

VISITOR TERMS AND CONDITIONS

WELLNESS INFINIT MAXIMUS



Trading company: Wellness resort s.r.o., with its registered office: Hrázní 327/4a, 635 00 Brno (hereinafter referred to as „Infiniit“) Commercial ID No.: 036 88 054, Tax ID No.: CZ 036 88 054
Premises: Wellness Infiniit Maximus, Hrázní 327/4a, 635 00 Brno, Czech Republic

The Visitor Terms and Conditions are binding for all visitors to the Infiniit Maximus wellness centre, which is part of the wellness centres operated by Infiniit Group companies.

The Visitor Terms and Conditions regulate the basic rights and obligations of visitors and the rules for the safety of operation of the Infiniit Maximus wellness centre (hereinafter collectively referred to also as „Infiniit“ or „Wellness Centre“). Every visitor is obliged to follow these Visitor Terms and Conditions. The Visitor Terms and Conditions are published on the website: <https://maximus.infiniit.cz/en> and available at the reception.

The Visitor Terms and Conditions are divided into two parts: Part I - General - regulates the general rights and obligations of visitors to Infiniit, and Part II. – Sectional - regulates special rights and obligations of visitors in particular operations (Sauna World, Water World, private baths, massage rooms). Parts I and II form the Visitor Terms and Conditions inseparably.

PART I – GENERAL:

1. BASIC RULES FOR ENTERING INFINIT

- 1.1 Every visitor to the Infiniit's Wellness Centre (hereinafter referred to as „Client“) is obliged to familiarize themselves with these Visitor Terms and Conditions (hereinafter referred to as „Terms and Conditions“) and duly observe them throughout the visit; stay in the Wellness Centre is subject to compliance with these Terms and Conditions. Furthermore, he/she is obliged to respect and follow the notices and instructions of Infiniit employees. By entering the Infiniit Centre, the Client agrees to the provisions of these Terms and Conditions and undertakes to follow the instructions of Infiniit employees. In the event of non-compliance with the Terms and Conditions or disobeying the instructions of Infiniit employees, the Client may be expelled from the Infiniit centre without the possibility of a refund of the entrance fee; if the Client does not obey the call to leave, the he/she may be expelled with the help of the Municipal Police or the Police of the Czech Republic.
- 1.2 The Client has the opportunity to park with his/her means of transport in an unguarded parking lot located in front of the Infiniit center, or in a guarded/covered parking lot for a fee (the price of the fee is governed by the settings of the parking operator). Infiniit is not the administrator or operator of the car parks located in front of the Infiniit centres and is not liable for any damage to the means of transport.
- 1.3 Clients come to Infiniit through the reception located at the main entrance; hotel guests have the opportunity to use the connecting corridor leading from the hotel.
- 1.4 Clients are allowed to enter the relevant Infiniit premises during opening hours only. Information about opening hours can be found on the entrance door at the entrance to the well-ness center, on the website of the www.maximus.infiniit.cz/en or provided by staff at the Infiniit reception and at the reservation department.
- 1.5 At the Infiniit reception, the Client orders the requested service, the receptionist confirms to the Client whether the service requested by the Client is available and accepts the Client's order for the provision of the service by handing an electronic chip wristband (hereinafter referred to as „Chip Wristband“). Entry to particular services is conditioned by the issuance of the Chip Wristband, which the Client must have with him/her throughout the service. After the end of the visit, the Client returns the Chip Wristband to the reception and duly pays for the activity/service that he/she has used, including consumption. Furthermore, at the reception, the Client may be equipped, depending on the type of service provided, with a towel, a sheet, or a bathrobe, which are protected by an electronic chip according to Article 1.21 of Part I of these Terms and Conditions. The Chip Wristband is the property of the Operator and in case of loss, cost of 200,- CZK shall be borne by the Client. The operator is entitled to request a deposit for the chip in the amount of 200 CZK in cash or a payment card deposit upon entering the Wellness Centre.
- 1.6 The Chip Wristband is used to lock the locker and lock the safe for valuables, to enter through the turnstile, and also to record the services and consumption in the Infiniit centre.
- 1.7 The Client is obliged to store valuable items (cash, personal documents, mobile phones, electrical electronics, jewellery, watches, car keys and other valuables) in safes located in the Infiniit reception area. Safes may also be equipped with a chip that serves both to enter and to lock the locker, see Article 1.5 of Part I of these Terms and Conditions. Infiniit is not responsible for valuable items stored outside the storage area (safes).
- 1.8 The Client leaves the reception for female or male changing rooms.
- 1.9 Before entering the changing rooms, the Client is obliged to take off his/her shoes (he/she uses the shoe covers if Infiniit requires it) and takes the shoes with him/her to the changing room and stores them in the locker room. Infiniit is not responsible for shoes stored outside the lockers. In the wellness area, the Client moves barefoot or in a clean beach shoes. There is an increased risk of slipping throughout the Wellness Centre, so the Client is obliged to move slowly to prevent injury to himself/herself and other clients. We recommend wearing beach shoes with non-slip soles, which the Client can also buy at the reception of the Wellness Centre.
- 1.10 The Client chooses a free locker, undresses, stores his/her personal belongings and shoes in it, and locks the locker. Each locker is equipped with a chip lock. When the Chip Wristband is touched to the centre of the lock/indicator light, the locker is automatically unlocked or locked. The Client attaches the Chip Wristband to the back of the fist like a watch, thus preventing its loss.
- 1.11 When leaving the changing rooms after the end of the visit to Infiniit, the Client puts on his/her shoes behind the changing rooms at the reception.
- 1.12 In the event of loss of personal belongings, the Client is obliged to report this fact at the Infiniit reception, where the lost item or items will be recorded in a lost-and-found book, including the necessary data about the Client. In the event of finding a foreign item, the Client is obliged to hand over the found item at the reception, where it will be entered in the lost-and-found book. If the lost item is found, the Client will be notified of the finding of the item without

undue delay and the receipt of the found item will be recorded. Abandoned and uncollected items found in Infiniit's premises will be entered in the lost-and-found book and stored at the Infiniit reception for 30 days. During this time, the Client/owner can pick them up. After expiration of this period, the found items will be disposed of.

- 1.13 In the interest of safety, the Client is obliged to follow the instructions of the lifeguard, receptionist or other Infiniit employees.
- 1.14 The Client is obliged to immediately report an accident, injury, incapacity or other health problems requiring the provision of first aid, if his/her state of health allows, and an accident, injury or health problems of another client to a lifeguard, receptionist, other Infiniit employees, who will provide treatment or medical assistance (including calling the Emergency Services) as needed.
- 1.15 Accidents, injuries or other medical conditions that require first aid are recorded in the „Accident Book“ by a lifeguard, receptionist or other Infiniit employees.
- 1.16 First aid kits are available at receptions, bars and with lifeguards.
- 1.17 Infiniit is entitled to refuse access to the Infiniit premises to a Client who has previously violated the operating and safety rules.
- 1.18 Infiniit is entitled to change opening hours, price lists and service offerings at any time.
- 1.19 The prices of the services are published on the Infiniit website and in the price list at the reception.
- 1.20 Clients can send comments on the operation of Infiniit to the e-mail address: maximus@infiniit.cz.
- 1.21 The entrance and exit to/from the Infiniit Wellness Centre are equipped with an electronic gate detecting electronic chips, which are used to protect property's linen, i.e., towels, bathrobes, sheets, etc., which are provided by the Wellness Centre to the Client. When the electronic chip is detected by the electronic gate, light and sound signaling will occur. If, when leaving the Wellness Centre, there is the sound and light signaling of the electronic gate detecting electronic chips, the Wellness Centre staff is entitled to ask the Client to check his/her luggage, whether he/she has not forgotten to return the linen provided to him/her by the Wellness Centre when leaving the Wellness Centre or to ask the Client to allow the Wellness Centre staff to inspect his/her luggage. If the Client refuses to return the linen provided to him/her by the Wellness Centre, or if he/she refuses to allow the person to inspect his/her luggage, the Client is obliged to wait for the arrival of the Police of the Czech Republic.

2. RIGHTS AND OBLIGATIONS OF CLIENT

2.1 General Rights and Obligations of Client

- 2.1.1 If a Client takes photos and videos in the Infiniit centre, he/she is obliged to use them exclusively for private purposes only. The Client may not make audio or video recordings of any course of people's activity, use such recordings, or distribute such recordings, or violate people's privacy without their consent, unless there is a legal reason or explicit consent of people concerned
- 2.1.2 In saunas it is not allowed to use mobile phones; in other areas it is allowed to use mobile phones with other clients in mind, subject to compliance with the ban on making loud calls and having loud ringing turned on.
- 2.1.3 If the Client is not satisfied with the service provided, he/she has the right to contact the Infiniit reception or write an email to the address: maximus@infiniit.cz.
- 2.1.4 If the Client identifies any defect in the Infiniit centre, the Client is obliged to report such defect immediately to the reception. It is also advisable to notify Infiniit of violations of the Terms and Conditions by other clients.

2.2 Liability for damage to the property or health of the Client

- 2.2.1 Places intended for storing things are only lockers in the changing rooms and safes at the Infiniit reception. Places intended for storing cash, valuables, personal documents, mobile phones, jewelry, watches, car keys, and other valuable things are only safes at the reception. Shelves located at the entrance to saunas or swimming pools are not designed to store valuable things (jewelry, watches, glasses, etc.). The Client is obliged to properly observe these Terms and Conditions for putting things in designated places only.
- 2.2.2 Each Client is responsible for the proper storage of his/her belongings in the locker/safe and proper locking. Infiniit is not liable for any loss, theft or damage to items left by the Client outside the places intended for storage, i.e., lockers in changing rooms and/or safes. Each Client is responsible for properly guarding his/her belongings throughout their visit to Infiniit.
- 2.2.3 The Client must not put away the Chip Wristband anywhere. Infiniit is not liable for damage caused by the loss of the Chip Wristband.
- 2.2.4 Each Client is obliged to behave in a disciplined manner on the Infiniit premises and to avoid actions endangering the safety of himself/herself and those of others. The Client acknowledges that he/she carries out sports and recreational activities exclusively at his/her own risk and that Infiniit is not liable for

- damages, accidents and injuries caused to the Client by his/her own actions, non-compliance with the Terms and Conditions or disobeying the instructions of Infnit employees, nor for injuries caused to the Client by other clients. Infnit advises all clients, prior to engaging in sports and recreational activities, to consider health risks or consult such activities with a physician.
- 2.2.5 The Client shall be liable for damage to Infnit property caused by his/her intentional or negligent act/omission, and shall be obliged to reimburse Infnit for such damage without undue delay.
- 2.2.6 Infnit will properly investigate and log any damage to property or health. In addition, depending on the circumstances of the case, the Municipal Police or the Police of the Czech Republic, or the rescue service, the fire brigade, etc. will be called. Infnit records injuries in the Accident Book held in each of its premises.
- 2.2.7 In case of a complaint about a defect related to the goods and products purchased at the Infnit centre, the Client may make it at any reception. Complaints are governed by the Complaints Procedure, which is available at the reception and website www.maximus.infnit.cz/dokumenty.

2.3 Bans on Clients Entering Infnit Premises

- 2.3.1 Clients who clearly suffer from signs of acute illness (fever, runny nose, cough, diarrhea, etc.), transmissible respiratory tract inflammations, as well as persons who are lousy and/or covered in vermin, persons suffering from diseases manifested by skin rashes, warts, persons with open, purulent or bleeding wounds, and persons who are bacilli carriers of intestinal diseases, suffer from infectious diseases and also their family members may not access the Infnit premises. Furthermore, persons placed in quarantine or self-isolation and persons who have had an infection or communicable disease in their household or their surroundings also are not allowed to enter the Infnit premises.
- 2.3.2 Access to Infnit's Wellness Centre is not permitted under the influence of alcohol (intoxicated persons) and other narcotic and psychotropic substances. The staff of the Wellness Centre (staff, Infnit's employees) is entitled to refuse entry to persons under the influence of alcohol or other narcotic and psychotropic substances into the Wellness Centre, or they are entitled to expel these persons from the Wellness Centre without the right to a refund of the entrance fee. If necessary, Infnit may call for the assistance of the Police of the Czech Republic.
- 2.3.3 Animals are not allowed to enter the Infnit premises.
- 2.3.4 Children under the age of 15 may enter Infnit's premises if accompanied by a person over 18 years of age; this person is obliged to take care of the safety of the accompanying person and is responsible for the minor throughout the visit to Infnit. Infnit shall not be liable for any incidental injury to a child due to inattention of an adult. At the same time, a person over 18 years of age is obliged, when using a specific service (see 2.3.6.) by a person under 18 years of age, to give written consent to the use of the service under the conditions set out for each operation or for each of premises.
- 2.3.5 Minors over 15 years of age may use the services of the Water World (entrance to the pools) and enter the wellness area without a person over 18 years of age and at the same time are obliged to respect these Terms and Conditions and the instructions of the lifeguard, receptionist or other employees of Infnit... Infnit is entitled to check the Client's identity card for the purpose of checking the age and the Client is obliged to present the identity card at the reception upon request.
- 2.3.6 Use of the massage, private sauna, private whirlpool or private bath services by a person under 18 years of age is only possible if accompanied by a person over 18 years of age who is responsible for the person under 18 years of age and is obliged to give written consent to the use of the service by a minor (if the Terms and Conditions allow the use of the service by a minor), at the same time fulfilling the specific conditions for the use of the service set out for each operation or on each of premises.

Other Specific Restrictions of Particular Premises:

- 2.3.7 Infnit Maximus Brno premises:
- (a) The entrance to Infnit is designed for adults and people taller than 145 cm (determined by the depth of the tanks and their technical adaptation). For minor under 15 years of age, it is also subject to the accompaniment and written consent of a person over 18 years of age.
- (b) With regard to the fact that from a physiological point of view, it is possible to measure different body heights (up to 2 cm) during the day, the operating staff is entitled to allow access to the wellness even to a person who will be measured a height of 143 cm at the time of the intended entry.
- (c) We do not recommend entry to private zones for children under 3 years of age.

2.4 In All Areas of Infnit, It Is Strictly Prohibited to:

- 2.4.1 Behave noisily (especially in saunas), bother other clients or staff with their actions and behavior, or otherwise limit the surroundings.
- 2.4.2 Violate the rules associated with the delimitation of spaces (particular wellness sections) for particular types of clothing (zone in swimsuits or sheets and the rule of silence in quiet zones); scream, run, whistle, call for help for no reason, jump into the water including jumping from the side of the pool (whirlpool, private bath, cooling pond), push each other under the water, deliberately spray water and harass other clients or endanger the operation of Infnit in any way.
- 2.4.3 Urinate in the water, spit, rinse nose and mouth in the water or in any way pollute the water in the pool or in the whirlpool, private bath, cooling pond; throw objects into the water that could endanger/damage other clients.
- 2.4.4 Wash clothes and other things with the exception of washing swimsuits with soap or shampoo in the shower areas.
- 2.4.5 Use your own cosmetic products in saunas and steam baths, swimming pool, whirlpool, private baths and cooling pool and pond.
- 2.4.6 Use soap, shampoo and other hygiene items outside the showers, changing rooms and drying rooms.
- 2.4.7 Be lubricated with cream or ointment before entering the pools, whirlpool, private baths and cooling bath.

- 2.4.8 Use your own swimming aids, except for the lifeguard's consent after assessing the specific aid and its cleanliness.
- 2.4.9 Move in the Water World, Sauna World and private zones in dirty clothing, dirty shoes or dirty swimsuits.
- 2.4.10 Consume your own food, smoke (including e-cigarettes), consume your own alcoholic and non-alcoholic beverages, bring bags, backpacks and other luggage into the premises. In the event of a violation of this prohibition, illegally brought in, food and other items will be confiscated and placed in the wellness reception and returned at the end of your visit. In the event of failure to collect drinks and meals, these seized items will be disposed of without compensation on the same day immediately after closing time.
- 2.4.11 Move or otherwise manipulate swings, sun loungers and tables in relaxation zones and other furniture in the premises, manipulate the operational and technical equipment (heating, wiring, etc.) or intentionally destroy the property of Infnit.
- 2.4.12 Use and abuse narcotic and psychotropic substances, in any way pollute these premises.
- 2.4.13 Stay in the Infnit area outside of opening hours.
- 2.4.14 Unauthorized use of rescue equipment and first aid items.
- 2.4.15 Enter areas marked with a prohibition sign and to areas intended only for authorized persons (engine rooms, cleaning rooms, rooms for Infnit's employees, etc.).
- 2.4.16 Waste water and energy unnecessarily.
- 2.4.17 In front of the building and in the Infnit wellness area, it is strictly forbidden to:
- Park cars and motorcycles in places other than those designated for this purpose.
 - Enter with bicycles, use roller skates, scooters, skateboards and other balance bikes.
 - Park bicycles in front of the building outside the designated area.
 - Pollute the space in front of the building, destroy greenery, throw stones and move in the area of planted green vegetation.
 - Carry out commercial activities (coaching activities, shooting advertising videos, etc.) without the prior written consent of the operator.
- 2.4.17 Require from the operator's employees services contrary to these Terms and Conditions or their job description.
- 2.4.18 Enter the changing room, showers and in the pool in shoes. To stay in the Wellness Centre in clothes.
- 2.4.19 Enter departments or places intended for people of other sexes, with the exception of children under 7 years of age and pedagogical accompaniment of school groups of the elementary school pupils (children of 1st to 5th grades of primary school) and children of kindergartens.
- 2.4.20 Bring into the premises chemicals that can cause a fire or endanger the health of other people.
- 2.4.21 Disobey the instructions or reprimands of Infnit employees.
- 2.4.22 In case of non-compliance with the above rules, the Client may be expelled from the Infnit area without the right to a refund of the entrance fee, if necessary, the help of the Police of the Czech Republic may be called.
- 2.4.23 Expulsion from Infnit premises does not reduce the right to compensation for damage incurred by Infnit or a third party in violation of the above rules.

PART II – SECTIONAL:

SPECIAL RIGHTS AND OBLIGATIONS OF CLIENTS IN PARTICULAR OPERATIONS (Sauna World, Water World, private whirlpools and baths, massage rooms)

Water depth in the indoor pool: 1.3 m Water depth in the outdoor pool: 1.3 m
 Water depth in the salt-water outdoor whirlpool: 1 m Water depth in the indoor whirlpool: 1 m
 Water depth in cooling pool: 1.2 m Water depth in cooling pond: 1.2 m

3. INSTRUCTIONS FOR CLIENTS IN PARTICULAR OPERATIONS

3.1 General Instructions

- 3.1.1 Some Infnit relaxation activities (hereinafter referred to as „Activities“) can be ordered in person, by phone or online. The entrance fee can be paid in cash at the entrance reception or in the form of a deposit payment, i.e., charging the Infnit loyalty card. The loyalty card must be recharged with a financial amount (deposit) at least in the amount determined by the operator, which can only be used up in the form of the Activities in Infnit's Wellness Centres. The conditions and benefits of the loyalty program are published on the websites www.infnit.cz/en, or are available at the Infnit reception. The loyalty card with credit provides the Client with a discount on the Activities specified by the operator. Services can also be paid for using payment cards or using flexi Pass CARD or Edenred Benefits card. Infnit also accepts Relax Pass, Focus Pass, Gift Pass or Flexi Pass, Unišeky, Unišeky+, Edenred Multi, Edenred Sport and Culture, Edenred Compliments, as well as gift vouchers. Payments can be also made through cafeteria BENEFITY or BENEFIT PLUS or via an employer. We also offer discounts to Multisport card holders
- 3.1.2 In the event that the Client decides to pay for the service with a gift voucher, such a voucher must be presented in a paper form, must contain a code and be valid. Services cannot be provided by redeeming a lost voucher or voucher with an expired period of validity.
- 3.1.3 Each Infnit Client using the services of particular operations is obliged to comply unconditionally with the provisions of these Terms and Conditions and the instructions of Infnit employees.
- 3.1.4 If the Client exceeds the time intended for stay on the particular service or does not leave the service in a timely manner after notification (private whirlpool, private bath, massage), he/she will be ordered out. In the event that the service is not occupied by another Client, he/she is obliged to pay a fee according to the current price list corresponding to the extra time spent on the service.
- 3.1.5 The use of devices that create a stream of water (waterspouts, waterfalls) is prohibited for persons under 18 years of age.

3.1.6 The receptionist is entitled to refuse entry to a Client when the capacity of a particular operation is full or to a Client who is not allowed to enter according to these Terms and Conditions.

3.1.7 Infitnit may, in exceptional cases, set aside hours for other purposes and events or training of athletes. This change will be announced in due course.

3.1.8 Cancellation of the reservation for massages is accepted no later than 24 hours before the start of the booked service. Otherwise, the Client may be required to pay the full amount for the booked service.

3.1.9 During the use of the Infitnit Service, the Client is allowed to consume alcoholic and non-alcoholic beverages purchased from Infitnit (hereinafter referred to as „Beverages“) in designated premises only while observing the following conditions:

(a) the Beverages are consumed from plastic cups, which must be placed only on the designated tables or in the holders in swimming pools and whirlpools

(b) the alcoholic Beverages will not be sold to persons under 18 years of age

(c) persons who are clearly under the influence of alcohol will be immediately removed from the Infitnit premises without the right to a refund of the entrance fee

(d) Infitnit is not responsible for damage to health and property caused directly to the consumption of the Beverages

(e) Infitnit reserves the right to regulate and restrict the sale of the alcoholic Beverages in the premises of the Infitnit Centre in the following way: a maximum of three (3) alcoholic doses per person may be sold to the Wellness Centre's Client within two hours. One alcoholic dose for this purpose means one alcoholic mixed drink, 0.2 l of wine/sparkling wine, or 0.5 l of beer. After two hours, i.e., every additional hour, one (1) alcoholic dose per hour may be sold to each Client.

(f) Infitnit centre staff is entitled, solely at their own discretion, taking into account the safety of the Client and other Infitnit clients, to refuse to sell the alcoholic Beverage to the Client; the staff is entitled to refuse to sell the alcoholic Beverage to persons who are accompanied by the Client or to a fellow visitor to the Infitnit centre together with the Client who has been refused to sell the alcoholic Beverage.

3.2 Instruction for Clients of Water World/Relaxation Pools and Public Whirlpools

3.2.1 Entry into the Water World is conditioned by the health status of the Client, who should consult with his/her attending physician, especially if/when suffering from high blood pressure and diseases of the cardiovascular system. The Client is also obliged to comply with the Part I - General of these Terms and Conditions regarding the entry and state of health (see Article 2.3.1.).

3.2.2 Before entering the Water World/relaxation pools and whirlpools, the Client is obliged to use toilets and showers for hygienic reasons. In the showers, the Client must wash up thoroughly with soap and shower with warm water without a swimsuit. If the Client wishes to soak his/her hair in the pool, he/she is obliged to wash it with shampoo or use a bathing cap before entering the pool. In addition, the Client is obliged to remove make-up.

3.2.3 Entry to swimming pools and whirlpools is possible only in swimsuits. It is forbidden to bathe in clothing or underwear.

3.2.4 Entry to the Lada relaxation grassland area within the Infitnit Maximus Brno premises is possible only in clean shoes with a solid sole.

3.2.5 The lifeguard station is located in the interior of the water SPA.

3.2.6 When entering the outdoor areas of the Infitnit centre, the Client should be aware that stinging insects occur at a higher rate during the spring and summer season. In case of allergies or other health problems, it is recommended to take extra care.

3.2.7 It is strictly forbidden to consume food in the areas of swimming pools and whirlpools.

3.2.8 It is forbidden to behave noisily, throw swimming and inflatable aids, knock other people into the pool.

3.2.9 It is forbidden to call for help without a serious cause, to use rescue aids and first aid equipment for no reason.

3.2.10 It is forbidden to use (scuba) diving equipment during the hours reserved for public bathing (exceptionally, it can be allowed with the consent of the lifeguard).

3.2.11 It is forbidden to spit in the water, rinse nose and mouth in the water, urinate in the pool, throw away garbage and in any way pollute the premises of the Infitnit area.

3.2.12 It is forbidden to arbitrarily change the direction of the water flow from water-spouts (in any way to prevent the free flow of water from waterspout).

3.2.13 It is forbidden to bring any glass and sharp objects that endanger the safety of visitors.

3.2.14 The depths in the pool are clearly marked. Bathing of a non-swimmer in deep water is possible only with the use of adequate buoyancy aids and with the simultaneous accompaniment of an adult who assumes responsibility for the safety of the non-swimmer.

3.2.15 Jumping from the longitudinal sides of the pool and the raised edges of the pools is prohibited for safety reasons.

3.2.16 Entry with a wheelchair is allowed only with special wheelchair covers, which are put on just before entering the pool area or after disinfecting the wheelchair wheels.

3.2.17 The operator is entitled to close the pools and whirlpools in the water SPA for safety reasons in the event of a threat of thunderstorms. In this case, the Client is not entitled to a refund or reduction of the entrance fee.

3.3 Instructions for Steam Room Clients

3.3.1 Entry into the steam room is conditioned by the health status of the Client, who should consult with his/her attending physician. Staying in the steam room is not recommended for people suffering from high blood pressure and diseases of the cardiovascular system. The Client is also obliged to comply with the Part I - General of these Terms and Conditions regarding the entry and state of health (see Article 2.3.1.).

3.3.2 Before the first entry into the steam room, each Client is obliged to wash up with soap and take a shower with warm water. Furthermore, the Client is obliged to take a shower after each cycle and before each use of cooling pools

and ponds.

3.3.3 In the steam room, we recommend sitting on a towel or sheet. The Client is allowed to stay in the steam room in a swimsuit.

3.3.4 The recommended length of stay in the steam room for an adult without health problems is 20 minutes and a maximum of 4 cycles in a row.

3.3.5 It is strictly forbidden to consume drinks or consume food in the steam room.

3.3.6 In the steam room, it is forbidden to climb and stand on the benches, in any way to prevent the development of steam, to approach and touch the mouth of the steam generator (there is an acute risk of scalding of the Client).

3.4 Instructions for Sauna World Clients

3.4.1 Entry into the Sauna World is conditioned by the health status of the Client, who should consult with his/her attending physician. Staying in the sauna is not recommended for people suffering from high blood pressure and diseases of the cardiovascular system. The Client is also obliged to comply with the Part I - General of these Terms and Conditions regarding the entry and state of health (see Article 2.3.1.).

3.4.2 Before the first entry into the saunas, each Client is obliged to wash up with soap and take a shower with warm water. Furthermore, the Client is obliged to take a shower after each sauna cycle and before each use of cooling pools and ponds.

3.4.3 It is allowed to enter saunas only without swimsuits and shoes. Each Client when buying access to saunas has one rental bath towel and one rental sheet included in the price of admission. Further rental sheets or bath towels is charged according to the valid price list of services.

3.4.4 In the saunas, the Client is obliged to sit on a towel or a sheet.

3.4.5 The recommended length of stay in saunas for an adult without health problems is 8–13 minutes and a maximum of 4 cycles in a row.

3.4.6 In winter, swimming in the frozen cooling pond in the outdoor wellness is at your own risk only. All year round, it is forbidden to swim in the stream and under the waterfall.

3.4.7 In saunas, the Client is forbidden to increase the humidity in any way, wave a towel, perform a sauna ceremony, use branches for whipping.

3.4.8 Furthermore, the Client is strictly forbidden to pour his/her own essences, essential oils or other mixtures into the sauna stove or throw anything on the stove. In the salt sauna it is forbidden to pour salt stones.

3.4.9 It is forbidden to bring and consume any food, drinks or chewing gum into saunas.

3.4.10 The use of scrubs, coffee and other pollutants is prohibited in all saunas. In the steam room it is possible to use sauna cosmetics purchased in the Infitnit Wellness Center.

3.4.11 The Client is forbidden to handle sauna equipment in any way, with the exception of the SOS safety button.

3.4.12 The Client arrives at the sauna ceremony on time, after the start of the sauna ceremony it is no longer possible to enter the ceremonial sauna. Sauna ceremonies are not intended for children under 7 years of age.

3.4.13 At ceremonies, the Client does not disturb other clients. In the event of repeated admonitions of the Client by the sauna master, the sauna master may expel the Client from the ceremony.

3.4.14 The sauna master may decide whether the particular children can attend the ceremony or, if the sauna master sees a restless child during the ceremony itself, the sauna master may ask his/her parents to leave a particular ceremony including the child.

3.4.15 During the sauna ceremony, the Client is forbidden to use massage brushes and massage washcloths. In other saunas, it is allowed to use these aids while respecting other clients. The Client using these aids must take into account the hygiene and possible contamination of the sauna and other clients.

3.5 Instructions for Clients of Private Baths (Whirlpool, Hot Tub, Bali Bath)

3.5.1 Entry into the private baths is conditioned by the health status of the Client, who should consult with his/her attending physician. Staying in the private baths is not recommended for people suffering from high blood pressure and diseases of the cardiovascular system. The Client is also obliged to comply with the Part I - General of these Terms and Conditions regarding the entry and state of health (see Article 2.3.1.).

3.5.2 Infitnit notifies the Client of private baths of the following security risks that arise when using the area of private baths:

a) risk of injury, risk of slipping – the surfaces of private baths and surroundings are smooth and slippery, the entry as well as exit from the private bath are dangerous,

b) water depth – the height of the surface of private baths in a sitting position corresponds to the height of an adult, therefore the private bath is not suitable for people shorter than 145 cm,

c) danger of overheating – the water temperature is in the range of 34–41°C, which during a longer stay in warm water can cause overheating of the body,

d) excessive chlorine concentration – whirlpool private bath is treated with chlorine. The chlorine is in a higher concentration with respect to warmer water (in accordance with legal regulations), and at the same time dangerous aerosols from chlorine are released just above the water level,

e) whirlpool effect – nozzles in a whirlpool private bath are not suitable for children's organisms,

f) risk of burns – decorative candles are placed in the area of private baths, there is a risk of burns if the ban on handling candles is violated.

3.5.3 Entry of children under 3 years of age and persons under 145 cm to the private baths, taking into account the safety and health risks referred to in Article 3.5.2, is not recommended.

3.5.4 Upon each entry of a person under 18 years of age into a private sauna, the legal representative or a person over 18 years of age accompanying the child is obliged to give written consent to entry, and to take responsibility for the child with regard to the risks referred to in Article 3.5.2.

3.5.5 The child is considered to be another person for whom it is necessary to pay a fee according to the price list of services.

- 3.5.6 It is strictly forbidden to use your own essences, essential oils, salts or other mixtures intended for baths. It is strictly forbidden to handle decorative candles.
- 3.5.7 Before entering the private baths, the Client is obliged to wash up with soap and take a shower with warm water without a swimsuit.
- 3.5.8 Entry to private baths is subject to the written consent of the legal representative/person over 18 years of age who accompanies the child and who assumes responsibility for the child's entry with regard to the risks involved.

3.6 Terms and Conditions for massage Clients

- 3.6.1 Before entering the massage, the Client is obliged to use showers for hygienic reasons. In the showers, the Client must properly wash up with soap and take a shower with warm water.
- 3.6.2 Before the massage, it is advisable to put away rings, chains, watches, bracelets and other ornaments (there are designated safes at the reception), wrap yourself in a sheet (bathrobe). In case the Client does not wish to be naked, he/she has the opportunity to keep the underwear or ask the reception or masseur/masseuse for disposable underwear, which is provided free of charge. In case of leaving your own underwear, Infnit is not liable for its contamination with massage oil.
- 3.6.3 In the case of a minor Client, his/her legal representative/person over 18 years of age accompanying the minor Client must give written consent to perform the massage of the minor. Massage for a minor Client is performed from 7 years of age.
- 3.6.4 The masseur/masseuse is obliged to find out the patient's condition before the start of the massage. If the masseur/masseuse learns that the Client has a total contraindication, masseur/masseuse will ask the Client if he/she has addressed his/her state of health with a medical doctor. The masseur/masseuse will also warn the Client of possible risks and will not recommend massage. If the Client insists on performing the massage and at the same time the masseur/masseuse agrees to the massage despite the total contraindication, the Client is obliged to sign a written statement (disclaimer) taking responsibility for any risks. If the masseur/masseuse learns that the Client has a local contraindication, the masseur/masseuse will also ask the Client whether he/she has addressed his/her health condition with a medical doctor and whether the doctor recommended the massage. Each masseur/masseuse has the obligation to adapt the massage to a specific complication in the case of local contraindications.
- 3.6.5 In the case of pregnancy, the pregnant woman is obliged to give her written consent to perform the massage at all times. The masseur/masseur is entitled, in the presence of a total or local contraindication of the pregnant Client, despite her written consent, to refuse to carry out the massage. The operator is entitled to accept a reservation for a pregnancy massage only in the period of 4-7 months of pregnancy.
- 3.6.6 In the case of indisposition during the massage, the Client is obliged to immediately inform the masseur/masseuse of this fact.
- 3.6.7 Massage oils in massage rooms are intended for immediate use. Original packaging with a description of the composition and the date of consumption would be stored in storage (cold and dark). Massage oils may contain allergens, so we recommend that people with allergies familiarize themselves in advance with the composition of the oil they have chosen for the massage.
- 3.6.8 Massage can have negative health consequences. Below are the most common health complications (total contraindications) when we do not perform massage:
- (a) infectious and contagious diseases, acute febrile and other serious diseases associated with general physical weakness and impaired breathing;
 - (b) acute inflammation of the joints or soft tissues at the site of the application, or other inflammation in the body;
 - (c) neoplasia
 - (d) tuberculosis (active)
 - (e) severe vascular heart disease, heart rhythm disturbances, unstable high blood pressure (more than 160/100), non-stable angina, acute myocardial infarction, heart failure, implanted pacemaker;
 - (f) acute inflammation of superficial veins (or within 6 months after the inflammation), deep vein thrombosis;
 - (g) extensive varicose veins (varices), venous ulcer or condition after a venous ulcer;
 - (h) blood clotting disorders (hemophilia) and the use of so-called anti-coagulant drugs (e.g., Warfarin, Fraxiparin);
 - (i) painful conditions after accidents/operations;
 - (j) more advanced forms of osteoporosis;
 - (k) higher degrees of arthrosis;
 - (l) on the day of excessive physical exertion – can deepen the feeling of exhaustion;
 - (m) condition of less than 2 hours after eating a meal;
 - (n) under the influence of alcohol, drugs;
 - (o) Ankylosing spondylitis
 - (p) conditions after surgery – doctors usually recommend not to massage within 4 weeks after surgery;
 - (q) inflammation and other diseases of the skin and subcutaneous tissue, open wounds, fungal and other infectious skin diseases;
 - (k) pregnancy – massage is not recommended especially in the first trimester, during high-risk pregnancy and after birth by sections (caesarean section), unless the scar is properly healed. Before undergoing a massage in pregnancy, always consult with your attending physician.
- 3.6.9 The list of the total contraindications is not complete; if the Client is not sure about his/her health limitations, he/she should discuss his/her health situation with his/her medical doctor. The masseur/masseuse is not entitled to assess the Client's state of health, but masseur/masseuse may deny the Client a massage if one of the above-mentioned health conditions is detected. In the event of cancellation of the massage on the basis of contraindications, the operator is entitled to demand from the Client the full amount for the booked massage.
- 3.6.10 The masseur/masseuse may also deny the Client a massage because of the Client's suspicion of alcohol or drug use. In the event of this cancellation of

the massage, the Client is obliged to pay the full amount for the booked massage.

- 3.6.11 The Client is obliged to notify his/her masseur/masseuse also of local contraindications to massage, so that the masseur/masseuse can adapt the massage to the given contraindication. These are, in particular, the following diseases or limitations:
- (a) all chronic diseases
 - (b) high blood pressure
 - (c) diabetes
 - (d) glaucoma
 - (e) epilepsy
 - (f) varicose veins
 - (g) spinal disc prolapse
 - (h) movement restrictions
 - (i) pregnancy in the second and third trimesters, puerperium

The list of local contraindications is not complete; if the patient is not sure about his/her health limitations, he/she should always address his/her health condition with a medical doctor.

- 3.6.12 The Client is obliged to notify the masseur/masseuse of the above total, local and other contraindications before the start of the massage, and is also obliged to give written consent to the performance of the massage despite the existing contraindications. In the case of pregnancy, the pregnant woman is obliged to give her written consent to perform the massage at all times. The masseur/masseuse is entitled, despite the Client's notification and written consent to the existence of a local contraindication, to refuse to provide the massage.

Important phone numbers:

- 150 – firefighters
- 155 – medical emergency 158 – police
- 112 – emergency calls

In Brno on

Effective on June 1, 2021