

TERMS AND CONDITIONS FOR INFINIT CARDHOLDERS

1. INTRODUCTORY PROVISIONS

- 1.1 The subject matter of these general terms and conditions is the regulation of mutual rights and obligations arising from membership in the loyalty programme associated with the issuance of the Infinnit card (hereinafter referred to as the "Infinnit card") between Infinnit s.r.o., ID No.: 279 04 989, with its registered office in Brno, Běly Pažoutové 742/1, Postal Code 624 00, as the operator of the Infinnit Card loyalty programme (hereinafter referred to as the "Company") and the customer, holder of the Infinnit Card (hereinafter also referred to as the "Holder"). The loyalty programme allows Infinnit Card Holders to purchase services, refreshments or other products at discounted prices.
- 1.2 Services mean the provision of wellness and relaxation services and other related services at the premises of subsidiaries of the Company or companies whose controlling entity is the same as the controlling entity of the Company (hereinafter referred to as "company/companies from the INFINIT group" or simply "Infinnit").
- 1.3 The holder of an Infinnit card may be a fully competent natural person or legal entity who completes the proper registration and agrees to these terms and conditions.
- 1.4 The Company may also issue specific loyalty cards (*Partner Infinnit Card, Club Infinnit Card, etc.*), which are partially governed by these Terms and Conditions.

2. INFINIT CARD AND CHIP WATCH

- 2.1 The Infinnit Card works on a credit basis (prepaid card). The holder loads funds onto the card, which are then used to pay for individual services used at Infinnit Group establishments. The holder is obliged to use up the loaded funds; the Company does not refund unused credit. The loaded credit has no expiry date.
- 2.2 The holder pays a discounted price for specified services and refreshments paid for with the Infinnit card, i.e. a price lower than the standard list price. Prices are governed by the valid price list of the company/companies of the INFINIT group. The valid price list of services is published on the website www.infinnit.cz and at the Infinnit reception.
- 2.3 The Infinnit card is issued free of charge and is fully transferable. The holder is required to present the original Infinnit card each time they

enter Infinnit, or they may present the Infinnit card code displayed in the client zone on the website: <https://klientskazona.infinnit.cz>. The Infinnit card code can be scanned from a mobile phone at reception. To enter the client zone, the client must register. Photocopies of the Infinnit card, or photographs of the card stored on a mobile phone or sent by email, are not accepted and do not entitle the holder to the benefits of the loyalty programme. If the holder uses automated entry to a selected establishment (Article 5 of the Terms and Conditions), a chip watch is valid as proof of entry entitlement in the same way as an original Infinnit card.

- 2.4 For the purposes of issuing an Infinnit card, the customer shall provide and consent to the use of their personal data in the scope of their first name, surname, telephone number and email address (hereinafter referred to as "Cardholder data"). If the Infinnit Cardholder is a legal entity, it shall provide its business name, ID number and personal data of the contact person, including their first name, surname, telephone number and email address. The customer is obliged to provide correct and truthful Cardholder data. In the event of any change to this data, the Infinnit Cardholder is obliged to notify the Company of this fact without undue delay in person at one of the INFINIT Group's establishments or electronically at the email address: info@infinnit.cz. For the purposes of personal notification of changes to the details, the Infinnit Cardholder is obliged to prove their identity to the Company/INFINIT Group company by presenting an identity document (*ID card, passport, driving licence, or, in the case of a change of surname after marriage, also a marriage certificate*) and by providing the telephone number and email address provided to the Company as part of the Cardholder's details. In electronic communication, the Infinnit cardholder will be asked to provide their first and last name/business name and contact details (*telephone number and email address*) provided by the cardholder in the Infinnit card application. A change form will then be sent to the email address provided by the cardholder in the Infinnit card application.
- 2.5 In the event of loss or theft of the Infinnit Card, the Holder is obliged to report this fact without undue delay to the Company in person at one of the INFINIT Group's establishments or electronically at: info@infinnit.cz. At the Holder's request, the Company will issue a duplicate of

such a card. For the purposes of issuing a duplicate Infit card, the Holder is obliged to prove their identity to the Company by presenting an identity document (*ID card, passport, driver's licence, or, in the case of a change of surname after marriage, also a marriage certificate*) and by providing the telephone number and email address provided to the Company as part of the cardholder's details, otherwise the Company is not obliged to comply with the cardholder's request to issue a duplicate Infit card. Based on the request and after verifying the Cardholder's identity, the Company will cancel the original lost or stolen Infit card and assign the issued duplicate Infit card to the Cardholder's account. The issuance of a duplicate Infit card is subject to a fee according to the Company's price list. The rights and obligations under this paragraph belong to the contact person if the Infit cardholder is a legal entity.

- 2.6 Upon request, the Company shall provide the Infit Cardholder with information about the Infit Card history or the current balance on the Infit Card (unless this information is provided in connection with the use of services). In order to obtain this information, the Infit Cardholder is required to prove their identity to the Company in the manner specified in Section 2.5 of these Terms and Conditions. The rights and obligations under this paragraph shall be vested in the contact person if the Infit Cardholder is a legal entity. The holder of the parent Infit Card shall also be entitled to request information from the Company about the history of the child Infit Card. In electronic communication, the Infit Cardholder will be asked to provide their first and last name/business name and contact details (telephone number and email address) provided by the Holder in the Infit Card application. The requested information will then be sent to the email address provided by the Holder in the Infit Card application. The above does not apply if the Infit cardholder is registered and subsequently logged in to the client zone on the website: <https://klientskazona.infit.cz>, where they can search for information about the history of their Infit card or the current balance on their Infit card themselves.
- 2.7 The Infit cardholder has the option of requesting the Company to issue a subordinate card to the Infit card, which is considered a superior card in relation to the subordinate card.

For the purposes of issuing a subordinate card, the Holder is obliged to prove their identity to the Company in the manner specified in paragraph 2.5 of these Terms and Conditions. The Company will then set up a sub-account to the account of the holder of the parent Infit card and issue a subsidiary Infit card to it in the name of the person designated by the holder of the parent Infit card. The Holder of the subordinate Infit card is obliged to provide the Company with their personal data to the extent that it is provided by the Holder of the Infit card in accordance with paragraph 2.4 of these Terms and Conditions. By filling in their personal data in the registration form and signing it, the Holder of the subordinate Infit card agrees to these Terms and Conditions. Funds deposited into the account linked to the parent Infit card, as well as the sub-account linked to the subordinate Infit card, are recorded together (one credit for both the parent and subordinate Infit cards). The holder of a subordinate Infit card has the same rights and obligations as the holder of a parent Infit card, with the exceptions listed below. In particular, the holder of a subordinate Infit card is entitled to use the services on the Infit card to their full extent, to obtain information about the current credit balance in connection with the use of services, to deposit funds into the sub-account and thereby increase the joint credit. The holder of a subordinate Infit card is obliged to fulfil their information and notification obligations towards the Company. The holder of a subordinate Infit card is not entitled to request the issuance of another subordinate card.

- 2.8 Infit cardholders can request a chip watch, which is used for automated entry to selected facilities and will be linked to their Infit card. The credit stored on the Infit card is deducted from the chip watch. You can request a chip watch at the reception desk of your chosen INFINIT facility. When requesting a chip watch, Infit cardholders are required to prove their identity in the manner specified in Section 2.5 of these Terms and Conditions. Two chip watches can be assigned to each Infit card free of charge; each additional watch will be issued for a fee according to the Company's price list. Chip watches are only issued to adults; the use of chip watches for automated entry by minors is not possible. Chip watches are the property of INFINIT.
- 2.9 Staff are authorised to refuse entry or expel

persons with chip watches for automated entry who do not meet the conditions for entry to the premises in accordance with the Visitor Rules. Chip watches are fully transferable. In the event of loss or theft of a chip watch, the Holder is obliged to report this fact without undue delay to the Company in person at one of the INFINIT group companies' premises or electronically at: info@infinet.cz. Chip watches reported as lost or stolen will be blocked. At the Holder's request, the Company will provide a replacement chip watch. For the purpose of issuing a replacement chip watch, the Holder is obliged to prove their identity to the Company in the manner specified in Section 2.5 of these Terms and Conditions. If a third or subsequent chip watch is issued, the Company will charge a fee in accordance with the Company's price list.

3. DEPOSIT ON THE INFINIT CARD

- 3.1 The minimum deposit on the Infinet card is CZK 2,000 (*does not apply to the Partner Infinet card and Club Infinet card*).
- 3.2 Deposits to the Infinet Card can be made in cash or by payment card, Pluxee MULTIBENEFIT and FLEXI cards (formerly Sodexo Flexi Pass CARD), Edenred Benefits card, eBenefity card or Benefit Plus card. We also accept Pluxee Flexi, Pluxee Dárek, Unišeky, Unišeky+, Unišeky+ FKSP, Cadhoc, Edenred Multi, Edenred Sport&kultura, and Edenred Compliments vouchers, as well as gift vouchers. Deposits can also be made through Cafeteria BENEFITY or BENEFIT PLUS or through your employer. The Infinet card can also be topped up online via the client zone at <https://klientskazona.infinet.cz>.
- 3.3 Clients can check their credit balance at any branch, by email, or after logging into the client zone at <https://klientskazona.infinet.cz>.

4. RIGHTS AND OBLIGATIONS OF INFINIT CARD HOLDERS

- 4.1 Infinet card holders are entitled to use all services offered by any of the companies in the INFINIT group at all of their establishments throughout the Czech Republic.
- 4.2 Infinet cardholders are obliged to familiarise themselves with the Infinet Visitor Rules and to comply with them. The Infinet Visitor Rules are available at every INFINIT group company establishment and also at www.infinet.cz in the section for individual INFINIT establishments.
- 4.3 Infinet cardholders are required to behave in a disciplined manner on the premises of the

INFINIT Group company/companies and to avoid behaviour that could endanger their own safety or that of third parties. Infinet cardholders acknowledge that they use the services exclusively at their own risk and that the Company is not liable for any damage, injuries and accidents caused by Infinet cardholders through their own actions, failure to comply with the Infinet Visitor Rules or failure to follow the instructions of employees of the Company/companies of the INFINIT group, nor for injuries caused to cardholders by other persons. The Company recommends that all Infinet Cardholders consider the suitability of the services with regard to their health condition before using them, or consult their doctor about this activity.

- 4.4 The Infinet Cardholder is liable for damage to the property of the Company or companies from the Infinet Group caused by their intentional or negligent conduct and is obliged to compensate the Company or companies from the INFINIT Group for such damage without undue delay. Any damage to property or injury to health will be properly investigated, recorded and quantified by the Company, possibly in cooperation with the relevant company from the Infinet group. Furthermore, the Municipal Police or the Police of the Czech Republic and, if necessary, the emergency services will be called. Accidents are recorded in the accident book, and lost and found items are recorded in the lost and found book.
- 4.5 It is prohibited to bring any weapons or other dangerous substances into the premises of any INFINIT group company.
- 4.6 Infinet cardholders are obliged to comply with these Terms and Conditions.
- 4.7 Infinet cardholders can view their card's recharge and credit usage history in the client zone at <https://klientskazona.infinet.cz>.
- 4.8 If the Infinet cardholder has used up the credit loaded onto the Infinet card and is not interested in using the loyalty programme associated with the issuance of the Infinet card, they have the right to request that the Company cancel the Infinet card. The Company will process the request and cancel the Infinet card free of charge within a reasonable period of time.
- 4.9 If the Holder has not used up the credit, the Infinet card cannot be cancelled. Requests for cancellation of an Infinet card with unused credit can only be granted in exceptional and duly justified cases, at the Company's discretion.

There is no legal entitlement to a refund of the credit balance in connection with the cancellation of the Infnit card. If the Company grants a request for cancellation of an Infnit card in accordance with this paragraph, it is entitled to charge an administrative fee for processing the request.

5. AUTOMATED ENTRY WITH CHIP WATCHES

- 5.1 If the Infnit Cardholder requests a chip watch for their Infnit Card, they may use Automated Entry to selected INFINIT establishments. Automated Entry is only available to adults.
- 5.2 Automated entry means that the In e Holder with a chip watch is not required to enter the facility through the reception. There is a laundry dispenser in front of the reception, and the chip watch can be used to open the dispenser (box) with laundry (towel and sheet) and collect the laundry.
- 5.3 After collecting the linen, the chip watch allows the Holder to enter the selected premises without any problems via the turnstile. Passing through the turnstile automatically starts the timer for the time spent in the premises and opens the Infnit card account. A prerequisite for automated entry is a credit of at least CZK 1 on the Infnit card.
- 5.4 A chip watch reader is located inside the establishment for the purpose of checking the time or credit on the Infnit card.
- 5.5 When leaving the premises, the timer automatically stops when passing through the turnstile, and the account is closed if there is sufficient balance or credit on the Infnit card to pay the bill. The bill will be paid from the credit and the receipt will be sent to the registered email address associated with the Infnit card. If the Holder does not have sufficient credit on their Infnit card, the account will not be closed and the Holder is obliged to pay for the services and consumption on the spot, at the self-service checkout/reception at the exit of the premises, or they can top up their credit online via the client zone, <https://klientskazona.infnit.cz>, which shows the credit usage history.

6. INFORMATION AND CONSENT TO THE PROCESSING AND USE OF PERSONAL DATA

- 6.1 By signing the paper registration form, the Infnit Cardholder (superior and subordinate)/contact person (if the Infnit Cardholder is a legal entity) gives their consent to the processing of the personal data they have provided for the

purpose of issuing the Infnit Card (superior and subordinate). The provision of personal data specified in paragraph 2.4 of these Terms and Conditions is a condition for the issuance of an Infnit Card. The Cardholder's personal data is processed for the duration of the Infnit Cardholder's membership in the loyalty programme associated with the issuance of the Infnit Card, until the consent is revoked or the authorisation to process the data otherwise expires. The Company may entrust the processing of personal data to a third party as a processor. The Holder acknowledges that their personal data may be made available to companies from the INFINIT group (for the purposes of fulfilling the contractual relationship) or to state authorities. The current list of INFINIT group companies is available on the website www.infnit.cz. Personal data is processed in electronic form by automated means or in printed form by non-automated means by employees of the Company, companies from the INFINIT group, and, if a processor is authorised to do so, by its employees. The holder acknowledges that they have rights under the relevant legal regulations, in particular Act No. 110/2019 Coll., on the processing of personal data, and under EU Regulation 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EEC (GDPR).

- 6.2 Infnit cardholders (both superior and subordinate, as well as Infnit cards for guests) have the option to grant consent to the processing of their personal data to the Company and other companies in the INFINIT group under the same conditions for the purpose of sending commercial communications and offering products and services, including sending information about organised events, products and other activities. The Infnit cardholder may grant consent in the registration form for the purpose of issuing an Infnit card. Granting consent is voluntary. Consent granted in this manner is considered consent granted under the terms of this article.
- 6.3 The Holder acknowledges that they have the right to:
 - i. request access from the Company to personal data concerning him/her; the Holder has the right to obtain confirmation from the Company as to whether or not personal data concerning him/her are being

processed and to obtain access to such data. The Company is obliged to provide a copy of the personal data being processed. For additional copies requested by the Holder, the Company is entitled to charge a reasonable fee based on administrative costs.

- ii. To correct inaccurate data and, taking into account the purpose of the processing, to complete incomplete personal data;
 - iii. to erase personal data ("right to be forgotten") or restrict processing under certain conditions, in particular if the personal data is no longer necessary for the purposes for which it was collected or otherwise processed, or if the Data Subject withdraws their consent and there is no other legal reason for processing;
 - iv. to data portability; the Data Subject has the right to obtain personal data concerning him or her, which he or she has provided to the Company, in a structured, commonly used and machine-readable format, and the right to transmit such data to another controller. In exercising this right, the Data Subject may request that the personal data be transmitted directly by the Company to another controller, if technically feasible.
 - v. to object to processing for marketing purposes; if the Holder objects to processing for marketing purposes, the Company will cease processing the Holder's personal data for this purpose.
 - vi. lodge a complaint with the supervisory authority, i.e. the Office for Personal Data Protection (in particular if the Holder has doubts about the Company's compliance with its rights as a personal data controller);
 - vii. other rights arising from personal data protection legislation.
- 6.4 The Holder has the right to withdraw their consent free of charge at any time, in writing to the Company's address or to the email address: info@infinet.cz. The withdrawal of consent is effective upon delivery to the Company. The withdrawal of consent does not affect the lawfulness of processing based on consent before its withdrawal by the Holder. Withdrawal of consent to the processing of personal data specified in paragraph 2.4 of these Terms and Conditions by the Holder shall result in the termination of the Holder's membership in the loyalty programme and the cancellation of the

Infinet card on the effective date of withdrawal of consent. Upon withdrawal of consent, the Company shall not refund any unused credit on the Infinet card.

- 6.5 The Company undertakes to implement all appropriate technical and organisational measures to protect the Holder's personal data.
- 6.6 Consent of the Holder/contact person (if the Holder is a legal entity) to use his/her email address/telephone number to send commercial communications from the Company and other companies from the INFINET group may be refused at any time by clicking on the link in the commercial communication or by sending a notification to the email address info@infinet.cz or to the Company's registered office.

7. FINAL PROVISIONS

- 7.1 The Company is entitled to unilaterally amend and supplement these Terms and Conditions or the price list of services at any time. The new version of the Terms and Conditions and the new price list will be published on the Company's website www.infinet.cz at least one month before they come into effect. The Infinet cardholder is entitled to terminate the contractual relationship with the Company in writing within this period, with effect from the date of delivery of the notice of termination to the Company, if they do not agree with the changes to the Terms and Conditions or the price list of services. If the Infinet cardholder does not do so, it is assumed that they agree with the changes to the terms and conditions or the price list for services.
- 7.2 The Czech Trade Inspection Authority, with its registered office at Štěpánská 567/15, 120 00 Prague 2, ID No.: 00020869, website: www.coi.cz, is competent to resolve disputes arising from these Terms and Conditions out of court.
- 7.3 These Terms and Conditions are valid and effective from 1 April 2026.