

VISITOR TERMS AND CONDITIONS INFINIT SEN WELLNESS



INFINIT
SEN

Trading company: Svět wellness s.r.o., registered office: Malostranská 344, Senohraby, 251 66, Commercial ID No.: 24316423, incorporated in the Commercial Register maintained by the Regional Court in Prague under file no. C 196068

Location: InfiniSen Wellness, Address: Malostranská 344, Senohraby, postal code: 251 66 (hereinafter referred to as „Operator“)

The Visitor Terms and Conditions are binding for all visitors to the wellness centre of InfiniSen, which is part of the wellness centres operated by Infini 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 wellness centre of InfiniMaximus (hereinafter also collectively referred to as „Infini“ 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://www.infini.cz/en/about-us> and available at the reception of the Wellness Centre.

The Visitor Terms and Conditions are divided into two parts:

Part I - General - regulates the general rights and obligations of visitors to Infini, and Part II – Sectional, which regulates special rights and obligations of visitors in particular operations (Sauna World and private saunas, Water World, private whirlpools and baths, massage rooms, solariums, sports centre, swimming school, children's playground). 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 Infini'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 Infini employees. By entering the Infini Centre, the Client agrees to the provisions of these Terms and Conditions and undertakes to follow the instructions of Infini employees. In the event of non-compliance with the Terms and Conditions or disobeying the instructions of Infini employees, the Client may be expelled from the Infini 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 Infini centre. Infini is not the administrator or operator of the car parks located in front of the Infini centres and is not responsible for any damage to the means of transport.
- 1.3** Clients and hotel guests come to Infini through a reception located on the ground floor of the hotel.
- 1.4** Clients are allowed to enter Infini's relevant premises during opening hours only. Information about opening hours can be found on the entrance door at the entrance to the Wellness Centre or provided by the staff at the Infini reception.
- 1.5** At the Infini 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.
- 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 Infini 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 Infini 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. Infini is not responsible for valuable items stored outside the storage area (safes).
- 1.8** The Client leaves the reception for unisex 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 Infini requires it) and takes the shoes with him/her to the changing room and stores them in the locker room. Infini 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.
- 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. Subsequently, the Client goes to the shower area, in which he/she is obliged to take a proper shower and wash up with soap without a swimsuit. In the shower areas it is allowed to carry out only the necessary personal hygiene products. It is strictly forbidden to shave, perform manicure, pedicure, etc.
- 1.11** When leaving the changing rooms after the end of the visit to Infini, 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 Infini reception, where the lost item or items will be recorded in the 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. Aban-

done and uncollected items found in Infnit's premises will be entered in the lost-and-found book and stored at the Infnit 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 Infnit 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 Infnit 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 Infnit employees.
- 1.16** A first aid kits for providing first aid are available: at the reception and at the Fresh Bar.
- 1.17** Infnit is entitled to refuse access to the Infnit premises to a Client who has previously violated the operating and safety rules.
- 1.18** Infnit 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 Infnit website and in the price list at the reception.
- 1.20** Clients can send comments on the operation of Infnit to the e-mail address: sen@infnit.cz.

2. RIGHTS AND OBLIGATIONS OF THE CLIENT

2.1 General Rights and Obligations of Client

- 2.1.1** If a Client takes photos and videos in the Infnit 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 Infnit reception or write an email to the address: sen@infnit.cz.
- 2.1.4** If the Client identifies any defect in the Infnit centre, the Client is obliged to report such defect immediately to the reception. It is also advisable to notify Infnit of violations of the Terms and Conditions by other clients.

2.2 Liability for Damage to the Property or Health of Client

- 2.2.1** Places intended for storing things are only lockers in the changing rooms and safes at the Infnit 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. Infnit 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 Infnit.
- 2.2.3** The Client must not put away the Chip Wristband anywhere, Infnit 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 Infnit 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 Infnit 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.infnit.cz.

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 Infnit's 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 service 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.

2.3.7 Infit Sen premises:

- (a) The entrance to Infit 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.

2.4 In All Areas of Infit, 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 (cooling pond), push each other under the water, deliberately spray water and harass other clients or endanger the operation of Infit 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 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 a cooling pool/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 creme or ointment before entering the cooling pond.

2.4.8 Move in the Sauna World and massage in dirty clothing, dirty shoes or dirty swimsuits.

2.4.9 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.

2.4.10 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 Infit.

2.4.11 Use and abuse narcotic and psychotropic substances, in any way pollute these premises.

2.4.12 Stay in the Infit area outside of opening hours.

2.4.13 Unauthorized use of rescue equipment and first aid items.

2.4.14 Enter areas marked with a prohibition sign and to areas intended only for authorized persons (engine rooms, cleaning rooms, rooms for Infit's employees, etc.).

2.4.15 Waste water and energy unnecessarily.

2.4.17 In front of the building and in the Infit wellness area, it is strictly forbidden to:

- (a) Park cars and motorcycles in places other than those designated for this purpose.
- (b) Enter with bicycles, use roller skates, scooters, skateboards and other balance bikes.
- (c) Park bicycles in front of the building outside the designated area.
- (d) Pollute the space in front of the building, destroy greenery, throw stones and move in the area of planted green vegetation.
- (e) Carry out commercial activities (coaching activities, shooting advertising videos, etc.) without the prior written consent of the operator.

2.4.16 Require from the operator's employees services contrary to these Terms and Conditions or their job description.

2.4.17 Enter the changing rooms and showers in shoes. To stay in the Sauna World in clothes.

2.4.18 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.

2.4.19 Bring into the premises chemicals that can cause a fire or endanger the health of other people.

2.4.20 Disobey the instructions or reprimands of Infit employees.

2.4.21 In case of non-compliance with the above rules, the Client may be expelled from the Infit 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.

2.4.16 Expulsion from Infit premises does not reduce the right to compensation for damage incurred by Infit or a third party in violation of the above rules.

PART II – SECTIONAL:

SPECIAL RIGHTS AND OBLIGATIONS OF CLIENTS IN PARTICULAR OPERATIONS (Sauna World, private saunas, Water World, private whirlpools and baths, massage rooms, solariums, sports centre, swimming school, children's corner)

Water depth in the cooling pond: 110 cm

3. INSTRUCTIONS FOR CLIENTS IN PARTICULAR OPERATIONS

3.1 General Instructions

3.1.1 Some Infit 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 Infit 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 Infit's Wellness Centres. The conditions and benefits of the loyalty program are published on the websites www.infit.cz, or are available at the Infit 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. Infit 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 Infit Client using the services of particular operations is obliged to comply unconditionally with the provisions of these Terms and Conditions and the instructions of Infit employees.
- 3.1.4** 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.
- 3.1.5** Infit may, in exceptional cases, set aside hours for other purposes and events or training of athletes. This change will be announced in due course.
- 3.1.6** 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.
- 3.1.7** During the use of the Infit Service, the Client is allowed to consume alcoholic and non-alcoholic beverages purchased from Infit (hereinafter referred to as „Beverages“) in designated premises only while observing the following conditions:
- (a) the Beverages are consumed from plastic cups
 - (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 Infit premises without the right to a refund of the entrance fee
 - (d) Infit is not responsible for damage to health and property caused directly to the consumption of the Beverages
 - (e) Infit reserves the right to regulate and restrict the sale of the alcoholic Beverages in the premises of the Infit 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) Infit centre staff is entitled, solely at their own discretion, taking into account the safety of the Client and other Infit 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 Infit centre together with the Client who has been refused to sell the alcoholic Beverage.

3.2 Instructions for Sauna World Clients

- 3.2.1** 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.).
- 3.2.2** 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.
- 3.2.3** 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.

- 3.2.4** In the saunas, the Client is obliged to sit on a towel or a sheet.
- 3.2.5** 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.
- 3.2.6** In winter, swimming in the frozen cooling pond in the outdoor wellness is at your own risk only.
- 3.2.7** In saunas, the Client is forbidden to increase the humidity in any way, wave a towel, perform a sauna ceremony, use branches for whipping.
- 3.2.8** 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.
- 3.2.9** It is forbidden to bring and consume any food, drinks or chewing gum into saunas.
- 3.2.10** In saunas, the use of scrubs, honeys, coffee and other pollutants is prohibited.
- 3.2.11** The Client is forbidden to handle sauna equipment in any way, with the exception of the SOS safety button.
- 3.2.12** 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.
- 3.2.13** 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.
- 3.2.14** 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.
- 3.2.15** 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.

3.3 Instructions for Massage Clients

- 3.3.1** 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.
- 3.3.2** 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, Infit is not liable for its contamination with massage oil.
- 3.3.3** 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.
- 3.3.4** 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.

- 3.3.5** In the case of pregnancy, the pregnant woman is obliged to give her written consent to perform the massage at all times. The masseur/masseuse has a right to refuse to perform the massage to a pregnant client in case of a total or local contraindication, even despite her written consent.
- 3.3.6** In the case of indisposition during the massage, the Client is obliged to immediately inform the masseur/masseuse of this fact.
- 3.3.7** 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.
- 3.3.8** 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, Fraxiparyn);
 - (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) a 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;
 - (r) 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.
- 3.3.9** 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 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 diseases 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.

3.3.10 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.

3.3.11 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.

3.3.12 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