

# VISITOR TERMS AND CONDITIONS INFINIT SEN WELLNESS



**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 InfiniSen Wellness Center, which is part of the wellness centers 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 InfiniSen Wellness Center (hereinafter collectively referred to as „Infini“ or „Wellness Center“). Every visitor is obliged to follow these Visitor Terms and Conditions. The Visitor Terms and Conditions are published on the website: <https://www.sen.infini.cz> and available at the reception of the Wellness Center.*

*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 – regulates special rights and obligations of visitors in individual operations (Sauna World and Water World, massage rooms). Parts I and II form the Visitor Terms and Conditions inseparably.*

## PART I – GENERAL:

### 1. BASIC RULES FOR ENTERING INFINIT

- 1.1** Each visitor to the Infini Wellness Center (hereinafter referred to as the „**Client**“ or „**Clients**“) is obliged to familiarize himself or herself with these Visitor Rules and Conditions (hereinafter referred to as „Terms and Conditions“) and to observe them throughout the visit; stay in the Wellness Center is subject to compliance with these Terms and Conditions. Furthermore, the Client is obliged to respect and follow the notices and instructions of Infini employees. By entering the Infini Center, 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 Center without the possibility of a refund of the entrance fee; if the Client does not obey the call to leave, the he or 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 means of transport in an unguarded parking lot located in front of the Infini center. Infini is neither the controller nor operator of the car parks located in front of the Infini centers and thus is not liable for any damage to the means of transport.
- 1.3** The Clients as well as hotel guests come to Infini through a reception located on the ground floor of the hotel.
- 1.4** The Clients are allowed to enter the relevant Infini premises during opening hours. Information about opening hours can be found on the entrance door at the entrance to the Wellness Center or provided by the staff at the Infini reception.
- 1.5** The Client orders the requested service at the Infini reception, the receptionist confirms to the Client whether the requested service is available and accepts the Client's order for the provision of the service by issuing an electronic chip on the wristband. (hereinafter referred to as the „**Chip Wristband**“). Access to individual services is conditioned by the issuance of the Chip Wristband, which the Client must have with him or 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 or she has used, including consumption. Furthermore, the Client may be equipped at the reception, depending on the type of service provided, with a towel, a sheet, or a bathrobe. The Chip Wristband is the property of the Operator and the Client shall pay a fee of 200,-CZK in case of the loss of the Chip Wristband.
- 1.6** The Chip Wristband is used to lock the locker and lock the safe for valuables, to enter through the turnstile, and to record the services and consumption in the Infini center.
- 1.7** The Clients are obliged to store valuable items (cash, personal documents, mobile phones, electronics, jewellery, watches, car keys and other valuables) in safes located in the Infini reception area. The safes may also be locked with the 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 liable for valuable items stored outside the storage area (safes).
- 1.8** The Client leaves the reception for mixed changing rooms.
- 1.9** Before entering the changing rooms, the Client is obliged to take off his or her shoes (the Client uses the shoe covers if Infini requires it) and takes the shoes with him or her to the changing room and stores them in the locker. Infini is not responsible for shoes stored outside the lockers. In the wellness area, the Client shall move barefoot or in clean beach shoes. There is an increased risk of slipping throughout the Wellness Center, so the Client is obliged to move slowly to prevent injury to himself or herself and other Clients. We recommend wearing beach shoes with non-slip soles.
- 1.10** The Client chooses an available locker, undresses, stores his or her personal belongings and shoes in it, and locks the locker. Each locker is equipped with a chip lock. When the Chip Wristband is swiped near to the center of the lock/indicator light, the locker is automatically unlocked or locked. The Client attaches the Chip Wristband to the wrist like a watch, thus preventing its loss. Subsequently, the Client shall go to the shower area, in which he or she is obliged to take a proper shower and wash with soap without a swimsuit. In the shower areas, it is allowed to carry out only the necessary personal hygiene. It is strictly forbidden to shave, perform manicure, pedicure, etc. there.
- 1.11** When leaving the changing rooms after the end of the visit to Infini, the Client shall put on his or 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 shall be recorded in the lost-and-found book, including the necessary data about the Client. In case of finding a foreign item, the Client is obliged to hand over the found item to the reception, where it shall be entered in the lost-and-found book. If a lost item is found, the Client shall be

notified of the finding of the item without undue delay and the receipt of the lost item shall be recorded. Forgotten and uncollected items found in the Infnit 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 may pick them up. After expiration of this period, the found items shall 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 notify the lifeguard, receptionist or other Infnit employees of the accident, injury, nausea or other health problems requiring first aid, if his or her health condition allows it, and the accident, injury or health problems of another Client to the lifeguard, receptionist or other Infnit employees, who may arrange treatment or medical assistance (including calling the Medical Emergency Service) as necessary.
- 1.15** Accidents, injuries or other medical conditions requiring first aid are recorded by the lifeguard, receptionist or other Infnit employees in the „Accident Book“.
- 1.16** First aid kits are available: at the reception, fresh bar, pool bar and lifeguard station.
- 1.17** Infnit is entitled to refuse access to the Infnit premises to a Client who has previously violated the Operational Security Regulations.
- 1.18** Infnit is entitled to change opening hours, price lists and service offerings at any time without a prior notice.
- 1.19** The prices of the services are published on the Infnit website and in the price list at the reception.
- 1.20** The Clients may 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 the Client takes photographs and videos from the Infnit center, he or she is obliged to use them exclusively for private purposes. The Client shall not make an audio or visual recording of the privacy of other persons, use such recordings or disseminate such recordings, or invade their privacy without the consent of such other persons, unless he or she has a lawful reason or express consent to do so.
- 2.1.2** It is not allowed to use mobile phones in the saunas; in other areas it is allowed to use mobile phones with respect to other Clients, provided that the prohibition of loud calls and loud ringtones is observed.
- 2.1.3** If the Client is not satisfied with the service provided, he or 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 Center, he or she is obliged to immediately report the defect 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 locker 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 the 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 rules for putting things in designated places.

- 2.2.2** Each Client is responsible for properly storing his or her belongings in the locker/safe and locking it properly. Infnit is not liable for any loss, theft or damage to items left by the Client outside the places intended for storage, i.e., the lockers in changing rooms or the safes. Each Client is obliged to keep proper custody of his or her belongings throughout his or her visit to Infnite.
- 2.2.3** The Client shall not put the Chip Wristband anywhere, Infnit is not liable for damages caused by the loss of the Chip Wristband.
- 2.2.4** Each Client is obliged to behave in a disciplined manner on in the Infnit premises and to avoid actions endangering the safety of himself or herself and other persons. The Client acknowledges that he or she performs sports and relaxation activities exclusively at his or her own risk and that Infnit is not liable for damages, injuries and accidents caused by the Clients themselves by their own actions, non-compliance with these Terms and Conditions or non-compliance with the instructions of Infnit employees, nor for injuries caused to the Clients by other Clients. Infnit advises all Clients to consider health risks or consult a physician prior to engaging in sports and recreational activities.
- 2.2.5** The Client shall be liable for damage to Infnit property caused by his or her intentional or negligent act/omission, and shall be obliged to reimburse Infnit for such damage without undue delay.
- 2.2.6** Infnit shall 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., shall be called. Infnit records injuries in the Accident Book of its individual establishments.
- 2.2.7** The Client may claim goods and products purchased in the Infnit center in case of defects at any reception. Complaints are governed by the Complaints Procedure, which is available at the reception and website [www.infnit.cz](http://www.infnit.cz).

### **2.3 Bans on Clients Entering Infnit Premises**

- 2.3.1** The Clients who are obviously suffering from symptoms of acute illness (fever, colds, cough, diarrhea, etc.), communicable respiratory tract infections, as well as persons who are infected with sores and scabies, persons suffering from diseases manifested by skin rashes, warts, persons with open, festering or bleeding wounds, and persons who are bacillary carriers of intestinal diseases, suffer from infectious diseases, as well as their family members, are not allowed to enter the Infnite premises. It also includes persons in quarantine or self-isolation and persons with an infection or communicable disease in their household or surroundings.
- 2.3.2** Access to the Infnit Wellness Center is not permitted under the influence of alcohol (intoxicated persons) and other narcotic and psychotropic substances. The Wellness Center operators (staff, Infnit employees) are entitled to refuse entry to persons under the influence of alcohol or other narcotic and psychotropic substances to the Wellness Center premises, or to expel such persons from the Wellness Center premises without refunding the entrance fee. If necessary, Infnit can call for the assistance of the Police of the Czech Republic.
- 2.3.3** Animals are not allowed to enter the Infnit premises.
- 2.3.4** Children under the age of 15 may enter the Infnit premises if accompanied by a person over 18 years of age; this person is obliged to take care of the safety of the accompa-

nying 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 Article 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 for individual locations or establishments.

**2.3.5** Minors over 15 years of age may use the services of the Water World (access to the pools) and access to the wellness area without being accompanied by a person over 18 years of age, and are obliged to respect these Terms and Conditions and the instructions of the lifeguard, receptionist or other Infnit employees. 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** The use of the service (massage) by a person under 15 years of age is only possible when accompanied by a person over 18 years of age who is responsible for a 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 for the use of the service by a minor), while complying with the specific conditions for the use of the service set out for individual establishments.

**2.3.7** Infnit Sen location:

**(a)** Entry to Infnit is only for adults and persons taller than 145 cm (due to the depth of the individual tanks and their technical design). For the Clients under 15 years of age, the entry 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 Infnit, It Is Strictly Prohibited to:**

**2.4.1** Behave noisily (especially in saunas), bother other Clients or staff with their actions and behavior, or otherwise disturb the surroundings.

**2.4.2** Violate the rules associated with the demarcation of areas (individual sections of the wellness area) for different types of clothing (swimsuit or sheet zone and the rule of silence in quiet zones); shout, run, whistle, call for help without reason, jump into the water including jumping off the side of the cooling pond or pool, push other persons into the water, drown each other, intentionally splash and harass other Clients or in any way endanger the Infnite's operations.

**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 bag/pond and a swimming pool.

**2.4.6** Use soap, shampoo and other hygiene items outside the showers, changing rooms and drying rooms.

**2.4.7** Lubricate with creme or ointment before entering the cooling pond and a swimming pool.

**2.4.8** Move around in the Sauna World and massage rooms 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 case of violation of this prohibition, illicitly brought drinks, food and other items shall 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 shall be disposed of without compensation on the same day immediately after closing time.

**2.4.10** Move or otherwise manipulate swings, deck chairs and tables in relaxation zones and other furniture throughout the area, manipulate with operationally technical equipment (heating, wiring, etc.) or intentionally destroy the Infnit property.

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

**2.4.12** Stay in the Infnit area outside of opening hours.

**2.4.13** Use of rescue equipment and first aid items without authorization.

**2.4.14** Enter areas marked as off-limits and areas designated for authorized persons only (machine room, cleaning rooms, rooms for Infnit employees, etc.).

**2.4.15** Waste water and energy unnecessarily.

**2.4.17** In front of the building and in the Infnit 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 push 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 around in the area of planted greenery.

**(e)** Carry out commercial activities (coaching activities, shooting advertising videos, etc.) without the prior written consent of the Operator.

**2.4.16** To require from the Operator's employees services contrary to these Terms and Conditions or their job description.

**2.4.17** Enter the locker room, 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 pupils of the 1st grade of primary schools 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 Infnit employees.

**2.4.21** In case of non-compliance with the above rules, the Client may be expelled from the Infnit area without the right to a refund of the entrance fee; if necessary, the help of the Police of the Czech Republic may be called.

**2.4.22** Expulsion from Infnit premises does not reduce the claim for damages incurred by Infnit or a third party in violation of the above rules.

#### **SPECIAL RIGHTS AND OBLIGATIONS OF CLIENTS IN PARTICULAR OPERATIONS (Sauna World, sauna rooms)**

Water depth in the cooling pond: 110 cm.  
Swimming pool water depth: 130 cm  
Cooling pools water depth: 110 cm

### 3. 3. INSTRUCTIONS FOR CLIENTS AT INDIVIDUAL LOCATIONS

#### 3.1 General Instructions

**3.1.1** Some Infnit relaxation activities (hereinafter referred to as „Activities“) may be ordered in person, by phone or online. The entrance fee may be paid in cash at the entrance reception or in the form of a deposit payment, i.e., charging the Infnit loyalty card. The loyalty card must be recharged with a financial amount (deposit) in the minimum amount set by the operator, which may only be used up in the form of activities in Infnit wellness centers. The conditions and benefits of the loyalty program are published on the websites [www.infnit.cz](http://www.infnit.cz), or are available at the Infnit reception. The loyalty card with credit provides the Client with a discount on the activities specified by the Operator. Services may also be paid for using payment cards or using Flexi Pass CARD or Edenred Benefits card. Infnit also accepts the Relax Pass, Focus Pass, Gift Pass or Flexi Pass, Unišeky, Unišeky+, Edenred Multi, Edenred Sport and Culture, Edenred Compliments, as well as gift vouchers, and payment may be made through the BENEFIT or BENEFIT PLUS Cafeteria or through an employer. We also offer discounts to Multisport card holders.

**3.1.2** If the Client decides to pay for the service with a gift voucher, this voucher shall be presented in paper form, must contain a code and be valid. For a lost voucher or voucher with an expired period of validity, the services may not be provided.

**3.1.3** Each Infnit Client using the services of individual operations is obliged to comply unconditionally with the provisions of these Terms and Conditions and the instructions of Infnit employees.

**3.1.4** The receptionist is entitled to refuse entry to other Clients when the capacity of an individual operation is full or to persons who are not allowed to enter according to the Terms and Conditions.

**3.1.5** Infnit may, in exceptional cases, set aside hours for other purposes and events or training of athletes. This change shall 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 reservation. Otherwise, the Client may be required to pay the full amount for the booked service.

**3.1.7** During the use of the Infnit Service, the Clients are allowed to consume alcoholic and non-alcoholic beverages purchased from Infnit (hereinafter referred to as „Beverages“) in designated premises while observing the following conditions:

- (a) drinks are consumed from plastic cups
- (b) alcoholic beverages are not be sold to persons under 18 years of age
- (c) persons who are clearly under the influence of alcohol are immediately removed from the Infnit premises without the right to a refund of the entrance fee
- (d) Infnit is not liable for damage to health and property caused directly to the consumption of the Beverages

(e) Infnit reserves the right to regulate and restrict the sale of alcoholic beverages in the premises of the Infnit center in the following way: a maximum of three (3) alcoholic doses per person may be sold to the Wellness Center'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) Infnit center staff is entitled, solely at their own discretion, taking into account the safety of the Client and other Infnit Clients, to refuse to sell an 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 together with a visitor to the Infnit Center together with the Client who has been refused to purchase the alcoholic Beverage.

#### 3.2 Instructions for Sauna World Clients

**3.2.1** Entry to the Sauna World and the Water World is subject to the Client's health condition, which should be consulted with his or her physician. Persons suffering from high blood pressure and cardiovascular depression are not recommended to stay in the sauna. The Client is also obliged to comply with the general rules of entry regarding the state of health according to Article 2.3.1 (Part I) of these Terms and Conditions.

**3.2.2** Before the first entry into the saunas or the pool, each Client is obliged to wash 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** Access to the pool is only possible in a swimsuit. It is forbidden to bathe in full-body swim/bathing suit, clothing or underwear.

**3.2.4** It is forbidden to behave noisily, throw a ball, knock other people into the pool.

**3.2.5** It is forbidden to call for help without serious cause, to use rescue aids and first aid room equipment without reason.

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

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

**3.2.8** It is forbidden to jump into the pool or cooling pond.

**3.2.9** It is strictly forbidden to consume food in the areas of pools.

**3.2.10** The lifeguard station is located right next to the pool.

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

**3.2.12** Only swim/bathing suits and shoes are allowed in the saunas. Each Client when purchasing access to saunas has a rental of one bath towel and one sheet included in the price of admission. Further rental of a sheet or bath towel is charged according to the valid price list of services.

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

- 3.2.14** 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.
- 3.2.15** In winter, bathing in a frozen cooling pond, in an outdoor wellness, is at your own risk.
- 3.2.16** In saunas, the Clients are forbidden to increase the humidity in any way, wave a towel, perform a sauna ceremony, use branches for whipping.
- 3.2.17** Furthermore, the Clients are strictly forbidden to pour their own essences, essential oils or other mixtures into the sauna stove or throw anything on the stove.
- 3.2.18** It is forbidden to bring and consume any food, drinks or chewing gum into saunas.
- 3.2.19** In saunas, the use of peelings, honeys, coffee and other pollutants is prohibited.
- 3.2.20** The Clients are forbidden to manipulate sauna equipment in any way, with the exception of the SOS (Emergency) safety button.
- 3.2.21** The Client shall arrive 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.
- 3.2.22** At ceremonies, the Clients shall not disturb other Clients. In the event of repeated reprimations of the Client by the sauna master, the sauna master may expel the Client from the ceremony.
- 3.2.23** The sauna master may decide to exclude all children from the ceremony or, if he or she sees a restless child during the ceremony itself, he or she may ask the parents to leave the particular ceremony including the parent's child.
- 3.2.24** The Clients are not allowed to use massage brushes and massage cloths during the sauna ceremony. In other saunas, it is allowed to use these aids with respect to other Clients. The Client using these aids must take into account the hygiene and possible contamination of the sauna and other clients.
- 3.2.25** The camera at the Dream Dome is offline from 10:00 to 22:00 and is only used for the purpose of creating new ceremonies outside of opening hours.

### 3.3 Instructions for Massage Clients

- 3.3.1** Before entering the massage, the Clients are obliged to use showers for hygienic reasons. In the showers, the Clients shall wash with soap and shower properly with warm water.
- 3.3.2** Before the massage, it is advisable to put away rings, chains, watches, bracelets and other ornaments (there are safes at the reception), wrap yourself in a sheet (bathrobe), in case the Client does not want to be naked, he or she has the possibility to keep the underwear or ask the reception or masseur or masseuse for disposable underwear, which is provided free of charge. In case of leaving your own underwear on, Infit is not liable for its contamination with massage oil.
- 3.3.3** In the case of a minor Client, his or 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 or masseuse is obliged to find out the Client's health condition before the start of the massage. If the masseur or masseuse learns that the Client has an absolute contraindication, the masseur or masseuse may ask the Client if he or she has addressed his or her state of health

with a medical doctor. The masseur or masseuse shall also warn the Client of possible risks and may not recommend massage. If the Client insists on performing the massage and at the same time the masseur or masseuse agrees to the massage despite the absolute contraindication, the Client is obliged to sign a written statement (disclaimer) taking responsibility for any risks. If the masseur or masseuse learns that the Client has a relative contraindication, the masseur or masseuse may also ask the Client whether he or she has addressed his or her health condition with a medical doctor and whether the doctor recommended the massage. Each masseur or masseuse has the obligation to adapt the massage to a specific complication in the case of relative 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 or masseuse is entitled to refuse to perform the massage if there is an absolute or a relative contraindication of the pregnant Client, despite her written consent.
- 3.3.6** In the case of indisposition during the massage, the Client is obliged to immediately inform the masseur or masseuse of this fact.
- 3.3.7** Massage oils in massage rooms are intended for immediate use. The original packaging with a description of the composition and expiry date is stored in a warehouse (cool 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 may have negative health consequences. Below are the most common health complications (absolute 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 (higher than 160/100), non-stable angina, acute myocardial infarction, heart failure, implanted pacemaker;
  - (f) acute inflammation of superficial veins (or within 6 months after the inflammation), deep vein thrombosis;
  - (g) extensive varicose veins (varices), venous ulcer or condition after a venous ulcer;
  - (h) blood clotting disorders (hemophilia) and the use of so-called anti-coagulant drugs (e.g., Warfarin, Fraxiparin);
  - (i) painful conditions after accidents/surgeries;
  - (j) more advanced forms of osteoporosis;
  - (k) higher degrees of arthrosis;
  - (l) on the day of excessive physical exertion – the massage may deepen the feeling of exhaustion;
  - (m) after eating, within 2 hours;
  - (n) under the influence of alcohol, drugs;
  - (o) Ankylosing spondylitis;

- (p) conditions after surgery – medical 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 physician.

**3.3.9** The list of absolute contraindications is not complete; if the Client is not sure about his or her health limitations, he or she should discuss his health situation with his or her medical doctor. The masseur or masseuse is not entitled to assess the Client's state of health, but he or she 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 reserved massage.

**3.3.10** The masseur or 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 reserved massage.

**3.3.11** The Client is obliged to notify his or her masseur or masseuse also of relative contraindications to massage, so that the masseur may 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) disc prolapse
- (h) movement restrictions
- (i) pregnancy in the second and third trimesters, puerperium

The list of relative contraindications is not complete; if the Client is not sure about his health limitations, he or she should always address his health condition with a medical doctor.

**3.3.12** The Client is obliged to notify the masseur or masseuse of the above absolute, relative 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 or masseuse is entitled, despite the Client's notification and written consent to the existence of a relative contraindication, to refuse to provide the massage.

#### **IMPORTANT PHONE NUMBERS:**

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

In Prague, on 1 January 2024

Effective on 1 January 2024

On behalf of the Operator:

First and last name: Petra Piotrovská

Signature: .....