

ENTRYMASTER END USER TERMS

Last Updated: 17/02/2026

These Terms apply to all users who create an account, submit an entry, purchase a ticket or otherwise use the Entrymaster platform.

By creating an account or using the platform, you agree to these Terms.

1. About Entrymaster

Entrymaster Limited provides an online platform that enables event organisers to manage entries, memberships, ticketing and related services.

Entrymaster provides the platform only.
Event organisers are responsible for running their events.

2. Your Entrymaster Account

When you create an Entrymaster account:

- Your profile details are stored securely.
- Your information can be reused for future events using Entrymaster.
- You can update your profile and preferences at any time.

You are responsible for keeping your login details secure.

3. Entering an Event

When you submit an entry:

- You are entering into an agreement with the event organiser.
- You agree to the organiser's rules and terms.
- The organiser decides eligibility, class acceptance and refunds.

Entrymaster does not control event rules or refund decisions.

4. Payments and Service Charges

Payments may be processed by:

- The event organiser
- Entrymaster (where agreed in writing)
- A third-party ticketing provider

The merchant of record may vary depending on the event.

Where applicable:

- A service charge may apply to online payments.
- The organiser may choose whether to absorb or pass on this charge.

Refund decisions are made by the organiser.

Entrymaster is not responsible for refund decisions.

5. Ticketing and Access Control

Where ticketing or QR access systems are used:

- Data may be shared with ticketing and access control partners.
 - QR codes may be scanned on-site for entry management and safety.
 - Attendance data may be used for financial reconciliation and regulatory compliance.
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6. Eligibility Verification

For certain events, membership or animal registration details may be verified with relevant governing bodies or registries.

Verified information may update your profile.

If you believe verified information is incorrect, you should contact the relevant governing body.

7. Communications and Marketing

You may receive:

- Transactional emails (such as confirmations and event updates) and

- Promotional communications (where you have provided consent).

Marketing Preferences

You may choose to receive marketing from:

- Entrymaster, and/or
- Event organisers.

You can update your marketing preferences at any time in your account profile.

Marketing by Event Organisers

Where you consent to receive marketing from an event organiser:

- That organiser may export and use your contact details for marketing relating to its events.
- The organiser acts as an independent data controller for its marketing communications, including communications sent outside the Entrymaster platform.
- Entrymaster is not responsible for marketing communications sent by organisers.

You may unsubscribe from marketing communications at any time.

Entrymaster does not sell personal data.

8. Acceptable Use

You agree not to:

- Use the platform for unlawful purposes.
- Attempt to interfere with platform operation.
- Provide false or misleading information.
- Share your login credentials.

Entrymaster may suspend or terminate accounts for misuse.

9. Platform Availability

Entrymaster will use reasonable endeavours to maintain platform availability but does not guarantee uninterrupted, secure or error-free service.

Planned maintenance may occur.

10. Liability

Entrymaster is not responsible for:

- Event cancellation.
- Refund decisions.
- Class allocation decisions.
- Event rule enforcement.
- Third-party service failures.
- Losses arising from organiser actions.

To the maximum extent permitted by law, Entrymaster's total liability arising from use of the platform shall not exceed the service fees paid to Entrymaster in relation to the relevant transaction.

Nothing excludes liability for fraud or death or personal injury caused by negligence.

11. Force Majeure

Entrymaster shall not be liable for failure or delay caused by events beyond its reasonable control, including internet outages, payment processor failures, cyber-attacks or government restrictions.

12. Account Suspension or Termination

Entrymaster may suspend or terminate accounts for breach of these Terms or misuse of the platform.

13. Data Protection

Your personal data is processed in accordance with our Privacy Policy.

Event organisers act as independent data controllers for event administration and marketing.

14. Governing Law

These Terms are governed by the laws of England and Wales.