

OPERATING AND SAFETY RULES

WELLNESS INFINIT MAXIMUS



Company name: Wellness resort s.r.o., registered office: Hrázní 327/4a, 635 00 Brno (hereinafter „Infini“) ID#: 036 88 054 VAT#: CZ 036 88 054

Place of business: Wellness Infini Maximus, Hrázní 327/4a, 635 00 Brno

The Operating and Safety Rules govern basic rights and obligations of Infini's clients. The Rules comprise two sections: Section 1: General Information governs general rights and obligations of Infini's clients, and Section 2: Wellness governs special rights and obligations of clients enjoying Pools and Saunas.

SECTION 1 – GENERAL INFORMATION

All Infini clients must acquaint themselves with these Operating and Safety Rules and maintain them throughout their visit at Infini. Further, they are obligated to respect and follow any instructions and guidelines provided by Infini staff. By entering Infini, clients voluntarily subject themselves to the provisions of these Rules and instructions given by Infini's staff. Should clients fail to maintain these Rules or fail to respect instructions by Infini staff, they may be ordered to leave with no right to any compensation for the entry fee. Should clients fail to obey the request for them to leave, they will be led out by the Municipal Police or the Police of the CR.

1. Clients may make use of parking at an unguarded parking lot outside Maximus Resort. Infini bears no responsibility for any potential damage to their vehicle.
2. Clients arrive at Infini via the Reception Desk located at the main entrance. Hotel guests may make use of the corridor connecting Infini and the Maximus Resort hotel.
3. Clients may enter corresponding areas within Infini only during opening hours.
4. At Infini's Reception Desk, clients indicate what activity they came for and then receive a chip, which allows them to lock their locker in changing room and pass through the turnstile.
5. Clients are obligated to deposit their valuables into small safes located at Infini's Reception Desk.
6. Clients leave the Reception Desk to go to either lady's or men's changing room.
7. Before entering changing rooms, clients take their shoes off and bring them to the changing room.
9. Clients choose any free locker, take their clothes off, place them in, and lock their lockers. Then they proceed to showers.
10. Only necessary personal hygiene may be carried out in showers. It is strongly prohibited to shave, or perform manicure or pedicure, etc. there. Before entering any pool, clients are obligated to take their clothes off and thoroughly shower, particularly their feet and private parts, using soap. If clients plan to put their head in the pool water, they are obligated to wash their hair with shampoo before they enter the pool, or use a shower cap. Clients also must take their make-up off.
11. Clients using wheelchairs can access pools only using special wheel covers that are put on immediately before they enter the pool area or after their wheelchair wheels have been disinfected. Covers are available from the Reception Desk staff.
12. Clients who discover any defect within Infini must report it at the Reception Desk.
13. When leaving Infini, clients are to put their shoes on outside the changing rooms.
14. Any loss is to be reported at the Reception Desk, where it will be recorded in the Lost and Found records, including the necessary data on the client. Found items must be presented at the Reception Desk, where they will be registered. Owners of found items will be immediately informed by Infini and they will be able to come and collect their possessions after signing a hand-over form.
15. Any private photographs at the cooling lake and in entire area must be taken with respect to the privacy of other clients.
16. Mobile phones are not allowed in saunas, mobile phones are allowed in other areas with respect to other customers - loud calls are not allowed in common areas.
17. For safety reasons, client must obey the lifeguards's instructions.
18. Client must immediately report his/her injury, wound, indisposition or other health difficulties that are in need of first aid, if he/she is able to. Client must also report injury, wound or other health difficulties of another client to the lifeguard that provides medical treatment and help (including calling the Emergency Medical Services).
19. Injuries, wounds or other health difficulties that are in need of first aid are recorded in the Book of Injuries.
20. First aid kit is available: Lifeguard station is situated:
21. Infini is entitled to deny entry to clients who have broken these Rules in the past.
22. Infini shall be entitled to change its opening hours, price lists, and offer of services at any time whatsoever.
23. Clients may send any comments on Infini operation to foretova@infini.cz
24. Entrance and exit to the wellness center are both equipped with an electronic gate detecting electronic chips. All the linen, towels, bathrobes, bed sheets, etc., which are provided to the client by the wellness center are supplied with the electronic chip to protect the property of the wellness center. There is a light and sound signal warning in case of electronic chip detection by an electronic gate.
25. If there is a sound and light warning of the electronic gate detecting electronic chips during the client's leaving from the wellness center, the staff of the wellness center is entitled to appeal to the client for checking his/her luggage to make sure there is no linen in the baggage which had been provided by the wellness center or to ask the client to let the staff look into the client's baggage. If the client refuses to return the linen that was provided by the wellness center or the client refuses to allow the staff to look into the client's baggage, the client is obliged to wait for the arrival of the Police of the Czech Republic.

LIABILITY FOR DAMAGE TO CLIENT'S POSSESSION OR HEALTH:

Clients' items may be placed only in lockers in the changing rooms and in safes at the Reception Desk! Any cash, valuables, IDs, mobile telephones, and other valuable possessions, may be stored only in the safes at the Reception Desk!
Clients bear responsibility for placing their items into lockers/safes and duly locking them. Infini bears no responsibility for any loss, theft or damage to items left by clients outside designated locations.
Clients must look after their possessions throughout their visit to Infini.
Clients must behave during their visit to Infini and avoid any actions that might pose a threat to their own safety and safety of third parties. Clients acknowledge that they take part in sports and relaxation activities exclusively at their own risk and that Infini

bears no responsibility for any injuries caused by the clients' own actions, a failure to observe these Rules, or a failure to respect instructions from Infini staff, or for any injuries caused by other clients.

Before taking part in any sporting and relaxation activities, Infini recommends that clients consider whether such activities are suitable – in view of their health – and, if necessary, consult their physician.

Children under 15 may enter Infini only if accompanied by a person of 18 years of age or older. This person is obligated to ensure the safety of the under-age person and bears responsibility for him/her throughout their visit to Infini. Infini bears no responsibility for any injury suffered by the child.

LIABILITY FOR DAMAGE TO INFINIT PROPERTY:

Clients bear responsibility for any damage to Infini's property caused by their intentional actions or due to their negligence, and must compensate Infini for such a damage without undue delay.

Infini shall inspect any damage to its property, make a record of it, and indicate its value. Municipal Police or Police of the CR will be called, and, if necessary, medical emergency services. All injuries must be recorded in the Records of Injuries, and damage to property in the Records of Damages. Lost and found items are recorded in the Records of Lost and Found.

ON INFINIT'S PREMISES, IT IS STRONGLY PROHIBITED TO:

- ▶ be loud (particularly in saunas), and engage in actions or behaviour that might bother other clients or staff, or limit environs in any manner whatsoever;
- ▶ breach dress-code rules related to the centre's layout (individual areas within the wellness section), i.e., respect the individual types of zones (swim suit/bed sheet only and the rule of keeping silence);
- ▶ scream, run, whistle, gratuitously call for help, jump into water (including any jumping off the pool side), push other persons into water, push one another under water, deliberately splash and bother other clients, or endanger Infini's operation in any manner whatsoever;
- ▶ urinate in water, spit into water, blow your nose/wash your mouth out in the water, or pollute the pool water in any manner whatsoever;
- ▶ wash laundry and other items, with the exception of washing your swim suit with soap or shampoo in the showers;
- ▶ use soap, shampoo, and other hygienic items outside showers, changing room and the drying area;
- ▶ bring chewing gum, glass items, pins, needles, razor blades, and other items that might endanger or injure other clients in the pools;
- ▶ use cream or ointment prior to entering the pools and whirlpools;
- ▶ use one's own swimming aids or essences, essential oils, or other mixtures to be used in pools and saunas;
- ▶ walk around the pool and the sauna world in dirty clothing or dirty swim suit;
- ▶ consume one's own food, smoke (including electronic cigarettes), use one's own alcoholic and soft drinks, bring bags, backpacks, and other luggage. Should clients breach the above, any beverage, food, and other items clients bring in shall be confiscated and located at the wellness Reception Desk where clients may pick them up after they finish their visit. Any beverage and food left at the Reception Desk will be disposed of without any compensation;
- ▶ move or manipulate swings on the Lada meadow, soil the premises in any manner whatsoever and intentionally damage the property;
- ▶ use and misuse narcotic and psychotropic substances;
- ▶ stay on the premises outside Infini's opening hours or enter the premises with animals;
- ▶ use rescue and first aid items in an unauthorised manner;
- ▶ enter areas designated to authorised staff only (engine room, cleaning rooms, etc.);
- ▶ manipulate Infini's equipment (heating, electric wiring, etc.).

For safety reasons, entry in the Infini wellness centre is not permitted to persons under the influence of alcohol and other narcotic substances. The degree to which a person may be under the influence of alcohol/narcotic substances shall be unilaterally determined by the wellness centre staff. Any persons that are deemed to be under the influence of alcohol/narcotic substances will be denied entry to the centre, or may be forced to leave without any compensation for the entrance fee. Visitors (clients) may disagree with the staff's assessment of their being under the influence of alcohol/narcotic substances, and may ask the staff to call a corresponding state administration body to assess his or her state. Any potential costs related with the visitor's (client's) state shall be borne by the visitor/client.

Should any of the rules above be breached, the person(s) in question will be forced to leave Infini's premises without any compensation for the entrance fee paid. This provision, however, shall be without prejudice to any compensation for damages suffered by Infini or a third party as a result of the breach of the rules indicated above.

RESTRICTIONS OF ENTRY ONTO MAXIMUS PREMISES

No entry is allowed to clients suffering from infectious diseases, i.e., particularly persons suffering from insect infestation, those with lice, rash, warts, infections and inflammations, purulent and open wounds, and bacteria carriers. Further, persons in quarantine and people who have had or have been near an infection or communicable disease may not enter Infini.

- ▶ Entrance to wellness (thermal pools and sauna world) is intended for adults and people over 145 cm (due to the tanks' depth and their technical adjustment). Due to the fact that it is physiologically possible to measure different body height (up to 2 cm) during the day, the staff may allow access to the wellness to a person who will be at a height of 143 cm at the moment of the intended entry.
- ▶ Children under 15 years must be constantly supervised by the person accompanying them (18 years of age or older).
- ▶ Children under 15 may enter the premises only if accompanied by a person of 18 years of age or older.

SECTION 2 – WELLNESS

INFORMATION FOR CLIENTS

Pool water depth: 1.30 m / Water temperature of indoor pool: 32–34°C,

Outdoor pool: 32–36°C, indoor whirlpool: 36°C, outdoor whirlpool: 35–36°C.

The Pool Area features: pool bar, relaxation area, indoor and outdoor relaxation pool, indoor and outdoor whirlpool, and the Lada relaxation meadow.

Sauna World features: indoor and outdoor sauna bars, Citrus Sauna, Steam Salt Bath and Turkish Eucalyptus Steam Bath, Honey Sauna, Herb Cabin, Alchemist's Cellar, Wine Cellar, Sauna on the Lake, Sauna Dome, Volcano Sauna, Salt Sauna, indoor and outdoor cooling rooms, indoor and outdoor relaxation rooms, outdoor terrace and natural cooling lake.

In their own interest, clients must move carefully on wet surfaces to prevent potential injuries.

FOR STEAM BATH CLIENTS:

1. Before entering the steam bath, clients must take a warm shower.
2. We recommend that clients use towels to sit in the steam bath.
3. The recommended time period spent in the steam bath is 20 minutes, maximally 4 times in a row.
4. Clients must shower after every cycle.
5. Persons suffering from high blood pressure and diseases of the cardiovascular system should consult their stay there with their attending physician.
6. It is forbidden to consume drinks inside the steam bath.

FOR SAUNA WORLD CLIENTS:

1. Before entering saunas, clients must take a warm shower.
2. Saunas must be entered without a swim suit. Upon entering saunas, each client may make use of a large towel and a sheet (included in the entrance fee). Other towels/sheets may be borrowed for CZK 15/piece.
3. In saunas clients must use a towel or a sheet to sit on.
4. It is forbidden for clients to pour their own essences, essential oils or other blends into the sauna stove.
5. The recommended time period spent in a sauna is 8–13 minutes, maximally 4 times in a row.
6. Clients must shower after every cycle.
7. Persons suffering from high blood pressure and diseases of the cardiovascular system should consult their stay there with their attending physician.
8. Clients must take private photos by the cooling lake with a respect to other clients.
9. Clients may use a cooling lake in the outdoor wellness area during winter time. However, they do so at their own risk.
10. Before entering the common cooling areas, such as cooling pools or cooling pond, the client is required to take a shower!
11. The client comes to sauna ceremony on time, the client does not enter the ceremonial sauna after the start of the sauna ceremony.
12. It is forbidden to consume drinks in the saunas.

GUIDELINES FOR CLIENTS USING RELAXATION POOLS AND WHIRLPOOLS

1. To maintain maximum hygiene, clients must use WC and showers before they enter the indoor and outdoor relaxation pools and whirlpools. Clients are to take a warm shower without their swim suit and use soap. If clients plan to put their head in the pool water, they are obligated to wash their hair with shampoo before they enter the pool, or use a shower cap. Clients also must take their make-up off.

2. Clients may enter the pools and whirlpools in swimsuits only.
3. Clients may enter the „Lada“ relaxation meadow only wearing shoes with a firm outsole.
4. After the wellness centre capacity is filled, no other clients will be allowed to enter. The number of clients allowed to enter will then depend upon the number of clients leaving the wellness centre.
5. Clients must maintain the centre's opening hours.
 - ▶ In the pool area, clients may consume alcoholic beverages and soft drinks („drinks“) under the following conditions:
 - ▶ drinks are consumed using plastic cups, which may be set down on designated tables or into holders located in pools and whirlpools;
 - ▶ alcoholic beverages are sold only to persons of 18 years of age or older;
 - ▶ clients pay for their drinks at the Reception Desk at the end of the service;
 - ▶ persons who are clearly under the influence of alcohol will be led out of Infini without any compensation for their entrance fee;
 - ▶ Infini bears no responsibility for any damage to health and property caused in direct relation with clients' consumption of drinks.
 - ▶ Infini reserves all rights to regulate and restrict selling alcoholic beverages in the premises of the wellness centre in the following way: The staff of the wellness center will sell alcoholic beverages in the maximum range of three alcoholic doses per person at intervals of two hours. One alcoholic dose is understood to mean one alcoholic mixed drink, or 0,2 liter of wine/champagne, or one pint of beer. Three alcoholic doses are understood to mean 0,7 liters of prosecco/wine. Every other hour, i.e. the third and following hours, the staff of the wellness center will sell only one dose of alcoholic beverage per hour to the client.
 - ▶ The staff of the wellness center is entitled to refuse to sell alcoholic beverages to the customer, on the basis of their own considerations, by taking into account the safety of the client and other visitors and regardless of the amount of alcoholic beverages which were already sold to the client, even if no alcoholic beverages were sold to the client. The staff of the wellness center is entitled to refuse to sell alcoholic beverages, on the basis of their own considerations, by taking into account the safety of the client and other visitors, to the persons who accompany or join the wellness center with the client who has been already refused to buy alcoholic beverages.
7. Upon entering the wellness centre, clients should acknowledge that there is a higher occurrence of stinging insects, especially in nearby the salt-water whirlpool. Therefore, clients suffering from allergies and other health issues should take extra care.

INSTRUCTIONS FOR THE CLIENTS OF THE PRIVATE SPA:

1. It is strictly forbidden to use own essences, essential oils, or other bath mixtures in private baths such as a whirlpool, hydromassage bath and Bali baths.
2. Before entering the massage, the private bath (whirlpool, hydromassage bath, Bali bath), the client is required to take a shower!
3. Cancellations of the massage or private bath are accepted at least 24 hours before the start of the reservation. Otherwise the client will be charged the full amount for the reserved service.