done, it will be deemed that you agree to such amended or supplemented Terms and Conditions. The Company advises that prior to making use, reservation, order, purchase or other acquisition of tickets for the use of the Services, or prior to entering the ATP Stadium area, you check these Terms and Conditions to be apprised of any changes thereof.

Purchase of Tickets

6. Tickets can be purchased at the Ticket office in the ATP Centre, or online.
7. The online purchase is regulated in accordance with these Terms and Conditions.
8. Tickets are payable by cash or bank cards.
9. The ticket price for children is payable in accordance with specific actions posted on www.croatiaopen.hr.



10. For the purchase of tickets the prices listed for a particular match or service are applicable. The ticket price is VAT inclusive.

11. When purchasing a ticket with cash, the buyer is required to spot count the returned money as later claims will not be considered.

12. The Company reserves the right to change the prices.

13. The visitor is required to check, immediately after having received a ticket, details about desired service, time of a tennis match, and any other information as later claims will not be considered.

14. The buyer is not entitled to compensation for unused or partly used services (due to delay) or loss of ticket.

Ticket Offices

15. The ticket office is open during the ATP Tournament from 09:00 a.m. to 10:00 p.m.

Entry into the ATP Stadium

16. The right to enter the ATP Stadium is acquired by displaying a valid ticket.

17. Entering the ATP Stadium without a valid ticket is not allowed. The Company reserves the right to verify the visitor's right to enter, as well as the basis for achieving a discount, and in the case of absence of the aforementioned the visitor is denied entry or removed from the ATP Stadium. Therefore, the visitor is advised to keep a ticket and a proof of the right to a discount (eg. identity card of a child, etc.) until the end of a tennis match.

18. Visitors who wish to enter the ATP Stadium after the start of a tennis match, entry will be allowed only between tennis match games.

19. Bringing in weapons, digital cameras and similar devices for recording images or sound is not allowed. Ticket holder may not: continually collect, disseminate, distribute, transmit, publish, disclose, release information, results or related statistical data (or assist any third party in offering any information to the public), on a live or on a delayed basis, in whole or in the part, and whether on a free basis or subject to payment, for commercial purposes or for the purposes of betting and games of chance, any sound, recording, photograph, video footage, motion picture, film and/or any other audio-visual content captured by any means whatsoever within ATP zone and ATP Croatia Open Umag. The use of laptops or other handheld electronic devices within the areas in which tennis matches take place (spectator area) is not allowed.

20. Bringing food and beverages in the ATP Stadium is not allowed.

21. Taking animals (of any kind) in the ATP Stadium is not allowed.

22. The ATP Stadium is provided with places for people with disabilities. It is recommended to pre-check the suitability of the ATP Stadium for the needs of a specific visitor.

Code of Conduct at the ATP Stadium

23. The visitor is required to sit on the seat indicated on the ticket and carefully and responsibly handle the assets of the Company.

24. Interfering with other visitors who are watching a tennis match is not allowed.

25. The sound of mobile phones has to be turned off, and the use of any device with a possibility of recording images or sounds during tennis matches is not allowed.

26. The visitors, after having been warned by the Company's staff, can be removed from a tennis match without the right to a refund of the ticket price in the case of:

- Not having taken place indicated on their ticket;
- Disturbing with their behavior other visitors during a tennis match;
- Being, in the opinion of the Company's staff, under the influence of alcohol or other drugs;



- Smoking in the ATP Stadium;
- Throwing leftovers or otherwise contaminating or damaging the area or the property;
- Bringing in the ATP Stadium area weapons or other items prohibited by law (drugs etc.).

27. Upon conclusion of the Services, the visitors are required to leave the ATP Stadium through designated exits. Staying in the ATP Stadium after the Services are over is not allowed.

28. In the areas of the ATP Stadium the visitors are required to respect the rules regarding limitation of the use of tobacco products in force.

Changes in Tennis Matches Schedule

29. The Company reserves the right to change the court on which the tennis match for which you have bought the ticket will take place, and on those grounds you do not have the right to any claims against the Company.

30. The Company reserves the right to cancel a tennis match, as well as to make changes in the tennis matches schedule, and in such cases you are not entitled to a refund but retain the right to attend the tennis match in a changed schedule.

Responsibility for Belongings

31. Visitors are required to pay attention to personal belongings and watch them during the entire event. The Company is not responsible for the things that are missing, damaged or defective due to circumstances that could not have been avoided or removed arising from an act or omission by the visitor.

32. We recommend that you do not take valuables to the premises of the ATP Stadium, or that you organize their custody outside the ATP Stadium area. The Company declines any liability for loss or damage to such items.

Parking

33. The visitors are required to inform themselves about free parking possibilities on www.croatiaopen.hr. The Company is not responsible for a refund of collected parking toll if the visitors fail to respect the free parking rules determined by the parking owner and/or the Company.

Prohibition of Audio and Video Recording and Betting

34. Video recording of tennis matches, and any betting on the site of tennis matches is strictly forbidden.

Data Protection

35. If using the Services requires the provision of certain personal information and banking card data, the collection of such personal data is subject to these Terms and Conditions.

36. All data relating to the user's card is encrypted by SSL certificate, for maximum security and data protection.

37. To make utmost protection of your data, confidential information about the card (card number, expiration date and CVV code) that you have specified is not stored on the server.

38. Transactions made through your card are managed by a third party (a bank) that receives the credit card number and other personal data solely for the purpose of identification and approval of the transaction. The Company will not be responsible for unauthorized use of your personal data and/or credit card number.



Complaints

39. All complaints can be sent in writing to the following address:
ISTRA D.M.C. Ltd. based in Umag, Jadranska 66, PIN: 91825575551

Limitation of Liability

40. The Company will not be liable for any damages that may arise from any action of visitors or third parties that is contrary to the provisions hereof.

41. The Company will be liable exclusively for damages caused by intent or gross negligence.

42. The maximum damage amount for which the Company will be liable under contractual relationship associated with the respective service is limited to the amount paid for that service.

General Provisions

43. The relationship between you and the Company is governed by applicable Croatian legislation. In case of disputes, the competence of a court by matter and territorial jurisdiction is legally established.



General Terms and Conditions of Use of the Website www.croatiaopen.hr

Please before you start using the website www.croatiaopen.hr ("site") (services provider ISTR A D.M.C. Ltd. based in Umag, Jadranska 66, PIN: 91825575551 (the Company)) be familiar with these General Terms and Conditions of Use. If you have any questions or concerns regarding these terms of use, please contact us at the e-mail address: info@croatiaopen.hr

Acceptance of General Terms and Conditions

1. When you visit the website www.croatiaopen.hr or use any part of its content or services, you consent to these General Terms and Conditions of Use of the website www.croatiaopen.hr (hereinafter: General Terms), as well as all other terms and conditions of use of the site and provided services. If you disagree with the above, please do not use the site and the services provided.

Changes to the General Terms and the Website

2. The Company reserves the right at any time to modify or amend these General Terms and such changes shall enter into force upon their publication on the website. By continuing to access the site or by continuing to use any part of its content or services you will be deemed to consent to such amended or supplemented General Terms. The Company advises you to periodically review these General Terms to be apprised of any changes to them.

3. The Company reserves the right at any time and without notice to change, modify or cancel any part of its operation, which includes the site, or any part thereof, services, sub-sites or services that are provided by them. The stated right includes, but is not limited to, changing the times of availability, content, availability of new data, transfer methods, as well as the right to access or use the site.

4. It is your duty and obligation to use the site in accordance with applicable regulations and the general moral and ethical principles. The Company has the right at any time to monitor the site content to ensure compliance with these General Terms and positive regulations.

Registration of Users

5. To use certain content and services on this site you must log into the system by using the e-mail address, password or other information that you will specify in the registration process.

6. In the process of registration and when completing the personal profile you agree to provide accurate, complete and valid data.

7. In the registration procedure you may not use names, nicknames and names owned by third parties, illegal, harmful, threatening, abusing, harassing, defamatory or in any way harmful to children and minors. It is not allowed to use names belonging to public figures. In case of violation of these rules the Company has the right to deactivate or remove your account.

8. In addition to your name you may not include company names, brands or websites.

9. The registration of two or more accounts in favor of a legal or natural person is not allowed.

10. The Company reserves the right to refuse registration, as well as to terminate or deny a possibility of further use of a registered account if you violate in any way these General Terms or otherwise slow or disrupt operation of the site. The Company reserves the right to take appropriate action against such users.



11. In the process of registration we shall collect from you certain personal data that are subject to the General Terms and Conditions of protection of personal data.

Use of the Site and Interaction of Users

12. By activating your account you agree to accept responsibility for all activities that occur under your account on the site.

13. You have to take care of the security of your password. The Company will not be responsible for cases of abuse of users' passwords but will immediately, after you report the abuse, take measures to protect your rights. Abuse can be reported via email to the address info@croatiaopen.hr

14. Each user is personally responsible for interactions and communication with other users of the site, and accepts that such interaction and communication has no confidential content, and accordingly the Company has the right, but not the obligation, to monitor communication between users that takes place through the site.

15. You agree that you will not use the site or its content and services in order to:

- a. present yourself for promotional purposes;
- b. damage, intimidate or threaten third parties, or spread hate speech
- c. encourage or favor incitement and spread hatred or discrimination based on race or ethnic origin or skin color, sex, language, religion, political or other conviction, national or social origin, property, trade union membership, education, social status, marital or family status, age, health, disability, genetic heritage, gender identity, expression or sexual orientation, and anti-Semitism and xenophobia, ideas of fascist, nationalist, communist and other totalitarian regimes;
- d. post, communicate and/or share content that is contrary to positive regulations, then content that is offensive, vulgar, racist, sexist, pornographic, that constitutes hate speech or is otherwise inappropriate;
- e. harass, endanger, insult, threaten, mislead third parties or in any way jeopardize their rights;
- f. post, communicate and/or share information that you know or should know to be false, and whose disclosure may cause harm to other users and/or the site;
- g. perform any illegal or unauthorized action;
- h. transmit or distribute any illegal content;
- i. post, communicate and/or share third parties personal data;
- j. post, communicate and/or share content that contains viruses or similar malicious software or other programs made for the purpose of destroying or limiting the operation of any computer software and/or hardware and telecommunications equipment;
- k. advertise or ask any other user to buy or sell any product and/or service, use the information obtained from the content on the site to contact other users for the purpose of advertising, presentation or sale of products without their consent and post, communicate and/or share unwanted content to users without their consent or request;
- l. carry out any kind of pyramid schemes, chain letters, junk mail, spam or any other form of multiple submission of commercial or other content;
- m. post, communicate and/or share content protected by copyright and other intellectual property rights of third parties;
- n. suggest your connection to the site;
- o. violate any positive regulation.

16. You agree to comply with warnings and instructions made by an administrator and/or moderator of the site.



17. The administrators and moderators of the site are not in any way responsible for the information posted by the users. They have the right to delete, change, move or remove any content on the site in their sole discretion and without prior notice.

18. All possible disputes arising from mutual relationship between the users of the site (as for example relating to the authenticity of the information about the user, the content of tenders and the like) shall be solved exclusively between the users. The Company will not be liable for any damage of any kind arising as a result of such relationships.

Content and Services

19. The site allows you to use various content and functions. The content is created by the Company, our associates and partners, but also by you, our users.

20. When you post your content on the site, it does not mean that it represents the views, opinions or recommendations of the Company, nor that we agree or support it in any way.

21. The Company takes no responsibility and assumes no liability for any content posted by the users. The users are expressly responsible for any content posted by them.

22. The Company takes no responsibility for the content of partners and third parties.

23. The site contains documents, data, information and links to other Internet sites created by third parties that will, to the extent necessary and possible, be marked as such. The Company has no control over such documents, data, information or other Internet sites in general and fully disclaims all liability, including but not limited to the accuracy, completeness and availability of content on Internet sites created by third parties. The Company disclaims any liability for any content displayed on such sites by third parties, as well as for any product or service acquired through such third party's site. It will not be considered that such third parties are in any way associated with the Company only due to the link to the website.

24. The Company, to the maximum extent permitted by applicable regulations, will not be liable for any damage that may be caused by you or other users related to the use of or reliance on any content posted on the site.

25. All notices, messages, texts, images, photos, videos and other materials (hereinafter referred to as content) posted on the site, communicated through the site or linked from the site are the sole responsibility of the person whom the content originated from. The Company makes no warranties as to the accuracy, completeness or authenticity of such content.

26. In case of any claims for damages made by third parties to the Company, and on any grounds related to the content you supply, you agree to assume all responsibility for the damage and to take any action in order to avoid liability of the Company and indemnify the Company for the damage resulting from claims by third parties.

27. The Company reserves the right to change, temporarily suspend, delay and stop displaying or providing any content and services at any time and for any reason. The Company also has the right to restrict access to certain services, amenities and parts thereof without notice.

Copyright

28. All content, documents, data and information posted on the site, including all content provided by the users, are protected by copyright and other intellectual property rights, and may not be published, reproduced, distributed or in any way used without the express prior written consent of the holder of corresponding rights and the Company.

29. The user in particular has no right to remove, copy, modify, edit, distribute, display, delete, send, sell, resell, adapt, and modify the content, create derivative products, include the content on



other Internet sites or media or use it in any manner other than for personal purposes and domestic use.

30. Editorial content of the site is the property of the Company.

31. When using the site you are granted a limited, nonexclusive, non-transferable and revocable license to make personal use of the content on the site in compliance with the following conditions:

- a. The content and services are used by the user on his/her own responsibility;
- b. The user may use the content and services only with respect to copyright and other intellectual property rights of the holders and the Company;
- c. The user may not make any modifications to the content and services without the express written consent of the Company;
- d. On all used content and materials, if the nature of things permitted, must be visible copyright notices, trademark, brand, logo.

32. For the avoidance of any doubt, the Company expressly reserves, and does not transfer to the user, any other right to the site content. You may not make any other use of the site content, except as provided in these General Terms and as eventually allowed in the instructions on the site.

33. By posting your content (profile, comments, etc.) on the site, you grant the Company temporally and spatially unlimited right to use the content free of payment of any fees. The Company has the right to publish such content, reproduce, distribute, modify, adapt, translate and otherwise use. This does not apply to your personal data.

34. Warranties of the users. When posting or uploading your content on the site you grant the Company the following warranties in respect of such content:

- a. that you are the author of the content that you post, or has received authorization by the author or other holder of copyright or other intellectual property right to publish such content;
- b. that the content complies with all applicable regulations;
- c. that posting the content protected by copyright or other intellectual property rights in any form will not in any way offend the rights of third parties, including in particular copyright and other intellectual property rights, reputation, honor and dignity, right to privacy and other rights of third parties;
- d. that the use of such content on the site will not cause any damage, material or immaterial, to the Company, other users or third parties;
- e. that the content you supply is to your best knowledge complete, reliable and accurate.

35. You represent and warrant that all eventual claims for damages placed to the Company as a result of your breach of these General Terms, including the above-mentioned warranties, shall be borne by you, and that you will indemnify the Company and other damaged users and third parties for all damages and costs resulting from the above injury.

Limitation of Liability

36. The Company will not be responsible for any damage that may arise due to the interruption of availability, failure to publish, or deleting content, or malfunction of the site.

37. You agree that your use of this site is at your sole risk. The Company, as any third person associated with it, does not guarantee in any way that the use of the site will not be interrupted or that there will be no difficulties in operation. You agree that access to this site can sometimes be



interrupted, temporarily unavailable or offline for routine maintenance of the site, and other reasons for which the Company will not be liable.

38. You are familiar and agree with the fact that when using Internet network sometimes technical functioning problems may occur resulting with temporary disruption in service. These and similar events are beyond our control, and for this reason the Company will not be responsible for any loss of data or any other event that may occur during the use and provision of services. The Company will in no event be liable for any damage that may result from the use of or inability to use this site.

General Provisions

39. The relationship between you and the Company is governed by applicable Croatian legislation. In case of disputes it is legally established a competence of a court by matter and territorial jurisdiction.



General Terms and Conditions of Personal Data Protection

General Provisions

1. These General Terms and Conditions of Personal Data Protection relate to personal data that are contained, and by using the websites www.croatiaopen.hr processed or collected from you as participants and stored by the personal data filing system of the Company.
2. The Company as a service provider of the website www.croatiaopen.hr is committed to protecting your privacy and your personal data. Please read these General Terms and Conditions to understand what information we collect from you and how we use this information.
3. If you have any questions regarding the protection of personal data, please contact us via e-mail at info@croatiaopen.hr.
4. Please read carefully these General Terms and Conditions of Personal Data Protection. By submitting your personal data through the website www.croatiaopen.hr and granting your consent to the General Terms and Conditions via the website www.croatiaopen.hr, you acknowledge that you have read, understood and agree with the General Terms and Conditions of Personal Data Protection, and agree to the collection, processing and use of your personal data in accordance with the General Terms and Conditions.
5. If you do not agree with the General Terms and Conditions, please leave and do not access or use the website www.croatiaopen.hr.
6. These General Terms and Conditions will govern also all other matters that are not specifically regulated by the General Terms and Conditions of Personal Data Protection.

Changes to General Terms and Conditions of Personal Data Protection

1. The Company may amend or supplement the General Terms and Conditions of Personal Data Protection at any time by posting a revised text on the site www.croatiaopen.hr. Amendments to the General Terms and Conditions of Personal Data Protection will take effect immediately after they are posted on the website www.croatiaopen.hr.
2. As a user you are responsible and obligated, before providing your personal data, to review and study the current General Terms and Conditions of Personal Data Protection that are available on the website www.croatiaopen.hr.

Processed Personal Data and the Use of Personal Data

1. The Company collects the following personal data about the users on the website www.croatiaopen.hr: full name, mobile number, address, city and e-mail address and date of birth.
2. When you turn on to specific activities on the website www.croatiaopen.hr, such as opening an account, or filling out a survey, making comments, posting content and/or publishing articles on the forums, participating in contests or prize games, sending feedback to us, requesting information about our services, answering to a job advertisement, we may ask you to provide certain additional personal information. In such cases, before providing your personal data, please examine the General Terms and Conditions of Personal Data Protection and consent to their use in relation to such information.
3. Depending on the type of activities, some data that we request from you are obligatory and some are optional. If you do not provide obligatory data requested for certain activity, you will not be allowed to turn on to such activity.



4. The Company collects and uses personal information in order to enable you the use of its services and activities via the website www.croatiaopen.hr, to enhance the operation of the website www.croatiaopen.hr, to create a database of its users, for marketing purposes, to contact you and deliver marketing communications, improve our marketing and promotional services, analyze the use of the website www.croatiaopen.hr. Also, we may use personal data to solve problems, accomplish administrative tasks, and establish contact with you.

5. By providing your personal data and accepting these General Terms and Conditions of Personal Data Protection, you give your consent to the Company and the persons listed below to inform you on promotional activities, products and provided services.

Provision of Personal Data

1. By providing your personal data on the basis of these General Terms and Conditions of Personal Data Protection you agree that such personal information may be given to third parties, including, but not limited to persons related to the Company and their related parties, for the purpose of marketing, implementation of marketing and promotional activities, and delivery of marketing communication.

2. Any other provision of personal data to third parties may be made only in accordance with legal regulations governing the protection of personal data.

Amendments and Correction of Personal Data

1. The Company believes that each user should be able to ensure that his personal information is accurate, complete and up to date. If you believe that your personal information is incomplete, inaccurate or outdated, please contact us by sending an e-mail message at info@croatiaopen.hr, and require appropriate amendment, modification or deletion of personal data.

2. We recommend that you modify your personal data when changed as soon as possible. You may ask for cancellation or removal of information about your membership account.

Protection of Data

1. The Company takes seriously the data protection issue and has taken various precautions to protect your personal information. The user can access personal data on the site www.croatiaopen.hr with a password and e-mail address. The user's password is encrypted. It is recommended that the user does not reveal the password to anyone. In addition, the user's personal identification information is stored on the server which can be accessed only by selected persons and service providers. The Company encrypts certain sensitive information using Secure Socket Layer (SSL) technology, to ensure that the user's personal information is safe.

2. Unfortunately, no data transmission over the Internet or any wireless network can be 100% safe and the Company cannot guarantee the security of any information transferred to or from the website www.croatiaopen.hr, and is not responsible for the actions of any third party to which such data have become available.

Confidentiality of Third Parties Data

1. These General Terms and Conditions of Personal Data Protection refer only to the use of information that the Company collects from its users. Other websites which can be accessed through



the site www.croatiaopen.hr have their own privacy policies referring to data collection, their use and disclosure.

2. If you switch to any such site, we recommend you to review a statement of confidentiality of that site. The Company is not responsible for the methods and conditions of work of third parties.

Other Data

1. In addition to your personal data, the Company may collect also other information that cannot identify you, and is not considered personal data (such as information about how you use the site, information about your computer, Internet provider, your preferences, hobbies, interests, activities), which allow us to select data for our users in a better, more accurate and more personal manner in order to improve the site and additionally focus and adjust its contents to the users. Based on these data, we find out which contents are most popular among which audience.

2. To analyze our site we use analysis software through which we gain valuable knowledge about the needs of our users with the aim of improving the quality of our services. In this connection, the so called cookies are also used. Cookies are textual files stored on the computer of website visitors. They enable identification of the users when re-visiting the site and make possible the implementation of stated use analysis. Cookies can be rejected or deleted through appropriate settings on the browser but it may result in the impossibility to use certain features of the site. The software additionally collects and stores also some technical data, including the IP address of the user. We stress that in any case there is no identification of the persons behind the data or collection of personal data. These data are also not linked to personal data eventually disclosed by the user. By using this site you give your consent for the above described method of carrying out the analysis of the use of the site.



General Terms and Conditions for Internet Payments

Please before you start using any payment service through the website www.croatiaopen.hr ("site"), make yourself familiar with the General Terms and Conditions for Internet Payments. Should you have any questions or concerns regarding these Terms of Use, please contact us at the e-mail address: info@croatiaopen.hr.

Acceptance of General Terms and Conditions

1. By using the services provided through the site, you accept these General Terms and Conditions for Internet Payments ("Terms and Conditions"). If you disagree with the above, please do not continue using the service.
2. Any issues that is not specifically regulated by these Terms and Conditions will be also governed by the Terms and Conditions for Internet Payments.
3. The Terms and Conditions relate to payments made via the Company's website www.croatiaopen.hr.

Changes in General Terms and Conditions

4. The Company reserves the right at any time to modify or amend these General Terms and Conditions for Internet payment and such changes shall enter into force upon their disclosure on the site. If you continue using the services, it will be deemed that you agree with such amended or supplemented Terms and Conditions. The Company advises you to periodically review the Terms and Conditions to be apprised of any changes.

Internet Purchase of Tickets by Bank Cards

5. Tickets can be purchased using the following credit/debit cards:
 - MasterCard®
 - Visa
 - Maestro®
 - American Express®
6. The online purchases is performed in the following manner:
 - select on the main site «BUY TICKETS ONLINE»;
 - select the day of a desired tennis match;
 - register as a user;
 - you will receive on your email address notification of the registration password to be used for further registration and purchase of tickets
 - select the number of tickets you want to buy
 - select the stand, row and seat;
 - select the method of payment;
 - check the accuracy of your payment data before confirming the order;
 - make the payment;

Conversion statement:
All payments will be effected in Croatian currency. The charged amount on your credit card account is converted into your local currency according to the exchange rate of credit card associations.



- the transaction is considered successful if you receive on the e-mail address provided during registration process a confirmation of authorized transaction from CroatiaOpen.hr and the e-ticket in pdf.

- print a copy of the ticket that you will receive on your e-mail address upon effected transaction;

- upon arrival at the ATP stadium show your ticket to the ticket controller.

8. The online purchase of tickets by credit/debit cards is subject to the following conditions:

- Online purchase of tickets applies to regular tickets, packages of tickets, VIP tickets, ATP official product range and other Services;

- Tickets can be bought online up until 60 minutes before the start of a tennis match;

- With one transaction it is possible to buy a maximum of 10 tickets;

- If you lose or forget a printed ticket, you can get it in the Ticket Office that is located within the ATP Stadium;

- The Company reserves the right to cancel a tennis match, as well as to make changes in the tennis matches schedule. In such cases, you may use a ticket purchased online to attend a tennis match in the changed schedule;

- Before you finally confirm the purchase, please check the information on tennis matches, time and place, and all other information provided in the system because later complaints will not be considered;

- The Company is not responsible for the misuse of credit/debit cards as a result of using online sales services on inadequately protected computers;

- Cancellation or replacement of purchased tickets is not possible;

- Once confirmed purchase of tickets can no longer be revoked or canceled.

Protection of Your Data

9. In order to obtain the online purchase of tickets, it is necessary to provide during the purchase procedure certain personal information and data about your credit/debit card. Therefore, collection of such personal data is subject to these Terms and Conditions.

10. All data on the customer card is encrypted by VeriSign SSL certificate, for maximum security and data protection.

11. To make complete protection of your data, confidential information about the card (card number, expiration date and CVV code) that you have supplied is not stored on the server.

12. Transactions through your card are operated by a third party (T-Com Pay Way system) that receives the number of your credit/debit card and other personal data solely for the purpose of identification and approval of the transaction. The Company declines any responsibility for unauthorized use of your personal information and/or number of credit/debit cards.

T-Com Pay Way applies the most recent standards of data protection - Secure Socket Layer (SSL) protocol with 128-bit encryption and MD5 algorithm. ISO 8583 protocol ensures that data exchange between T-Com System and the authorization centers of credit card companies is done in a private network that is protected from unauthorized access by a double-layer "firewall".

Complaints

13. Complaints can be made also in writing to the following address:

ISTRA D.M.C. Ltd., based in Umag, Jadranska 66, PIN: 91825575551,

Claims



Your claims, as well as questions regarding additional information, can be directed to our staff at the Ticket Office within the ATP Stadium, by phone 052 719 406 or by e-mail: tickets@croatiaopen.hr.