OPERATING RULES

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1. Introductory Provisions

1.1. These Operating Rules and Regulations (hereinafter referred to as the "Rules" or "Operating Rules") govern tuhe rules of operation, safety, hygiene, protection of public health, and conduct within the fitness centres operated by Form Factory Slovakia s.r.o., with its registered office at Prievozská 14, 821 09 Bratislava – Ružinov, Company ID No.: 52 386 660, as well as its affiliated companies MB CLASSY s.r.o., with its registered office at Prievozská 14, 821 09 Bratislava – Ružinov, Company ID No.: 51 751 941, and Fitcamp s.r.o., with its registered office at Prievozská 14, 821 09 Bratislava – Ružinov, Company ID No.: 56 442 114 (hereinafter collectively referred to as the "Form Factory Group"), and the respective fitness centres (hereinafter referred to as the "Club").

1.2. These Rules are binding upon all persons entering the Club premises (hereinafter referred to as the "Visitor").

1.3. By entering the Club, the Visitor confirms that they have familiarised themselves with these Rules and undertake to comply with them. The Rules are displayed at the Club entrance and are available upon request at the reception desk and/or on the Operator's website.

2. Definitions

2.1. Operator / Company: The Operator means the operator of the respective Club within the Form Factory Group, i.e., the company belonging to the Form Factory Group that operates the specific Club entered by the Visitor or in which the Visitor uses the services. Unless the context requires otherwise, the Operator always refers to the operator of the respective Club. Where these Operating Rules refer to the Operator, this shall also include, as appropriate, the Operator's employees, Club staff, trainers, instructors, or any other person authorised by the Operator, particularly when issuing instructions, requests, approvals, prohibitions or restrictions, supervising compliance with these Rules, ensuring safety, hygiene and proper operation of the Club, or adopting operational or disciplinary measures.

2.2. Club: A specific fitness centre operated by the Operator.

2.3. Member: A person holding a valid membership or membership agreement concluded in accordance with the General Terms and Conditions.

2.4. Guest: A person who does not hold a valid membership or membership agreement under the General Terms and Conditions but is granted access to the Club on the basis of: a valid benefit associated with the active membership of a Member (e.g. a Guest Pass), a separate agreement concluded between the Operator and a third party (e.g. through a Partner Benefit), payment of a single-entry fee, a trial visit, a promotional campaign, a referral programme, or any other authorisation granted by the Operator. By paying the admission fee or, where applicable, by entering the Club, a separate service agreement for the use of the Club's services is concluded between the Guest and the Operator. The Guest further confirms that they have familiarised themselves with: these Operating Rules, the current Price List, and the information regarding the processing of personal data published by the Operator. The respective admission entitles the Guest to use the Club services only within the scope of the purchased admission during the Club's opening hours on the respective day unless the Operator expressly determines otherwise. The Operator is entitled to request the Guest to provide basic identification and contact details to the extent necessary for: registration of the visit, verification of eligibility for entry, protection of persons and property, and the establishment, exercise or defence of legal claims. Where necessary to verify the Guest's identity or age, the Operator may request the Guest to present an official identity document.

2.5. Trainer / Instructor: A person authorised by the Operator under a separate contractual relationship to provide personal training or instructional services within the Club.
2.6. Visitor: Any person entering the Club premises, including Members, Guests, Trainers, Instructors, employees, contractual partners of the Operator, and employees of such contractual partners.
2.7. Partner Benefit: A right allowing a Guest to enter the Club or use selected Club services by means of a partner card, application, QR code, voucher, employee benefit or other partner programme, including but not limited to the MultiSport programme or any similar programme accepted by the Operator. The use of a Partner Benefit is governed by: the rules of the respective partner, the specific conditions of the benefit, and these Operating Rules. Use of a Partner Benefit alone does not establish Member status unless the Visitor also holds a valid membership agreement with the Operator.
2.8. Opening Hours: The official opening hours of the respective Club.
2.9. Price List: The Operator reserves the right to amend the Price List at any time. Where the Visitor is a Member, any changes to membership fees or payments shall be governed by the Membership Agreement and the General Terms and Conditions.
2.10. Membership Card / Identification Credential: A membership card, QR code, mobile application, or any other identification method used for access control.
2.11. General Terms and Conditions (GTC): The contractual terms governing the legal relationship between the Operator and the Member. For Members, these Operating Rules apply alongside the Membership Agreement and the General Terms and Conditions as specific operational, organisational, safety and hygiene rules governing the use of the Club. These Operating Rules neither amend nor replace the contractual rights and obligations arising from the General Terms and Conditions or any other contractual documentation. In the event of any inconsistency between these Operating Rules and the General Terms and Conditions or other contractual documentation, the General Terms and Conditions and the relevant contractual documentation shall prevail unless expressly provided otherwise.
2.12. Responsible Manager: The Club Manager or another authorised employee or trainer responsible for supervising the safe and proper operation of the Club.

3. Opening Hours and End-of-Visit Procedures

3.1. The opening hours of each Club are displayed at the Club entrance and may be modified by the Operator at any time, particularly due to maintenance, servicing, extraordinary events, private events, or other operational reasons.
3.2. The Operator reserves the right to temporarily restrict the operation of the Club or to close the Club entirely, particularly due to necessary repairs, technical inspections, emergencies, force majeure events, or other operational reasons. Whenever possible, Visitors will be informed of such restrictions in advance.
3.3. Temporary restrictions or closure of the Club under this Article shall not, in themselves, give rise to any claim for damages, reimbursement, compensation or any other remedy, unless otherwise provided by applicable law, the General Terms and Conditions, or the relevant contractual documentation.
3.4. Visitors are required to finish their workout no later than 15 minutes before the end of the Club's opening hours and leave the Club by closing time. Opening hours are not extended to allow additional time for changing clothes, personal hygiene or leaving the premises.

4. Nature and Provision of Services

4.1. Klub The Club provides services intended for sports, exercise, fitness and recreational activities, including in particular access to: the strength training area (gym), the functional training area, the cardio area, group exercise studios (one or more studios), changing rooms, showers and sanitary facilities, personal training and instructor services, reception services, additional services offered by the respective Club (such as sauna, massage, physiotherapy, InBody body composition analysis, etc.), retail sale of beverages, nutritional supplements and other products offered by the respective Club.
4.2. Services are provided primarily by granting Visitors access to the Club's facilities, equipment and designated areas.
4.3. The scope, availability and conditions of Club services may change depending on operational requirements, the capacity of the respective Club, the technical condition of equipment, staffing levels or safety considerations.
4.4. The Operator does not guarantee the uninterrupted availability of all equipment, training zones, group classes or additional services.
4.5. Personal training or instructional services may only be provided within the Club by persons authorised under a separate contractual relationship with the Operator.
4.6. All services provided by the Club are intended solely for sports, exercise, fitness and recreational purposes. The Operator is not a healthcare provider and does not provide medical services, medical examinations, diagnosis, treatment, rehabilitation or professional assessments of a Visitor's fitness to exercise or engage in physical activity.
4.7. During the Visitor's first visit, the Operator may provide a basic orientation of the Club facilities and a safety briefing, either upon request or in accordance with the Club's internal procedures.

5. Club Layout and Capacity

5.1. The layout and designated training zones of the Club are displayed within the Club premises.
5.2. The maximum capacity of the Club is determined in accordance with applicable public health and hygiene regulations, particularly regarding sanitary and shower facilities. The Operator organises visitor access in such a manner that the permitted capacity of shower facilities is not exceeded.
5.3. The maximum permitted capacity of each Club is displayed on the Club premises.
5.4. Once the safe operational capacity has been reached, the Operator may restrict access to individual training zones or other parts of the Club.

6. Health and Safety Rules and General Liability of Visitors and the Operator

6.1. Every Visitor enters the Club and uses its facilities, equipment, machines, training aids, training areas, sauna, wellness facilities and other services at their own risk, taking into account their health condition, physical fitness, experience and abilities.
6.2. By entering the Club, the Visitor declares that, to the best of their knowledge, they do not suffer from any illness, injury, medical condition, limitation or other circumstance that would prevent them from safely using the Club or participating in physical activity. If such limitations exist, the Visitor is responsible for taking them into consideration while using the Club. Visitors must adjust the intensity, duration and manner of exercise to their current physical condition and shall immediately stop exercising if they experience: pain, dizziness, shortness of breath, chest pain, loss of balance, nausea, or any other deterioration of their health.

6.3. The Operator does not provide medical examinations, medical supervision or assessments of a Visitor's fitness for exercise. Responsibility for determining whether participation in physical activity is appropriate rests solely with the Visitor.
Visitors are strongly advised to consult a physician before beginning exercise or using Club services, particularly if they: suffer from or have previously suffered from cardiovascular disease, have high blood pressure, have diabetes, suffer from epilepsy, suffer from respiratory disease, have musculoskeletal disorders, have neurological disorders, are recovering from surgery or injury, use medication affecting physical performance, or have any other medical condition that could affect their ability to exercise safely.

6.4. Visitors acknowledge that physical exercise, the use of training equipment, free weights, group classes, sauna, wellness facilities and other Club services inherently involve the risk of injury, sudden deterioration of health or other medical complications, including serious health conditions. The Operator shall not be liable for any injury, health damage or other loss arising as a consequence of: the Visitor's health condition, excessive physical exertion, improper use of equipment, failure to follow instructions, violation of these Operating Rules, or any other act or omission attributable to the Visitor. This shall not affect the Operator's liability where such liability cannot be excluded under applicable law.

6.5. Visitors are required to immediately inform the Operator of: any accident, sudden illness, injury, medical emergency, or any other incident occurring within the Club. Where necessary, the Operator may call emergency medical services or other appropriate assistance. This does not create any obligation for the Operator to provide healthcare services beyond those required by law.

6.6. Návštevník It is strictly prohibited to enter the Club or exercise while: the influence of alcohol, under the influence of narcotic or psychotropic substances, suffering from acute infectious diseases or symptoms that may endanger others (including fever, acute respiratory illness, diarrhoea or vomiting), having open bleeding wounds that are not properly covered, or being in any condition that could endanger the Visitor or other persons.

6.7. Throughout their stay, Visitors must comply with: these Operating Rules, all safety notices, hygiene rules, technical instructions, informational signs, and all instructions issued by the Operator. Visitors must refrain from any conduct that could endanger health, safety, life, property, hygiene, the proper operation of the Club or the legitimate interests of other persons.Failure to comply with the Operator's instructions shall constitute a breach of these Operating Rules.

6.8. The Operator is entitled to refuse entry, interrupt the provision of services or require a Visitor to leave the Club immediately whenever necessary to protect: health, safety, life, property, hygiene, Club capacity, operational requirements, or the orderly operation of the Club. This applies particularly where a Visitor:violates these Operating Rules, fails to follow the Operator's instructions, behaves aggressively, inappropriately or dangerously, is suspected of being under the influence of alcohol or drugs, is visibly unwell, fails to comply with hygiene requirements, or otherwise endangers themselves or others.

6.9. If a Visitor fails to comply with the Operator's request to leave the Club, the Operator may take appropriate measures to protect safety, order and Club property, including contacting:security personnel, the Police, emergency medical services, or any other competent authority. This shall not prejudice the Operator's right to claim damages or exercise any other rights available under applicable law.

6.10. The Operator is entitled to carry out regular or ad hoc inspections of all Club premises, including training areas, reception, changing rooms, showers, sanitary facilities, wellness areas, saunas and other visitor-accessible areas, for the purpose of ensuring hygiene, safety, operational functionality, protection of property and compliance with these Operating Rules. Such inspections shall always be carried out in

a manner that respects the privacy and dignity of Visitors. Visitors shall cooperate with such inspections and comply with the Operator's instructions. The Operator may temporarily close or restrict access to any area of the Club for maintenance, cleaning, repairs, inspections, hygiene procedures, safety incidents or other operational reasons.

6.11. The Operator shall be responsible for the technical condition of the Club's facilities and equipment only to the extent required by applicable law.Before using any equipment, Visitors must verify that it appears safe and fit for use. Visitors shall:use equipment only for its intended purpose, follow all instructions and safety markings, immediately report any defect, malfunction or hazardous condition, and refrain from using any equipment that appears damaged or unsafe.

6.12. The Operator shall not be liable for injury, death, property damage or any other loss suffered by a Visitor as a result of: violation of these Operating Rules, failure to follow the. Operator's instructions, disregard of safety notices, improper or inappropriate use of equipment, excessive physical exertion, the Visitor's own health condition, acts of another Visitor, or circumstances beyond the Operator's reasonable control. This limitation shall not affect the Operator's liability where such liability cannot legally be excluded under applicable law.

7. Children and Minors

7.1. Minors may enter and use the Club only under the conditions determined by the Operator, these Operating Rules, the General Terms and Conditions, and applicable legal regulations.

7.2. Unless the Operator expressly provides otherwise, a minor under 15 years of age may enter the Club only when accompanied by their parent, legal guardian or another authorised adult (hereinafter the "Accompanying Person")

7.3. The Accompanying Person shall be fully responsible for the supervision, conduct, safety and compliance of the minor with these Operating Rules throughout the entire visit.

7.4. The Accompanying Person must ensure that the minor uses only equipment, facilities and services appropriate to the minor's age, physical development and health condition.

7.5. The Operator may restrict or prohibit a minor's access to selected training zones, equipment, group classes, wellness facilities or other Club services if required for safety or operational reasons.

7.6. A minor may use strength training equipment, free weights or other specialised equipment only under adequate supervision and in accordance with the Operator's instructions.

7.7. The Operator reserves the right to request proof of the minor's age or proof of the legal relationship between the minor and the accompanying adult whenever reasonably necessary.

7.8. The Operator shall not be liable for any injury, damage or other loss suffered by a minor as a result of: violation of these Operating Rules, failure to follow the Operator's instructions, inadequate supervision by the legal guardian or Accompanying Person, excessive physical exertion, the minor's health condition, improper use of equipment, or any conduct attributable to the minor or the Accompanying Person. This shall not affect the Operator's liability where such liability cannot be excluded under applicable law.

8. Rules of Conduct and Prohibited Activities

8.1. Visitors shall behave courteously, respectfully and in a manner that does not compromise the safety, comfort or privacy of other Visitors.

8.2. The following activities are strictly prohibited: smoking, including electronic cigarettes and vaping devices; consuming alcoholic beverages or entering the Club while under the influence of alcohol; using narcotic or psychotropic substances; harassing, threatening or disturbing other Visitors; creating excessive noise or otherwise disrupting the operation of the Club; interfering with technical equipment, safety systems or adjusting equipment beyond normal user controls; using hygiene or cosmetic products outside designated hygiene areas in a manner that causes contamination or inconvenience to others; entering staff-only or technical areas; bringing animals into the Club, except certified assistance dogs where permitted by law and the Operator's rules; providing personal training or coaching services without a contractual relationship with the Operator; providing sports, fitness or similar services to other Visitors without the Operator's prior consent; consuming food in training areas.

8.3. Mobile phones and other electronic devices may be used only in a manner that does not disturb other Visitors. Loud telephone conversations or playing audio without headphones are prohibited within training areas.

8.4. Vsitorsi displaying inappropriate, aggressive, offensive or dangerous behaviour may be immediately required to leave the Club.

8.5. No commercial, business, promotional or entrepreneurial activities may be carried out within the Club without the Operator's prior written consent.

9. Photography, Audio/Video Recording and Privacy Protection

9.1. Photography, video recording, audio-visual recording, live streaming or any similar recording activity is strictly prohibited in areas where Visitors may reasonably expect an increased level of privacy, including in particular: showers, saunas, wellness facilities, toilets, and other similar areas, regardless of the purpose for which such recording is intended.

9.2. Photography and video recording inside changing rooms are prohibited unless expressly authorised by the Operator for its own operational, security or marketing purposes and in compliance with applicable law. Within training areas and other common areas of the Club, photography for private purposes is permitted only to a reasonable extent and solely under the following conditions: no other person may be captured without their prior explicit consent; the privacy, dignity, personality rights and legitimate interests of others must not be infringed; the recording must not interfere with the safe and proper operation of the Club; the recording must not disturb other Visitors. Visitors may not photograph, film or otherwise record other Visitors, employees, instructors, trainers or any other person present in the Club without their prior explicit consent. The person creating or using the recording shall bear sole responsibility for obtaining all required consents and for any subsequent publication, distribution or other use of such recording. Nothing in this Article limits the Visitor's obligations under applicable legislation governing privacy rights, personality rights and personal data protection.

9.3. Dd Photography, filming, recording, live streaming or similar activities carried out for commercial, advertising, promotional, media, production, journalistic, influencer, marketing or comparable purposes are permitted only with the Operator's prior written consent and subject to conditions determined by the Operator. The Operator may refuse such consent without providing any reason or may make it conditional upon compliance with technical, organisational, safety, scheduling, financial or legal

requirements.

9.4. The Operator may at any time instruct a Visitor to immediately stop photographing, filming, recording or live streaming whenever, in the Operator's reasonable opinion, such activity violates or may violate: these Operating Rules; the rights or privacy of other persons; safety or hygiene requirements; public decency; the proper operation of the Club; or the legitimate interests of the Operator. If the Visitor fails to comply with such instruction, the Operator may require the Visitor to leave the Club.This shall not prejudice any right of the Operator or affected persons to claim damages, protection of personality rights, protection of personal data or any other remedies available under applicable law.

10. Clothing, Footwear and General Hygiene

10.1. Visitors shall wear clean sports clothing appropriate for the activity being performed and clean indoor sports footwear. Clothing and footwear must not reduce the hygienic standard of the Club or negatively affect the comfort of other Visitors. The Operator may refuse access to training areas to any Visitor who fails to comply with these requirements.

10.2. Exercising barefoot is prohibited unless the Operator expressly permits it for a specific activity.

10.3. Visitors must use their own towel as a hygienic barrier on every contact surface of training equipment, including in particular:benches, backrests, seats, and similar surfaces. Visitors who do not have a towel must purchase one at the Club reception before using the equipment.Use of Club equipment without a towel is not permitted.

10.4. After using any equipment, Visitors shall disinfect all contact surfaces using the disinfectant provided within the training areas.

10.5. Shaving anywhere within the Club and drying clothing or towels inside the sauna are strictly prohibited.

11. Identification and Access Control

11.1. Access to the Club is permitted only to Visitors who have valid authorisation to use the Club's services in accordance with the General Terms and Conditions, the applicable price list, these Operating Rules and any contractual documentation.

11.2. Before entering the Club, the Visitor shall identify themselves using the method designated by the Operator, in particular by: a membership card, a mobile application, a QR code, biometric identification where permitted by applicable law, or another identification method introduced by the Operator.

11.3. The Visitor is responsible for ensuring that their identification credentials are not used by any unauthorised person.

11.4. Membership cards, QR codes, access credentials or other identification tools are non-transferable unless expressly permitted by the Operator

11.5. The Operator may request proof of identity whenever reasonably necessary to verify the Visitor's entitlement to use the Club.

11.6. The Operator may refuse entry where: the Visitor cannot be properly identified;the Visitor has no valid entitlement to enter; the Visitor has violated these Operating Rules or the General Terms and Conditions; entry would endanger safety, hygiene or the proper operation of the Club.

11.7. The Operator may use electronic access control systems to record entries and exits for operational, security and contractual purposes in accordance with applicable law.

12. Lockers, Personal Belongings and Lost Property

12.1. Lockers are provided solely for the temporary storage of clothing and personal belongings during the Visitor's stay in the Club. Lockers are not intended for the storage of valuables, cash, jewellery, electronic devices, important documents or other valuable property. Visitors shall lock their lockers using the system provided by the Operator. The Operator shall not be liable for the loss, theft or damage of items left in lockers except to the extent required by mandatory provisions of applicable law.Visitors must empty their lockers immediately after leaving the Club.
12.2. The Operator may open any locker whenever reasonably necessary, particularly where: the locker remains occupied after the Visitor has left; safety or hygiene concerns arise; technical maintenance is required; there is reasonable suspicion that prohibited or dangerous items have been stored.
12.3. Items left in lockers after the Visitor has departed may be removed by the Operator.
12.4. Lost property found within the Club shall be retained by the Operator for a reasonable period.
12.5. Where possible, the Operator may attempt to contact the owner using available contact details.
12.6. If the owner does not claim the property within the period prescribed by applicable law or by the Operator's internal procedures, the Operator shall deal with the property in accordance with applicable legal regulations.

13. Training Areas and Equipment

13.1. Visitors shall use all equipment only in accordance with its intended purpose, the manufacturer's instructions and the Operator's directions.
13.2. Before using any equipment, Visitors shall verify that it is in safe operating condition.
13.3. Any defect, malfunction or unsafe condition shall be reported immediately to the Operator.
13.4. Visitors shall not attempt to repair, modify or interfere with any equipment.
13.5. After completing each exercise, Visitors shall: return all weights and accessories to their designated places;remove any additional equipment used; leave the training area clean and safe for other Visitors.
13.6. Visitors shall not unnecessarily occupy equipment during rest periods or while using mobile phones.
13.7. Training equipment may only be reserved where expressly permitted by the Operator.
13.8. Equipment that has been marked as out of service or otherwise restricted must not be used.
13.9. Visitors shall exercise with due regard for the safety of themselves and others, maintaining sufficient space around equipment during use.
13.10. Any intentional or negligent damage to Club equipment shall be the responsibility of the Visitor in accordance with applicable law.

14. Group Exercise Classes

14.1. Návštevník je povinný dostaviť sa na skupinovú lekciu v dostatočnom časovom predstihu pred jej začiatkom tak, aby sa stihol pripraviť, zaujať miesto a nachystať si potrebné Visitors are required to arrive at a group exercise class sufficiently in advance of its scheduled start time to allow enough time to prepare, take their place, and arrange any necessary equipment without disrupting the class. After the class has commenced, the Operator may refuse the Visitor entry to the studio or participation in the class, particularly if late arrival would disrupt the course of the class or affect the

safety or comfort of other Visitors. In such a case, any fee paid for the class shall not be refunded.

14.2. The capacity of a group exercise class, studio, or other designated area shall be determined by the Operator with due regard to the nature of the class, the size and equipment of the premises, safety requirements, hygiene standards, and the proper conduct of the class. A Visitor may participate in a group exercise class only if a place is available and all participation requirements specified by the Operator have been fulfilled. The maximum capacity of the class may not be exceeded without the Operator's prior consent.

14.3. During a group exercise class, Visitors are required to follow the Operator's instructions, use equipment and facilities only in the prescribed and safe manner, and conduct themselves in a way that does not endanger themselves or others or interfere with the proper course of the class. The Operator is entitled to restrict a Visitor's participation, require the Visitor to leave the class, or exclude the Visitor from the class if the Visitor fails to comply with instructions, breaches these Operating Rules, jeopardizes safety, hygiene, or the proper conduct of the class, or otherwise disturbs or unreasonably interferes with the comfort of other participants. In such cases, the fee paid for the class shall not be refunded.

14.4. Reservations for group exercise classes shall be made using the method designated by the Operator, including, but not limited to, the website, mobile application, online timetable, reservation form, reception desk, or any other reservation system used at the particular Club. The Operator reserves the right to determine, modify, or restrict reservation methods, reservation periods, attendance confirmation procedures, cancellation rules, and any other organizational conditions relating to participation in group exercise classes.

14.5. Unless otherwise specified by the Operator, reservations for group exercise classes generally open no earlier than 72 hours before the scheduled start of the class and close 5 minutes before its commencement. Visitors who are unable to attend a reserved class for any reason are required to cancel their reservation using the method specified by the Operator no later than 8 hours before the scheduled start of the class. If the reservation is cancelled within this period, the class fee shall be refunded without undue delay. If the Visitor fails to cancel the reservation in time or does not attend the class for any reason, the class fee shall not be refunded. In addition, the Visitor's ability to reserve further group exercise classes may be suspended for 72 hours from the scheduled start time of the unattended or late-cancelled class.

14.6. Additional rules, deadlines, and consequences relating to non-attendance or late cancellation may be governed by the reservation system, the General Terms and Conditions, or any other applicable contractual documentation where relevant.

14.7. For operational, technical, organizational, safety, hygiene, or staffing reasons, the Operator reserves the right to modify, replace, shorten, or cancel any group exercise class, particularly in cases of insufficient attendance, equipment malfunction, instructor absence, or any other circumstance preventing the proper conduct of the class. This provision shall not affect any rights of the Visitor arising under the General Terms and Conditions, contractual documentation, or applicable law.

14.8. In cases where the Visitor is not entitled to a refund of the class fee pursuant to the provisions above, the retained amount shall constitute a cancellation fee, representing an agreed lump-sum compensation for the Operator's costs and losses associated with the reservation, capacity planning, allocation of space, and the inability to offer the service to other Visitors. The Operator shall be entitled to retain such cancellation fee.

15. Sauna (if available in the Club)

15.1. The sauna is intended for the short-term relaxation and regeneration of Visitors.
15.2. Entry to the sauna is permitted only after taking a thorough shower and washing with soap.
15.3. The sauna is a mixed facility and may be used by both men and women.
15.4. Visitors shall enter the sauna without clothing and must be covered with a clean sauna sheet or towel.
15.5. Visitors are required to use their own clean sauna sheet or towel in such a way that no part of their body comes into direct contact with the sauna benches or other surfaces.
15.6. The sauna area contains clearly displayed instructions and information regarding the proper use of the sauna, including recommended sauna practices, safety rules, and guidance for safe use. Visitors are required to comply with these instructions at all times.
15.7. Entry to the sauna is prohibited for persons:
a) under the influence of alcohol or narcotic or psychotropic substances;
b) suffering from an acute illness or showing symptoms of an infectious disease;
c) with open wounds or any medical condition that could endanger their health or the health of others.
15.8. The use of electronic devices inside the sauna is strictly prohibited.
15.9. Visitors are required to maintain a quiet atmosphere and observe complete silence. Loud conversations, telephone calls, or any other disruptive behaviour are prohibited.
15.10. Any manipulation of sauna equipment or controls, including pouring water onto the sauna stones, adding fragrances or essential oils, adjusting the temperature, or operating timers, is prohibited.
15.11. Access to the sauna is permitted only to adult Visitors. Persons under 18 years of age may use the sauna only when accompanied by their legal guardian or an accompanying adult, provided that such access is permitted by the Operator at the particular Club.
15.12. If a Visitor experiences dizziness, illness, or any other health-related problem while using the sauna, they shall use the designated emergency call button to summon staff assistance and immediately leave the sauna. Misuse of the emergency call button without a legitimate reason shall be considered a breach of these Operating Rules and may result in expulsion from the Club or other measures imposed by the Operator.
15.13. The Operator reserves the right to carry out regular inspections of the sauna for the purposes of ensuring safety, hygiene, and preventing accidents.
15.14. The latest permitted entry to the sauna is 30 minutes before the Club's closing time.
15.15. Visitors are required to finish using the sauna in sufficient time to leave the Club before the end of its operating hours.
15.16. The Operator reserves the right, at its reasonable discretion, to refuse a Visitor access to the sauna, restrict or immediately terminate its use, and require the Visitor to leave the sauna area where there is reasonable suspicion that the Visitor has breached these Operating Rules, hygiene or safety regulations, the Operator's instructions, accepted standards of conduct, or public decency, or where the Visitor's behaviour may disturb, offend, endanger, or otherwise interfere with the rights, dignity, privacy, or comfort of other persons. The Operator may also refuse such Visitor access to the sauna in the future.

16. Aid, Accidents and Emergency Situations

16.1. A first-aid kit shall be located in an area designated by the Operator, typically at the reception desk, staff office, or another clearly marked location appropriate to the particular Club. The Operator shall ensure that the first-aid kit is regularly inspected and replenished in accordance with the nature of the Club's operations.
16.2. In the event of an accident, sudden illness, fall, collapse, or any other incident threatening a person's health or life within the Club, the Visitor shall immediately

notify the Operator, provided that their medical condition allows them to do so. This obligation also applies to any Visitor witnessing such an event. Where necessary, the Operator may provide appropriate first aid within the limits of available resources, call emergency medical services or other competent authorities, contact the Visitor's emergency contact person if known, and take any necessary organisational measures to protect health, life, safety, and the proper operation of the Club.

16.3. The Operator may prepare an internal record of any accident, sudden medical incident, equipment damage, or other extraordinary event using the method determined by the Operator, including an accident logbook, operational records, an electronic system, or any other internal documentation. Visitors are also required to report immediately any damage, malfunction, defect, or hazardous condition affecting the Club's equipment, facilities, premises, or technical systems that they discover or cause. Visitors must not continue using such equipment or premises if doing so could endanger health, life, property, safety, or the proper operation of the Club.

16.4. In the event of fire, smoke, water leakage, technical failure, power outage, evacuation, security incident, or any other emergency, Visitors shall remain calm, immediately follow the instructions of the Operator, emergency services, security personnel, or other authorised persons, and comply with all emergency exit signs, evacuation plans, fire safety instructions, and other safety signage.

16.5. Visitors must not obstruct emergency exits, escape routes, fire extinguishers, first-aid equipment, technical installations, electrical distribution boards, utility shut-off points, or any other safety equipment. Visitors shall refrain from any conduct that may hinder rescue operations, emergency response, evacuation, or the resolution of an emergency situation. Where necessary for the protection of health, life, safety, property, or the proper operation of the Club, the Operator may temporarily restrict access to or close part of the Club, suspend the provision of services, require Visitors to leave part or all of the Club, and implement any other reasonable organisational measures.

17. Hygiene – Cleaning, Disinfection and Waste Management

17.1. The Operator shall ensure that cleaning, hygiene, and disinfection measures within the Club are carried out in accordance with applicable legal regulations, decisions, measures, or instructions issued by the competent public health authorities and to the extent appropriate to the nature and use of the Club's individual facilities.

17.2. Cleaning of the Club premises, mechanical cleaning of surfaces, equipment, and furnishings, as well as disinfection where appropriate, shall be carried out regularly, generally on a daily basis, and additionally as required, taking into account the level of use, the nature of individual areas, the degree of contamination, and hygiene requirements. Particular attention shall be given to sanitary facilities, showers, changing rooms, high-touch surfaces, training equipment, exercise accessories, and areas with a high volume of visitor traffic.

17.3. Routine cleaning of the Club shall generally be carried out outside normal operating hours or at times designated by the Operator. Ongoing cleaning, replenishment of hygiene supplies, removal of visible contamination, and cleaning of heavily used or high-contact surfaces shall also be carried out during operating hours whenever necessary.

17.4. The Club shall be equipped with cleaning agents, disinfectants, and other hygiene products appropriate to the nature of its operations and current hygiene requirements. Their placement, availability, and method of use shall be determined by the Operator according to operational, hygiene, and safety needs.

17.5. Cleaning and disinfecting agents shall be used strictly in accordance with their intended purpose, the manufacturer's instructions, applicable safety guidelines, and

the Operator's internal procedures, including compliance with the prescribed concentration, method of application, and required contact time, where applicable.

17.6. Municipal waste and other ordinary operational waste shall be collected in containers or designated waste disposal areas provided by the Operator and removed regularly as required, taking into account the nature of the Club's operations and applicable legal regulations. Waste containers shall be cleaned and, where appropriate, disinfected at suitable intervals depending on their location, use, and the hygiene requirements of the respective area.

17.7. Lighting fixtures and windows shall be cleaned as necessary, but at least twice per year, unless the nature of a particular area, the level of contamination, or operational circumstances require more frequent cleaning.

17.8. Maintenance of surfaces, repairs, and repainting of the Club premises shall be carried out as required, taking into consideration the technical condition of the premises, hygiene requirements, normal wear and tear, and operational possibilities.

17.9. Individual Clubs may publish more detailed information regarding cleaning schedules, methods of mechanical cleaning and disinfection of surfaces and furnishings, as well as waste management procedures.

18. Complaints and Exercise of Visitors' Rights

18.1. Visitors are entitled to submit feedback or complaints to the Operator concerning the operation of the Club, the conduct of the Operator or its staff, the technical condition of equipment, hygiene, safety, or any other matter related to the use of the Club. Feedback or complaints may be submitted in person at the Club, in writing through the reception desk, electronically via the e-mail address designated by the Operator, or by any other means made available by the Operator.

18.2. The Operator shall assess all feedback and complaints according to their nature and content. Where a response is required and the Visitor has provided the necessary contact details, the Operator shall endeavour to address the matter within a reasonable period and in an appropriate manner, taking into account the seriousness, complexity, and operational circumstances of the particular case.

18.3. Where the Operator allows anonymous feedback, including through QR codes or other technical solutions available within the Club, such feedback shall primarily serve to improve the quality of services, safety, hygiene, and overall Club operations. In the case of anonymous submissions, the Operator may not be able to provide an individual response or discuss the matter directly with the Visitor.

18.4. Rights arising from defective performance and claims relating to the provision of services shall be governed by applicable legal regulations and, in the case of Members or other persons using the services under a specific contractual relationship, also by the relevant agreement, the General Terms and Conditions, or other applicable contractual documentation. This Article does not constitute a separate complaints procedure of the Operator and shall not limit any statutory rights available to Visitors or consumers under applicable law.

19. Breach of the Operating Rules and Measures of the Operator

19.1. Visitors are required to comply with these Operating Rules at all times. Where a Visitor breaches these Operating Rules, the Operator shall be entitled to take appropriate measures proportionate to the nature, seriousness, consequences, and recurrence of the breach, as well as the need to protect safety, health, hygiene, property, the proper operation of the Club, and the rights of other persons.

19.2. Measures referred to in the preceding paragraph may include, in particular, issuing a warning to the Visitor, instructing the Visitor to cease a particular activity, restricting

or suspending the use of specific equipment, services, or parts of the Club, requiring the Visitor to leave the Club, refusing entry or re-entry, or implementing any other reasonable operational measure. This shall not affect any specific measures provided for elsewhere in these Operating Rules. The Operator may take such measures without prior warning, particularly in cases of serious or repeated breaches of these Operating Rules, especially where the Visitor endangers the health, life, safety, hygiene, property, privacy, dignity, or comfort of others, causes damage to property, behaves aggressively, abusively, or contrary to accepted standards of conduct, is under the influence of alcohol, narcotic drugs, or psychotropic substances, or fails to comply with the Operator's instructions.

19.3. Where a Visitor, through a breach of these Operating Rules or by any other conduct, causes damage, loss, harm, or additional costs to the Operator, another Visitor, or any third party, the Visitor shall be liable to the extent provided by the applicable laws. The application of an operational measure under this Article shall not prejudice the Operator's right to claim compensation for damages, restitution of unjust enrichment, or any other remedy available under applicable law.

19.4. If a Visitor is required to leave the Club or their visit is suspended or terminated due to a breach of these Operating Rules or the Operator's instructions, the Visitor shall not be entitled to a refund of any admission fee, service fee, or any other payment made in connection with that visit.

19.5. The Operator may prepare an appropriate internal record of any removal of a Visitor from the Club or the imposition of a ban on entry.

19.6. The Operator reserves the right to take any reasonable measures necessary to ensure the safety, hygiene, and proper operation of the Club, including in situations not expressly regulated by these Operating Rules.

19.7. Where there is a reasonable suspicion that a criminal offence, administrative offence, or other unlawful act has been committed, or where there is an actual or reasonably anticipated threat to the life, health, safety of persons, property, public order, or the proper operation of the Club, the Operator shall be entitled to notify and request the assistance of the competent public authority, including, in particular, the Police Force of the Slovak Republic, the municipal police, or any other competent authority.

20. Personal Data Protection

20.1. The Operator processes personal data in accordance with the applicable data protection legislation. These Operating Rules do not regulate the detailed conditions for the processing of personal data and do not replace the information that the Operator is required to provide to data subjects under the applicable data protection laws. Information on the processing of personal data, including information regarding the monitoring of the Club premises by means of a CCTV system, is set out in the separate Privacy Notice published on the Operator's website.

20.2. Certain equipment or facilities within the Club may include smart functions, applications, internet browsers, or other digital interfaces enabling Visitors to access third-party services or user accounts. Where a Visitor logs into their own user account or a third-party service using such equipment, they do so in their own name and at their own responsibility. Any such relationship shall be governed by the terms and conditions and privacy policies of the respective third-party service provider. Visitors are required to use these functions with due care, in particular by ensuring that passwords and login credentials are not stored on the device and by logging out of all user accounts upon completion of use. Any access by the Operator or persons authorised by the Operator to such equipment shall be limited to purposes relating to its technical administration, configuration, maintenance, servicing, and ensuring the proper operation of the equipment.

21. Final Provisions

21.1. The Operator reserves the right to amend, supplement, or replace these Operating Rules at any time by issuing a new version, particularly where required due to changes in applicable legislation, decisions or instructions issued by competent authorities, changes in the Club's operational, technical, safety, hygiene, or organisational conditions, changes to the scope or manner of providing services, the protection of the rights and legitimate interests of the Operator, Visitors, or other persons, or where clarification or updating of the Club's operating rules is necessary.

21.2. Any amendment to these Operating Rules shall become effective on the date of its publication or availability at the Club or on the Operator's website, unless the Operator specifies a later effective date.

21.3. The current version of these Operating Rules shall be made available by the Operator in a manner determined by the Operator, including, in particular, at the entrance to the Club, at the reception desk, within the Club premises, via QR code, electronically, and on the Operator's website.

21.4. Visitors are required to familiarise themselves with the current version of these Operating Rules before entering the Club or, at the latest, upon entry. By entering the Club, the Visitor acknowledges the current version of these Operating Rules and agrees to comply with them.

21.5. These Operating Rules form part of the Club's operational documentation and govern, in particular, the rules for the safe, hygienic, and proper use of the Club's premises, equipment, and services.

Effective Date: June 25, 2026

Form Factory Slovakia s.r.o.

MB CLASSY s.r.o.

Fitcamp s.r.o.