



## MAX FITNESS VISITOR RULES

These Visitor Rules are binding for all visitors at MAX FITNESS sports clubs.

**Visitor** means a Member, Guest, MultiSport Cardholder and any other natural person who enters the premises of a Club.

**Member** means any natural person who has entered into a Contract on Service Provision and Creation of Membership in a Club (hereinafter "**Contract**") with the Company.

For the purposes of these Visitor Rules, **Member** also means people granted the status of Member on the basis of a Contract concluded between the Company and a third party for their benefit, and also people entitled to use the services of a Club as a Guest.

For the purposes of these Visitor Rules, **Guest** means a person who has come to a Club accompanied by a Member and been granted access to a Club by the Company. The Company hereby reserves the right to refuse a Guest access to a Club without giving any reason. Guests must be over 15 years of age. A Guest's entry to a Club is subject to payment of a visitor fee, the current amount of which is determined by the current price list of the Company (hereinafter the "**Price List**").

A **MultiSport Cardholder** means any natural person who presents a MultiSport card and proof of identity when entering a Club. Entry to a Club is only possible with an assigned membership and valid admission.

Membership for entry to a Club is not enforceable. The operator reserves the right not to grant, and to terminate, membership without giving any reason.

### Article I - General information

#### **1. Opening hours of a Club**

Information about a Club's opening hours is available on the main entrance door to the Club and on the website: [www.maxfitness.cz](http://www.maxfitness.cz)

Last entry to a Club is 45 minutes before the end of the opening hours. Visitors must end their sports activities no later than 15 minutes before the end of the Club's opening hours and must leave the premises no later than the end of the Club's opening hours.

The Company hereby reserves the right to extend or shorten a Club's opening hours as required.

#### **2. Club services and facilities**

Visitors to a MAX FITNESS Club can use the following services:

- gym and cardio zone
- group sessions
- sauna
- solarium
- changing rooms, showers
- personal trainer services
- massages

Each Club in the MAX FITNESS chain offers a different portfolio of services. Every Visitor is acquainted with the location of individual facilities in a Club and the services provided during the presentation of the Club before signing the Contract or during their first visit to the Club.

Prices for the use of a Club's facilities and prices for the provision of services not included in the relevant type of membership, i.e. not covered by the relevant membership fee, are governed by the current valid Price List. Information on the services and facilities included in the individual membership types is available at the Club in question and from the Company upon request.



## Article II - Rules for using the facilities and services of a Club

### **3. Club safety rules**

Visitors perform all sports activities in a Club, including using a sauna, steam room, whirlpool and solarium, at their own risk and responsibility. The use of a Club's facilities and services without a prior initial briefing is prohibited.

When using services, Visitors must comply with the Club's Visitor Rules and instructions from the Company and its employees, and from other people providing services on behalf of the Company (including instructors and trainers).

The Company is not liable for any damage to health or property that may be incurred by Visitors as a result of failure to comply with such procedures or instructions from the Company, its employees, instructors or trainers.

The Company is not liable for any damage to health or property that may be incurred by Visitors intentionally, negligently or through overestimating their physical condition.

Visitors must not perform any sports activities in a Club if they are ill, injured, regularly taking medication or other substances that may in any way affect their physical or mental abilities, or if they are otherwise indisposed for the performance of sports activities. This prohibition does not apply to people who provide a written statement from a doctor that the person can perform sports activities in the Club.

Prior consultation with a doctor about the possibility of using a Club's services and facilities is recommended especially, but not exclusively, for pregnant women and people suffering from diabetes, heart disease, or high or low blood pressure.

It is also not permitted to use a sauna or solarium when under the influence of substances that reduce blood clotting, antihistamines, beta-blockers, astringents or other substances with similar effects.

Visitors to a Club must observe the principles of personal safety, both their own and that of other Visitors, when using the facilities and services of the Club.

Entry is permitted to people up to 15 years of age only when accompanied by a parent or personal trainer. People aged over 15 may visit a Club alone.

Children from 15 to 18 years of age are allowed to enter a fitness centre only with the written consent of their parents, who are expressly and non-transferably fully responsible for any damage to their child's health and the operator's property caused by the child.

In the case of assisted use of facilities at a Club, first aid is provided by the relevant instructor. In other cases, first aid is provided at the Club reception, which is equipped with medical supplies pursuant to the applicable legal regulations.

### **4. Rules of conduct at a Club**

During their presence at a Club, Visitors must behave in a manner that does not restrict other Visitors from using the Club's facilities and services.

In the event of inappropriate, aggressive or vulgar behaviour towards other Visitors or staff at a Club, the Company reserves the right to expel such client from the premises of such Club.

Visitors must respect the rules for entry to a Club, i.e. they must present their membership card or MultiSport card, or proof of identity, and must respect the control mechanisms used by the Company for this purpose.

The following is prohibited in all areas of a Club:

- smoking;
- consuming any food (the prohibition does not apply to beverages);
- consuming alcohol;
- using chewing gum;
- carrying or leading in animals;
- entering common areas in inappropriate clothing;
- bringing bags or backpacks into the premises of the Club;
- using a tripod;
- entering areas reserved for the opposite sex;
- behaving in a manner contrary to good morals;
- using Power Plate machines without a trainer. These may only be used after three purchased trial sessions with a trainer;



- using any studio outside of scheduled times;
- using magnesium in loose, solid or liquid form (unless otherwise indicated);
- using your own trainer or acting as a trainer in a sports club;
- disturbing the quiet area in the Spa or disturbing other Visitors relaxing in the Spa area.

Visitors must adapt their sportswear to the principles of personal hygiene and decent behaviour, taking into account where they are in the Club.

The Company reserves the right to determine its own appropriate dress code and also, at its discretion, to ask any Visitor not dressed appropriately to change their clothing.

All audio/video material recorded in a fitness centre is the intellectual property of Max Fitness. Written consent must be obtained for its commercial use.

#### **Rules for storing personal belongings when using a Club's services and facilities**

Lockers are available for Visitors in Club premises for the storage of clothes when using the services and facilities of the Club. They can be secured with padlocks. Visitors must provide their own lock for their locker. Alternatively, a lock can be borrowed at reception for a fee and deposit.

Visitors must always clear out their locker and leave it open when leaving a Club. Any lockers not cleared out at the end of a Club's opening hours on a given day will be opened by the relevant staff at the Club and the contents will be removed and stored for seven days. If the locker contents are not collected within seven days, they will be disposed of. The cost of opening a locker and storing its contents will be borne by the Visitor who did not clear out their locker in accordance with these Visitor Rules. The fine for unauthorised use of a locker is CZK 1 000.

The Company is not responsible or liable for jewellery, money and any other valuables or other things whose value exceeds CZK 1 000 stored in lockers.

The Company is not responsible for the loss of personal belongings that were left in a Club premises outside the designated areas (see above).

#### **5. Hygiene rules**

Visitors must use towels during sports activities so that the Club facilities used by them are kept clean. Visitors are asked to lay their towel on all surfaces that come into contact with their body. Surfaces that are nevertheless stained with sweat must be cleaned with disinfectant, which is available at the Club.

Visitors must comply with the following hygiene rules in a Club:

- only enter a gym and studios wearing closed and clean sports shoes that are not worn outside;
- after using a machine or mat in a gym, always clean it with disinfectant;
- take a shower before entering a sauna;
- use deodorant;
- respect the no-shaving policy in all areas of a Club;
- do not dry clothes or towels in saunas.

Sanitary facilities (showers and toilets) are available in the changing rooms and are separate for men and women. Soaps are available for Visitors at the sinks. These have been dermatologically tested.

### **Article III - Visiting hours**

#### **6. Gym Visitor Rules**

Visitors must follow these Visitor Rules and the instructions of trainers and other staff of the Club and/or the Company during sports activities in the Club.

Do not block machines and stations for longer than absolutely necessary. If someone asks you, allow them to take turns at the machine or station.

Clean away the dumbbells and discs after you finish exercising. This is a sign of respect and consideration for the other Members of the Club. Handle the machines gently. Do not throw the dumbbells but place them only in the racks or on the rubber squares. Do not create any danger



for others.

In the event of any damage to a machine, dumbbells or exercise equipment, it is the responsibility of everyone to report this fact to reception. Clean away the dumbbells and discs after you finish exercising. This is a sign of respect and consideration for the other Members of the Club.

Handle the machines gently. Do not throw the dumbbells but place them only in the racks or on the rubber squares. Do not create any danger for others.

In the event of any damage to a machine, dumbbells or exercise equipment, it is the responsibility of everyone to report this fact to reception.

Visitors are prohibited from using their own personal trainers or to act as trainers on the premises of a Club.

The Company reserves the right to limit the use of some sports or other facilities of a Club (e.g. cardio) at any time when the area is too busy.

## 7. Group Session Visitor Rules

Visitors must follow these Visitor Rules and the instructions of instructors and other staff of the Club and/or the Company during sport activities in a Club. Visitors must arrive at group sessions on time. It is not permitted to enter a sports studio after the start of a training session. Visitors must not disturb a training session in any way. Instructors are entitled to limit the number of participants in a training session and to ask a Visitor to leave a training session if, in the instructor's opinion, the training room is overcrowded or if the Visitor in question does not follow the instructor's instructions. Visitors may enter studios where training sessions are organised only after the instructor has arrived.

**Due to increased interest in certain training sessions, the Company reserves the right to require advance registration for such training sessions and to impose the following conditions.**

### How does the system work?

*Session reservation is only possible online.*

- 1) *Visit the website [www.maxfitness.cz](http://www.maxfitness.cz) and enter the client area by clicking on LOG IN and choosing the town/city where you are a Member*
- 2) *To log in, use the same email address as in your membership contract.  
If you have forgotten your password, you can reset it.  
If the email address is invalid, please request the access details at the Club reception.*
- 3) *Click on the room and the session you wish to reserve, and confirm with BOOK AND PAY. Then make the payment through the payment gateway.*
- 4) *Reservations can be cancelled without a cancellation fee up to 24 hours before the session. In the event that a reservation is cancelled less than 24 hours before the session, a cancellation fee of 100% will be charged.*

## RULES AND CONDITIONS FOR RESERVING GROUP SESSIONS

You can make an online reservation to secure your place in each session listed in the schedule. Reservations cannot be made at reception.

You can enter a session without a reservation only if it is not full and after agreement with the instructor.



Reservations close five minutes before the start of the session.

Do not enter a session already in progress. Thank you.

## 8. Solarium Visitor Rules

### Entrance to the solarium

When entering the solarium, customers must acquaint themselves with these Visitor Rules, comply with them and follow the instructions and recommendations of the solarium operator.

Customers were instructed about the risk of possible side effects when using a solarium.

Children are not allowed in the solarium.

People with a neglected appearance, people ill with fever, a contagious disease or who are carriers, people who are drunk and/or under the influence of addictive substances and people with pacemakers may not enter the solarium. This also applies to people suffering from acute sunburn. People who have or have had skin cancer or who are predisposed to skin cancer.

It is not recommended to enter the solarium without prior consultation with a doctor. This applies in particular to pregnant women, people with high blood pressure, people taking hormonal drugs, including hormonal birth control and drugs causing increased photosensitivity (e.g. tetracycline, chlorpromazine, sulfonamides, antirheumatics) and also to people suffering from Grave's disease, diabetes, people taking medication for stress (phenotriazine), people with urinary tract infections and who take certain artificial

sweeteners.

It is not recommended to enter the solarium immediately before or after bathing, or wearing perfume and make-up or other than special cosmetics intended for solariums.

#### General instructions for Visitors in the solarium

UV radiation can damage the skin and eyes. These biological consequences depend on the quality and quantity of the irradiation and the sensitivity of the skin. Excessive sunbathing can burn the skin and lead to premature ageing of the skin.

If the eyes are not protected when sunbathing, they can become inflamed.

Special protective measures are recommended if the Visitor is particularly sensitive to UV radiation. The theory that using sunbathing equipment generally reduces the risk of sunburn is incorrect.

#### Operating instructions for Visitors

Do not apply make-up or perfume before visiting the solarium.

On your first visit, consult with the staff about the appropriate tanning programme for your skin type and the frequency and duration of each visit for the relevant type of tanning bed. The staff will show you how to use the device.

Use suitable cosmetics and protective goggles designed for solariums.

Leave an interval of at least 48 hours between the first two tanning sessions. Do not sunbathe outside or use a solarium more than once on the same day. Enter the solarium without clothes and jewellery. If you have long hair, arrange it using only a hair clip or rubber band.

Visitors must look after the solarium equipment. Please pay increased attention to the plexiglass covers protecting the tubes - do not lean on them. Visitors must reimburse the operator for damage they cause to the property and equipment of the solarium and to other Visitors.

### **9. Sauna Visitor Rules**

The Club reception provides information about the capacity of the sauna cabin.

Visitors must obey all instructions from the sauna staff.



Visitors must be naked in the sauna for both hygienic and physiological reasons. Please ensure a hygienic environment by sitting on a sheet on benches in the sauna, cooling room, rest room and changing room. Move around barefoot or in protective footwear in all areas of the sauna. Move around with caution.

Only showers are used for cooling.

The sauna bath is only for healthy people. Visitors use it on their own responsibility. People suffering from obvious symptoms of an acute illness, such as fever, general weakness, a cough, a cold, red eyes, diarrhoea, headache, malaise, etc., and especially transmissible inflammation of the upper respiratory tract, may not use the communal bath in the sauna. This also applies to people suffering from something that appears unpleasant

(e.g. open, inflamed or bleeding wounds). People who are carriers of intestinal diseases, as well as members of families in which there is an infectious disease may also not enter. Children under one year of age may also not enter the sauna.

People who are drunk or intoxicated are not allowed to enter the sauna. Smoking is not allowed in all areas of the sauna! In addition, use of the sauna may be denied to people who do not respect moral social principles and to people whose visit could have a disturbing effect on order, safety of operation and cleanliness. Women may not use the sauna during menstruation.

Sauna Visitors may use their own washing items, and preferably two large bath towels, which must be clean, for drying and wrapping.

#### Article IV - Final provisions

The Company is entitled to unilaterally amend or supplement these Visitor Rules at any time. The amended or supplemented Visitor Rules will take effect on the date of their display in the Club premises. The current version of the Visitor Rules is always available and displayed in the Club premises and is available upon request from the Company.

Visitors may submit complaints about the quality of the services provided or deficiencies in the Club's facilities in person to one of the Club's managers or in writing through the designated box located at the Club reception.

Visitors must prevent, to the best of their ability, damage to the Club's facilities, and must report any damage or deficiencies at the Club reception.

The Company reserves the right to close a Club or any part thereof for a limited time for necessary repairs, maintenance or a private event. The closure of a Club or part of one will be announced by the Company well in advance by posting information about the planned measure at the Club reception.

In Prague, 1/12/2023