

Operating Rules – Olšanka Sports Centre

Sports activities at the Sports Centre Olšanka are intended for all visitors who are willing to accept these basic rules:

1. Visitors to the Olšanka Sports Centre are required to comply with the Operating Rules and follow the instructions of the Sports Centre's staff. In the event of failure to comply with the instructions of the Sports Centre's staff or a breach of the Operating Rules, the visitor may be asked to leave the Sports Centre without being entitled to a refund of the admission fee.
2. The Operator is entitled to set aside time slots for any sporting activity for sporting purposes or other events, for an unlimited period.
3. In the case of a non-standard type of rental, the nature of which must be discussed with the Operator, the Operator is entitled to charge the client a price other than that set out in the current price list.
4. By purchasing an admission ticket or a permanent card, the visitor confirms that they have read and understood the terms of the Operating Rules and undertake to comply with them.
5. All funds deposited onto the Permanent Card are transferred to the Electronic Wallet held within the User's Client Account. For the purposes of these Operating Rules, the Permanent Card and the Electronic Wallet constitute a single payment instrument. The Client Account is linked to the Provider's online shop, through which the User can manage their credit, top it up, check the balance and use it to pay for services offered both in the online shop and in the booking system.
6. Trainees must be at least 15 years of age. If they are younger (aged 7–14), the trainees may only enter the Olšanka Sports Centre if accompanied by a person aged 18 or over (a parent, sibling, teacher or coach). That person then assumes full responsibility for the safety of the underage trainee; they are obliged to look after them at all times and not to leave them unattended.
7. For young children (under 7 years of age), the gym environment is dangerous and therefore completely unsuitable! However, if a gym visitor brings a child of this age, they are obliged to ensure that the child does not move about freely within the gym and does not climb onto the exercise machines.
8. Visitors with reduced mobility and people with sensory or mental disabilities are only permitted entry if accompanied by another person. For visitors with reduced mobility, we offer the use of a disabled changing room with wheelchair access. In the case of an extremely severe disability or extremely severe disability with an assistant cardholder accompanied by a non-swimming person, the accompanying person is not required to pay the admission fee; however, in order to gain entry to the swimming pool, the person accompanying the person with a disability must pay the full admission fee. Please note that the swimming pool is not wheelchair-accessible.

9. The receptionist at the Sports Centre is obliged to refuse entry to visitors if the facility is at full capacity, or to any persons who are not permitted entry under the visitor regulations.
- People suffering from any illness that poses a risk to the health of others
 - People with contagious or repulsive diseases
 - Carriers of intestinal and other diseases
 - Family members of a person suffering from a contagious disease who have been placed under mandatory quarantine
 - People suffering from conditions characterised by the discharge of bodily fluids
 - People with skin parasites and rashes
 - People with an open wound or a dressing on their body
 - Persons who otherwise pose a threat to the health of others
 - People who are unclean and wearing soiled clothing
 - Persons infested with bugs
 - Persons under the influence of alcohol, drugs or other intoxicating, addictive or psychotropic substances
 - People without the necessary basic swimming kit (swimwear, towel)
 - Persons whose presence could disrupt order, safety and cleanliness, and whose behaviour is contrary to moral and social principles
10. Pets of any kind are not permitted on the premises of the Sports Centre.
11. Admission and payment
- Entry to the Olšanka Sports Centre is only permitted upon payment of the full admission fee.
 - Ticket sales begin when the Centre opens and end 45 minutes before closing time.
 - On arrival, the customer chooses their payment method – cash, credit card, permanent card or any other available method. Once payment has been made, they will receive a chip wristband, which serves as a key to their locker and also allows them to pass through the electronic turnstiles on arrival and departure.
 - Clients can also use the self-service kiosk located at the reception. Once an activity has been selected and paid for, the kiosk will issue a chip wristband for the selected service, which serves the same purpose as the chip issued by the receptionist.
You can also manage your Permanent Cards at the kiosk – top up your credit, check your balance or verify the card's validity. Payment can be made by credit card, selected benefit cards or virtual MultiSport cards. The kiosk also allows you to redeem vouchers purchased from the Olšanka Sports Centre's online shop.
 - Valuables can be stored in the security box next to the reception, which is constantly monitored by a CCTV system.
Visitors must keep their chip wristband with them at all times during their stay. If a visitor loses their wristband, the Operator accepts no liability for any items stolen from the visitor's locker.
12. Payment for services and any top-ups to the Permanent Card can be made using selected paper and electronic coupons; no change is given when paying with paper coupons. A detailed description of the coupons accepted by the Sports Centre is available at the Sports Centre reception.

13. Access to the paid area begins by passing through the turnstiles at the reception.
14. The prices of all services are published in the price list, which is available at the reception of the Sports Centre and published on the website. We reserve the right to make changes to the price list at any time.

Visitors applying for a discount must present proof of eligibility at the ticket office. No refund will be given for any unused admission fees on a permanent card.
15. Before entering the changing rooms, all visitors must take off their shoes. We recommend that the visitors change into their own shoes straight away.
16. Lockers are available for visitors to store their clothes, and visitors are required to lock them securely. The Operator accepts no liability for any items left outside these spaces. In the event of the loss of a chip wristband, the contents of the locker will only be returned to the visitor once it has been established beyond doubt that the items in the locker are theirs. Clients will be charged a fine of CZK 1,000 for the loss of their chip wristband.
17. Security boxes are available next to the reception for all valuables (money, jewellery, watches, securities, mobile phones, documents, etc.); these are monitored by CCTV and by the reception staff. Lockers are not intended for the storage of such valuables and are to be used exclusively for storing personal clothing. The Operator of the Olšanka Sports Centre accepts no liability for any loss of such valuables from the lockers!
18. Visitors must ensure they are dry before entering the changing rooms from the shower area to prevent water from being carried into the area of the changing rooms. Wringing out swimwear or towels is only permitted in the shower areas. Visitors may use the hairdryers provided in the drying rooms. The time taken to dry your hair is included in the ticket's validity period.
19. After finishing their sporting activity, having a shower and getting changed, clients should check that they have not left anything behind anywhere on the Sports Centre premises (the Olšanka Sports Centre accepts no liability for any items left behind on the premises!). When leaving the Sports Centre, the client must insert their chip wristband into the turnstile at reception; if the client has exceeded the time limit for the service in question at the Sports Centre, or has used the option to charge refreshments to their chip wristband, they will only be allowed to pass through the turnstile once the outstanding amount has been paid. You can also use a payment kiosk to carry out this transaction.
20. All services provided by the Sports Centre have a pre-determined time limit; once this has elapsed, the client will automatically be charged for any outstanding amount in accordance with the current price list upon leaving the Sports Centre. A list of the time limits for individual services is available at the Sports Centre reception.
21. Payment kiosk
 - When leaving the Olšanka Sports Centre, clients can use the payment kiosk, which is located near the reception, in front of the turnstiles inside the paid area.
 - You can use a payment card or a Permanent Card at the kiosk to pay any additional charges for exceeding the specified stay time or for expenses incurred during your visit.
 - The payment kiosk also allows you to manage Permanent Cards – top up credit, check your balance or verify the card's validity.

22. There are information terminals in the swimming pool changing rooms, the wellness centre and on the first floor of the Sports Centre, where you can check the time remaining for your stay within the paid area of the Sports Centre, as well as the number of your locked locker and safe. You can check your current credit balance by scanning your Permanent Card.
23. Clients are not permitted to carry out any coaching activities at the Sports Centre, even if they hold a coaching qualification. Only personal trainers who have a contractual relationship with the Olšanka Sports Centre for this purpose are permitted to provide coaching services at the Sports Centre.
24. If a particular sports facility reaches full capacity, the client may be refused entry. The maximum number of people entering together as a single group is set at 5 for the swimming pool and fitness gym, and 4 for the Sauna World.
25. In the event of an accident or injury to a client, the client is obliged to report this to a member of staff at the Sports Centre. An accident report will then be drawn up with the client or, where applicable, a "witness". The only exception is where the client is unable to make this report for health reasons.
26. All personal data is processed in accordance with the EU's General Data Protection Regulation (GDPR). If you would like to find out how we handle your data, please ask at the Sports Centre reception.

Operating Rules – Swimming Pool

The sporting activities in the swimming pool at the Olšanka Sports Centre are open to all visitors who are willing to accept these basic rules:

1. Visitors to the swimming pool complex at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre and the Operating Rules of the swimming pool.
2. The pool is between 110 and 130 cm deep and 25 m long. For hygiene reasons, children under 1 year of age are not permitted in the pool. Children aged between 1 and 3 years may only enter the pool in swimwear with a snug elasticated cuff around the legs.
3. The timetable for any bookings of individual lanes at the Olšanka Sports Centre swimming pool is displayed in the entrance hall in the designated area and on the website. The timetable for the pool's booked lanes is updated on a regular basis. The entire swimming pool may be closed when events are being held.
4. For hygiene reasons, visitors are required to wash their entire bodies with soap and water in the shower area before entering the swimming pool, whilst not wearing swimwear. Visitors are not permitted to shave or remove body hair anywhere within the Sports Centre.
5. Entry to the swimming pool is permitted only in clean clothing that complies with the principles of decency, is intended exclusively for swimming, and is made from a material suitable for use in swimming pool water (e.g. Lycra, polyamide, polyester, elastane). Visitors with longer hair are required to tie it back with a hair tie before entering the pool area.
6. The following items of clothing are permitted:
 - Classic one-piece or two-piece swimsuits (for women and girls)
 - Swimming shorts or briefs (for men and boys)
 - Short-sleeved swim tops are only permitted for children aged 10 and under, and provided that they are made exclusively from swimming fabrics
 - Swimming cap
7. Clothing prohibited in the water:
 - Swimming T-shirts for people aged 10 and over (adults);
 - Full-body swimsuits, burkinis and other garments that cover the whole body or head;
 - Swimming leggings, long-sleeved tops or trousers, shoes/socks for the water;
 - Everyday casual clothing (e.g. cotton T-shirts, shorts, leggings, underwear);
 - Hooded clothing, scarves, inappropriate headwear (with the exception of swimming caps);
 - Loose-fitting, multi-layered or otherwise unsuitable clothing which may compromise hygiene or safety, or place a strain on the filtration system.

- Pool staff reserve the right to refuse entry to anyone whose clothing does not comply with these Operating Rules.
 - An exception applies to swimming pool instructors, who may wear swimming costumes.
8. It is prohibited to use leather balls of any size, tennis balls, water polo balls, heavy rubber balls and ice hockey pucks, including other leather items, in the swimming pool.
9. In the swimming pool area, the public are prohibited from:
- Remaining on the premises without having paid the admission fee;
 - Entering the clean area wearing outdoor footwear;
 - Entering areas not intended for the public;
 - Using shampoos and soaps in glass containers, dyeing hair, shaving with razors, and discarding needles, pins and other sharp objects that could cause injury;
 - Shouting, whistling, singing, playing recorded music, behaving noisily on the premises of the swimming centre;
 - Pushing other people into the swimming pool, pushing each other under the water and deliberately splashing water at other people;
 - Calling for help without good reason, or using first-aid equipment and the first-aid room's facilities without authorisation;
 - Jumping into the swimming pool;
 - During sessions open to the public, using diving equipment (diving goggles and fins) or other swimming aids that could cause injury to other visitors;
 - Entering the swimming pool without first washing their whole body with soap and water. Furthermore, it is prohibited to spit into the water, rinse your mouth and nose in the swimming pool, urinate or defecate in the swimming pool, use oily creams before swimming, or litter any areas within the premises;
 - Bringing flammable or otherwise hazardous substances onto the sports grounds. This provision also applies to food products;
 - Moving objects, including furniture, without authorisation; opening lockers that are already in use;
Handle any other technical equipment;
 - Smoking in the interior of the Sports Centre;
 - Lighting open fires on the premises;
 - Whilst the Sports Centre is open to the public, consuming their own food and drink in areas not designated for this purpose;
 - Wearing something other than a swimsuit or a swimsuit with a bathrobe;
 - Providing private swimming lessons without the Operator's consent;
10. When hiring a swimming lane, you can arrange with the Operator to use of a wide variety of swimming aids.
11. When hiring a swimming lane, visitors are permitted to enter the changing rooms 15 minutes before the start of the hire.
12. Visitors must leave the swimming pool area no later than 15 minutes before the Sports Centre closes and must also leave the Sports Centre premises no later than the end of opening hours.

Operating Rules – Sauna World

The wellness treatments at the Sauna World in the Olšanka Sports Centre are intended for all visitors who are willing to accept these basic rules:

1. Visitors to the Sauna World at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre and the Operating Rules of the Sauna World.
2. The Sauna World, which features both indoor and outdoor areas, offers a total of four types of sauna, a steam room, a hot tub, a cooling pool, massage rooms, relaxation areas, a quiet room and a sauna bar.
3. Visitors are permitted to enter the Sauna World during opening hours.
4. Children under the age of 5 are not permitted to enter. Children under 15 (aged 5–14) are only permitted entry to the Olšanka Sauna World if accompanied by a person aged 18 or over (a parent, sibling, teacher or coach). That person then assumes full responsibility for the minor's safety and must look after the minor at all times and must not leave the minor unsupervised.
5. Entry is permitted only to people without any health complications. Otherwise, visitors use the sauna and undergo other treatments at their own risk.
6. For hygiene reasons, visitors are required to wash their entire bodies with soap and water in the shower area before entering the Sauna World, without wearing swimwear. Visitors are not permitted to shave or remove body hair anywhere within the Sports Centre.
7. The receptionist at the Sports Centre, or the staff at the Sauna World, are obliged to refuse entry to visitors if the facility has reached full capacity, or to any persons who are not permitted entry under the visitor regulations.
 - People suffering from high blood pressure or other heart conditions
 - People who, for any other reason, have been advised by their doctor not to use the sauna
 - People suffering from any illness that poses a risk to the health of others
 - People with contagious or repulsive diseases
 - Carriers of intestinal and other diseases
 - Family members of a person suffering from a contagious disease who have been placed under mandatory quarantine
 - People suffering from conditions characterised by the discharge of bodily fluids
 - People with skin parasites and rashes
 - People with an open wound or a dressing on their body
 - Persons who otherwise pose a threat to the health of others
 - People who are unclean and wearing soiled clothing
 - Persons infested with bugs
 - Persons under the influence of alcohol, drugs or other intoxicating, addictive or psychotropic substances

- People without the necessary basic swimming kit (swimwear, towel)
 - Persons whose presence could disrupt order, safety and cleanliness, and whose behaviour is contrary to moral and social principles
8. Upon entering and whilst on the premises of Sauna World, all visitors are required to follow the instructions of Sauna World staff
 9. It is prohibited to increase the humidity in the saunas in any way (by adding water or ice to the stove etc.).
 10. All body creams and oils (whether your own or purchased on the premises) may only be used as part of the designated sauna ceremonies and only under the supervision of the sauna attendant.
 11. The Operator accepts no liability for the loss of valuables brought into the changing rooms or the sauna area (visitors are advised to store their valuables in the safes at the reception before entering the Sauna World, or in the safes at the entrance to the Sauna World from the pool area).
 12. On the Sauna World premises, visitors are not permitted to be noisy, run about or otherwise endanger their own safety and health or that of other visitors.
 13. You may not consume your own food and drink on the Sauna World premises.
 14. Any damage to the equipment of the Sauna World must be compensated for by the visitor who caused it to the Operator.
 15. Visitors move about the Sauna World facilities without swimwear. When moving between treatments, they use a bathrobe, a towel or a sheet. Visitors to Sauna World are required to tie back long hair with an elastic band.
 16. Visitors are required to keep all areas clean and, for hygiene reasons, must take a shower before entering the cooling pool or whirlpool.
 17. Visitors must not, through their behaviour, contravene the principles of morality and decency.
 18. Everyone must take care when walking on wet floors to avoid injury, in their own interests. The Sauna World management accepts no liability for damage or injuries caused to visitors through their own carelessness or a clear failure to follow instructions.
 19. In the Sauna World, the use of all mobile devices (mobile phones, tablets, etc.), including e-readers, is only permitted in the areas designated for this purpose. The staff at Sauna World will be happy to provide this information on request.
 20. Places where mobile devices may be used:
 - The Sauna Bar, looking towards the quiet relaxation room
 - In the seating area opposite the Sauna Bar, facing the quiet relaxation room
 - In none of the examples given above may the equipment be directed towards the centre of the Sauna World

21. In the Sauna World area, the public are prohibited from:

- Remaining on the premises without having paid the admission fee;
- Entering the clean area wearing outdoor footwear;
- Entering areas not intended for the public;
- Using shampoos and soaps in glass containers, dyeing hair, shaving with razors, and discarding needles, pins and other sharp objects that could cause injury;
- Shouting, whistling, singing, playing recorded music, behaving noisily on the premises of the Sauna World
- Entering the Sauna World without first washing their whole body with soap and water. It is also prohibited to spit into the water, rinse your mouth and nose in the cooling pool or whirlpool, urinate or defecate in the pool or whirlpool, use oily creams before swimming, or litter any areas within the premises
- Bringing flammable or otherwise hazardous substances into the relaxation area. This provision also applies to food products
- Moving objects, including furniture, without authorisation; opening lockers that are already in use; handling any other technical equipment
- Smoking in the interior of the Sauna World
- Lighting open fires on the premises;
- During normal opening hours at the Sauna World, please do not consume your own food and drink in areas not designated for this purpose

22. At the Sauna World, customers may make use of the Sauna Bar, which is subject to the following terms and conditions:

- The total purchase limit is set at CZK 1,000; if a customer reaches this limit, their account will be reset to zero once the current amount has been paid, and they may then continue shopping
- Payment can only be made by credit card or permanent card at the Sports Centre reception or at the payment kiosk. If paying in cash, clients may use the Sports Centre reception
- At the Sauna Bar, it is prohibited to serve alcoholic drinks to persons under the age of 18

23. Rules of conduct in the Saunas:

- Sauna visitors are required to follow the instructions of the Sauna World attendant;
- Whilst in the sauna, visitors are, as a rule, naked (for hygienic and physiological reasons), covered with a sheet or towel;
- Visitors must ensure that the environment remains hygienic and must move about within the sauna area barefoot;
- Smoking and the consumption of alcoholic drinks are prohibited in the sauna;
- Visitors are required to keep quiet in the sauna;
- If necessary, the customer can call a member of staff by pressing the emergency button. Misuse of the button is prohibited;
- In both the steam room and the relaxation room, you must use your own towel and sheet, or a sheet and towel borrowed from the Sports Centre reception or from a member of staff at Sauna World;
- Visitors must be seated in such a way that no part of their body comes into direct contact with the surfaces of the benches or backrests in the saunas.

24. How to use a Finnish sauna:

- Use of the sauna is intended for healthy individuals, and each visitor uses it at their own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, runny nose, diarrhoea, etc.) or from contagious upper respiratory tract infections are not permitted to use the sauna. The same applies to people suffering from conditions characterised by a skin rash or open, festering or bleeding wounds.
- Furthermore, entry is not permitted to persons who are carriers of intestinal diseases, nor to members of families in which some members are suffering from an infectious disease.
- Those with medical conditions other than those listed do so at their own risk, even if they have sought medical advice.
- **Under no circumstances are persons under the influence of intoxicating substances permitted entry!!**

25. How to use the Salt Sauna:

- Use of the Salt Sauna is intended for healthy individuals, and each visitor uses it at their own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, a runny nose, diarrhoea, etc.) or from contagious upper respiratory tract infections are not permitted to use the sauna.
- People suffering from conditions characterised by a skin rash, or who have open, festering or bleeding wounds, are also not permitted to use the sauna.
- Furthermore, entry is not permitted to persons who are carriers of intestinal diseases, nor to members of families in which some members are suffering from an infectious disease.
- Those with medical conditions other than those listed do so at their own risk, even if they have sought medical advice.
- **Under no circumstances are persons under the influence of intoxicating substances permitted entry!!**

26. How to use the Aroma Sauna:

- Use of the Aroma Sauna is intended for healthy individuals, and each visitor uses it at their own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, a runny nose, diarrhoea, etc.) or from contagious upper respiratory tract infections are not permitted to use the sauna.
- People suffering from conditions characterised by a skin rash, or who have open, festering or bleeding wounds, are also not permitted to use the sauna.
- Furthermore, entry is not permitted to persons who are carriers of intestinal diseases, nor to members of families in which some members are suffering from an infectious disease.
- People who are unwell or suffering from conditions other than those listed do so at their own risk, even if they have sought medical advice.
- **Under no circumstances are persons under the influence of intoxicating substances permitted entry!!**

27. How to use the Steam Cabin:

- Use of the Steam Cabin is intended for healthy individuals, and each visitor uses it at their own risk.
- Persons who are clearly showing symptoms of an acute illness (fever, cough,

runny nose, diarrhoea, etc.) or who have a contagious upper respiratory tract infection are not permitted to use the Steam Cabin.

- People suffering from conditions characterised by a skin rash, or who have open, festering or bleeding wounds, are also not permitted to use the Steam Cabin.
- Furthermore, entry is not permitted to persons who are carriers of intestinal diseases, nor to members of families in which some members are suffering from an infectious disease.
- Those with illnesses other than those listed above use the Steam Cabin at their own risk, even if they have sought medical advice.
- **Under no circumstances are persons under the influence of intoxicating substances permitted entry!!**

28. Rules of conduct in the Steam Cabin:

- Visitors to the Steam Cabin must follow the Operator's instructions;
- Whilst in the sauna, visitors must be naked (for hygienic and physiological reasons);
- Visitors must ensure that the environment is kept clean;
- For safety reasons (slippery floor), we recommend wearing suitable, clean footwear when visiting the Steam Cabin;
- Smoking and the consumption of alcoholic drinks are prohibited in the Steam Cabin;
- Visitors are required to keep quiet in the Steam Cabin;
- If necessary, the customer can call a member of staff by pressing the emergency button. Misuse of the button is prohibited;
- In both the steam room and the relaxation room, you must use your own towel and sheet, or a sheet and towel hired from the Sports Centre reception;
- Visitors are required (for hygiene reasons) to clean the areas they intend to use before and after using the Steam Cabin

29. 10 rules for using the sauna:

1. Entry to the sauna is permitted only to those in good health and is at your own risk.
2. Before entering the sauna, avoid strenuous physical activity and heavy meals, but do not go in on an empty stomach either.
3. Before entering the sauna, visitors must wash their entire body. Only after thoroughly washing their entire body are visitors permitted to enter the sauna without swimwear.
4. The ideal position for a sauna session is when your feet are at the same height as the rest of your body.
5. Whilst in the sauna, visitors are required to lay a sheet under their entire body, except in the Steam Cabin, where the use of a sheet is not appropriate.
6. Once the recommended time has elapsed, or once you stop feeling comfortable, leave the warming room, then take a shower and cool down in the pool by gradually immersing yourself (ideally for 2–3 minutes).
7. After cooling down, take a rest or, if you wish, visit the warming room again. It is advisable to repeat this cycle three times, at least once a week.
8. Once you have completed all the stages, treat yourself to at least 20 minutes' rest, which you can spend in the quiet relaxation room or near the Sauna Bar, where you can top up your fluids.
9. All visitors are required to comply with the Operating Rules; the taking of photographs or video recordings and the use of mobile phones are strictly

prohibited, except in designated areas. We would also ask visitors to keep quiet and respect the privacy of other visitors.

10. All visitors are required to follow the staff's instructions; failure to do so may result in their removal from the premises without a refund of the admission fee.

30. Clients can hire a bathrobe, bath towel and hand towel for a fee at the Sports Centre reception or at the Sauna Bar. In the event of loss or damage to hired items, the client will be charged a penalty in accordance with the current price list.

Operating Rules – Aqua Aerobics

The Aqua Aerobics class at the Olšanka Sports Centre swimming pool is intended for all visitors who are willing to accept these basic rules:

1. Visitors to Aqua Aerobics classes at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre', the Operating Rules of the swimming pool and the Aqua Aerobics Operating Rules.
2. Aqua Aerobics always starts on the hour – see the timetable at the ticket office. Customers are admitted to the changing rooms 15 minutes before the start of their Aqua Aerobics class.
3. Lanes are allocated for Aqua Aerobics classes according to the current number of participants. The maximum number of participants per Aqua Aerobics class is 30 clients, exercising in a maximum of three lanes.
4. Once they have paid the entry fee for the relevant class, participants will be given a chip wristband designed for Aqua Aerobics classes to distinguish the participants from swimmers. Customers are required to keep this chip wristband on them throughout the entire session and, if necessary, to show it to a member of staff at the Sports Centre.
5. Upon arrival at the swimming pool, visitors must follow the instructions of the instructor and the lifeguard.
6. Please note!
 - Visitors attend Aqua Aerobics classes at their own risk;
 - Visitors should consult their doctor to assess whether the activity is suitable;
 - Before the start of the class, participants must inform the instructors of any serious medical conditions that could affect their health;
 - Not all exercises and paces are suitable for people with certain medical conditions (epilepsy, diabetes, asthma, severe allergies, heart and circulatory diseases, spinal conditions, high blood pressure, etc.);
 - In the event of health problems, the visitor should always exercise in the first line;
 - It is prohibited to take part in Aqua Aerobics classes whilst chewing gum;
 - Visitors may only bring refreshments with them to class if they are in plastic packaging;
 - Visitors should treat the exercise equipment with care.

Operating Rules – Training Sessions

The sporting activities in the gym at the Olšanka Sports Centre are intended for all visitors who are willing to accept these basic rules:

1. Visitors to training sessions at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre' and Operating Rules for the Training Sessions.
2. All participants must wear clean, comfortable sportswear and, where required for the session, clean, sturdy indoor sports shoes. If they fail to do so, they may be asked to leave the gym by the staff. Every participant must have a towel. If a visitor does not have their own towel, they can hire one from a member of staff for a fee according to the current price list.
3. Participants should use gym equipment and apparatus with care and always only for the purpose for which they are designed. Should a participant continue to use any equipment inappropriately despite being warned by staff, they may be asked to leave the gym without being entitled to a refund of the admission fee. Should a participant deliberately damage any of the gym's equipment, they are obliged to pay for the damage caused
4. Visitors enter and take part in sporting activities in the gym at their own risk. The Sports Centre Operator accepts no liability in the event of injury.
5. Visitors enter and take part in sporting activities in the gym at their own risk. The Sports Centre Operator accepts no liability in the event of injury.
6. Every participant is required to put away the equipment they have used in the designated place.
7. Sports bags and rucksacks are not permitted in the gym and hall.
8. After paying the admission fee for the relevant class, visitors will receive a chip wristband designed for studio classes to distinguish the participants from other visitors. Customers are required to keep this chip wristband on them throughout the entire session and, if necessary, to show it to a member of staff at the Sports Centre.
9. The area set aside for training sessions is designed to accommodate a maximum of 18 participants. The number of participants may vary depending on the type of training session.

Operating Rules – Workout Gym

The sports activities at the Olšanka Sports Centre's gym are open to all visitors who are willing to accept these basic rules:

1. Visitors to the gym at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre and the Operating Rules of the gym.
2. All visitors must wear clean, comfortable sportswear and, at all times, clean, sturdy sports shoes when exercising. If they fail to do so, they may be asked to leave the gym by the staff. Every participant must have a towel and is required to use it when using the gym equipment. If a visitor does not have their own towel, they can hire one from a member of staff for a fee according to the current price list.
3. Workout machines and equipment must be used with care and always solely for the purpose for which they were designed. If a participant continues to use any equipment inappropriately despite being warned by a member of staff, they may be asked to leave the gym without being entitled to a refund of their admission fee. Should a participant deliberately damage any of the gym's equipment, they are obliged to pay for the damage caused.
4. Workout machines and equipment must be used with care and always solely for the purpose for which they were designed. If a participant continues to use any equipment inappropriately despite being warned by a member of staff, they may be asked to leave the gym without being entitled to a refund of their admission fee. Should a participant deliberately damage any of the gym's equipment, they are obliged to pay for the damage caused.
5. Visitors enter and take part in sporting activities in the gym at their own risk. The Operator of the Sports Centre accepts no liability in the event of injury or accident.
6. Participants are required to put away any tools and equipment they have used in the designated place (discs must always be placed on the racks!).
7. Sports bags and rucksacks are not permitted in the gym and hall.
8. The area set aside for group classes in the gym is designed to accommodate a maximum of 18 participants. The number of participants may vary depending on the type of training session.

Operating Rules – Table Tennis

Sports activities in the table tennis hall at the Olšanka Sports Centre are open to all visitors who are willing to accept these basic rules:

1. Visitors to the table tennis room at the Olšanka Sports Centre are deemed to have read and understood the Operating Rules of the Olšanka Sports Centre and Operating Rules for Table Tennis.
2. Visitors must wear clean, comfortable sportswear and always wear clean, sturdy indoor sports shoes. Should they fail to do so, they may be asked to leave the table tennis room by the staff, without being entitled to a refund of their admission fee.
3. Visitors enter and take part in sporting activities in the table tennis room at their own risk. The Operator of the Sports Centre accepts no liability in the event of injury or accident.
4. If a visitor does not have their own table tennis bat, one can be hired from the Sports Centre reception for a fee as per the current price list. Visitors are required to check that the bat is in good condition. Should a visitor damage a table tennis bat, they are required to pay the cost of purchasing a new bat, amounting to CZK 300, at the reception.
5. Should a visitor deliberately damage any equipment in the table tennis room, they are obliged to pay for the damage caused.

Operating Rules – Badminton

Sports activities at the badminton hall in the Olšanka Sports Centre are intended for all visitors who are willing to accept these basic rules:

1. Visitors to the badminton hall at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre and the Operating Rules for Badminton.
2. Visitors must wear clean, comfortable sportswear and, at all times, clean, sturdy indoor sports shoes designed for badminton. If they fail to do so, they may be asked to leave the badminton hall by the staff without being entitled to a refund of the admission fee.
3. Visitors enter and take part in sporting activities in the badminton hall at their own risk. The Operator of the Sports Centre accepts no liability in the event of injury or accident.
4. If a visitor does not have their own badminton racket, they can hire one at the Sports Centre reception. Visitors are required to check that their badminton racket is in good condition. Should a visitor damage a badminton racket, they are obliged to pay the cost of purchasing a new badminton racket, amounting to CZK 350, at the reception.
5. Should a visitor deliberately damage any equipment in the badminton hall, they are obliged to pay for the damage caused.
6. Visitors are required to use only the badminton court which they have booked in advance or the number of which has been given to them at the Sports Centre reception, and only for the period for which they have paid.
7. In the event that a court or other sports surface is soiled by a player or a person for whom they are responsible, the Sports Centre may charge a cleaning fee of CZK 1,000. The Operator will carry out the cleaning without delay in order to restore the sports facility to working order. The client is not entitled to compensation for lost time, an extension of their booking or a refund of the admission fee in connection with the cleaning work carried out. In the event that the soiling causes damage exceeding the amount of the specified charge, the client is obliged to compensate for such damage in full in accordance with the relevant provisions of the Civil Code (Section 2910 et seq.). In the event of deliberate or repeated soiling, the client may be temporarily or permanently barred from entering the Sports Centre.

Booking Policy and Online Shop – Olšanka Sports Centre

1. The booking system (BS) and online shop are available at <https://rezervace.sportolsanka.cz>.
2. To use the BS, users must first register; this can be done directly via the link above.
3. Bookings can be made for the next 21 days at any time, with the availability window updating every hour on the hour.
4. When registering, you must provide a username, password, first name and surname, a valid telephone number and an email address (for sending an activation code and important notifications).
5. To ensure the system runs smoothly, we recommend entering a username and password without diacritics.
6. Once the registration details have been completed, the client will receive an email containing an activation code, which must be entered after selecting the "Enter activation code" option.
7. Once the account has been successfully activated, the client can log in to BS at any time and use its services.
8. If the client is not logged in to BS, they will only be shown activities that do not require booking.
9. In the BS menu, clients can choose from the various activities on offer at the Olšanka Sports Centre.
9. For activities that require booking (e.g. aqua aerobics, group training classes, badminton, table tennis, massages), the first step is to select a date, followed by a specific class.
10. For activities that do not require a booking (swimming pool, sauna area, gym), the customer simply chooses the option for the particular activity.

11. How to book group classes

- Select a class from the main menu
- Select a date from the calendar (the highlighted numbers) and click on "CONTINUE".
- On the right, select the available time slot (the number of places available is shown in the red label) and click on "CONTINUE".
- Enter the number of places (maximum 2 per person) and click on "ADD TO BOOKING".
- Once you have added the items, click on "FINISH BOOKING IN THE BASKET".
- If necessary, adjust the number of seats in your basket and click on "CONTINUE".
- Please check your details and, if applicable, tick the "Purchase for a business" option.
- Please select a payment method. If you have sufficient credit in your Electronic Wallet (EW), you can pay this way.

12. How to book badminton and table tennis

- Select an activity from the main menu
- Select a date from the calendar (the highlighted numbers) and click on "CONTINUE".
- Select a time slot on the right – time slots shown in bold are available (the number of available courts is shown below each time) – click on "CONTINUE".
- An overview of available courts will be displayed; use the + button to select a court (always 1 court for 1 hour).
- You can book a maximum of 4 courts per day.
- Once you have made your selection, click on "ADD TO BOOKING". To add further courts, repeat the procedure.
- Once you have finished, click on "FINISH BOOKING IN THE BASKET".
- Check your booking, click on "CONTINUE" verify the details and select a payment method.
- If you have sufficient credit in your EW, you can pay this way.

13. How to book a massage

- In the main menu, select "Massages" or "Special massages"
- Select the type of massage and the masseur; you can also select "no preference"
- Select a date from the calendar (the highlighted numbers) and click on "CONTINUE".
- Select the time slot shown on the right and click on "CONTINUE".
- Add the booking to your basket and click on "CONTINUE" in the next step
- Please check your details, tick the "Purchase for a business" option if applicable, and click on "CONTINUE"
- Please select a payment method. If you have sufficient credit in your Electronic Wallet (EW), you can pay this way

14. Purchasing vouchers

- You can also buy gift vouchers in the online shop. All you need to do is choose the type of voucher and your payment method. You will then receive a confirmation email containing a QR code.

15. Purchase of a Fitness Permanent Card

- You can also buy a Permanent Card in the online shop that is intended solely for access to the fitness gym, see: Operating Rules – Permanent Cards – FITNESS
- Fitness Permanent Cards are available for 50 or 100 visits

16. Purchasing a Personal Training Permanent Card

- Permanent Card for 10 sessions with a personal trainer
- Before purchasing this Permanent Card, we recommend that you first contact one of our personal trainers

17. Payment

- Payment via Electronic Wallet (EW) The price for the activity is automatically determined based on the client's price tier (AKTIV, KLASIK, PREMIUM). This function is only available if the client holds a Permanent Card (PC), or if they have deposited an amount into their EW in accordance with the terms and conditions of the PC.
For details, please visit: <https://www.sportolsanka.cz/permanentni-karty>
- The price is automatically deducted from the EW. If a booking is cancelled in good time (more than 6 hours before it is due to start), the credit is automatically refunded to the EW.
- If a client does not have sufficient credit in their EW, they are charged a one-off admission fee
according to the current price list:
<https://www.sportolsanka.cz/cenik/sportovni-centrum>
- You can top up your credit in your customer profile under "My Account and Bookings" →
"TOP UP CREDIT"
- Payment for activities can also be made by credit card or by selecting the "MultiSport card payment" option
- When paying with a MultiSport card, the customer is required to maintain a minimum balance of CZK 400 in their Electronic Wallet. This amount serves as a cancellation fee equivalent to the value of the service booked, should the client fail to cancel the booking within the time limit specified in point 17. If the balance in the Electronic Wallet falls below CZK 400, the customer is obliged to top it up to CZK 400 within 24 hours of the last deduction at the latest. If they fail to do so, their profile may be blocked by the Operator.
- Before entering the Sports Centre, you must physically present your MultiSport card to a member of staff for scanning. If a customer chooses to pay by MultiSport card but does not have one, they may be refused entry.

17. Cancellation and confirmation of bookings

- Bookings may be cancelled no later than 6 hours before the start of the activity or massage.
In the event of late cancellation or a no-show, the Operator reserves the right to charge the full price of the service.
- If a booking is cancelled by the Operator, the amount paid will be refunded in the form of credit to the customer's account on the online shop. This credit can be used for any service or activity offered in the online shop.
- Bookings can be cancelled in the client's profile under "My Account and Bookings" →
"BOOKING".
- After purchasing any activity, the client will receive an email booking confirmation along with a QR code, which can be scanned at the Sports Centre reception or at a self-service kiosk (where the service allows).
- If an activity is cancelled, the client will receive an email confirming the cancellation of the booking.
- If a client is unable to attend a booked activity they have already paid for, they may cancel the booking:
 - by telephone on 264 092 448 or 606 658 899, or by logging in to the BS.
- Bookings cannot be cancelled by email or text message.

- The cancellation is subject to the conditions set out in point 18.
- Online bookings can be made up to 21 days in advance.
- If a client does not meet the admission requirements set out in the Operating Rules, this will be regarded as a late cancellation, and the Operator may charge the full price of the service.
- If a customer holds a Permanent Card (PC), the Operator may deduct the corresponding amount from the PC. If the client does not have a PC, the client will be asked to pay the amount on their next visit.
- If a client fails to pay the outstanding amount for late cancellations or unused bookings even after being notified, all future bookings may be cancelled and the client's profile may be suspended. Once the debt has been settled, the profile will be reactivated.

18. Further Provisions

- The Olšanka Sports Centre reserves the right to arrange a suitable replacement in the event of an instructor's illness or for other operational reasons.
- This change is not notified by email or text message and is not regarded as a cancellation of the booking by the Operator. In the event of any complications or queries, the client can contact the reception at the Olšanka Sports Centre. You can also send written enquiries by email to: sport.recepce@hotelolsanka.cz.
- All personal data is processed in accordance with the EU's General Data Protection Regulation (GDPR). Information on the processing of personal data is available at the reception at the Olšanka Sports Centre.

Complaints Procedure – Olšanka Sports Centre

1. The buyer's rights arising from defective performance (the "complaints") must always be exercised in accordance with this Complaints Procedure. Matters not covered by this Complaints Procedure will be governed by the laws of the Czech Republic. The seller will inform the buyer of this Complaints Procedure in an appropriate manner and, at the buyer's request, will provide it in written form. The Complaints Procedure is in accordance with Act No. 89/2012 Coll., The Civil Code and Act No. 634/1992 Coll. on consumer protection, as amended as of 1 January 2014.
2. The seller is not be liable for defects in the following cases:
 - if the item has a defect upon its takeover and a discount on the purchase price has been agreed for such a defect;
 - where the goods are second-hand and the defect corresponds to the degree of use or wear and tear the goods had upon takeover by the buyer;
 - the defect in the item arose as a result of wear and tear caused by normal use, or if it arises from the nature of the item (e.g. the expiry of its useful life);
 - is caused by the buyer and has arisen as a result of improper use, storage, incorrect maintenance, interference by the buyer or mechanical damage;
 - the defect arose as a result of an external event beyond the seller's control.
3. The buyer may lodge a complaint with the seller at any of the seller's business premises where complaints can be accepted, taking into account the range of goods sold, or, where applicable, at the seller's registered office or place of business. The seller ensures that a member of staff authorised to handle complaints is present throughout opening hours. A complaint may also be lodged with the person designated for this purpose in the receipt issued by the seller to the buyer, on the invoice or in the warranty certificate, provided that the designated person is located at the seller's premises or at a location closer to the buyer.
4. The buyer must prove that they are entitled to make a complaint, in particular by providing evidence of the date of purchase, either by presenting a sales receipt, a confirmation of the seller's obligations arising from defective performance under the warranty certificate, or by other credible means. The buyer is not entitled to make a complaint regarding a defect that has already been raised in the past, provided that a reasonable discount on the purchase price was granted in respect of that defect.
5. If exercising a right arising from a defect would cause the consumer significant difficulty, in particular because the item cannot be transported to the place where the complaint is to be made by standard means, or because the goods are fitted or form part of a property, the seller will assess the defect, in agreement with the buyer, either on site or by other means. In such a case, the buyer is obliged to provide the seller with the necessary assistance.
6. The buyer may exercise their rights arising from defective performance within 24 months of taking over the goods. In the case of second-hand goods, the time limit for exercising rights arising from a defect may be reduced to 12 months; the seller will indicate such a reduction in the confirmation of obligations arising from a defect or on the sales receipt. Once the time limit has expired, a right arising from a defect cannot be exercised against the seller, unless the parties agree otherwise or the seller or manufacturer provides a special quality guarantee going beyond their statutory obligations.

7. The buyer will exercise their rights arising from defective performance without undue delay once they discover that the goods are defective. The seller will not be liable for any increase in the extent of the damage if the buyer continues to use the goods despite being aware of the defect. If the buyer makes a valid claim against the seller regarding a defect, the time limit for exercising rights arising from defective performance will not run for the period during which the goods are being repaired and the buyer is unable to use them.
- The seller declares that, if they replace the goods as part of the complaint-handling process, the seller will grant the buyer a new period of 24 months in which to exercise the buyer's rights arising from defective performance.
 - The time limit for exercising rights arising from defects cannot be regarded as a specification of the goods' service life; this varies depending on the product's characteristics, its maintenance, and the correctness and intensity of its use, or on an agreement between the buyer and the seller.
8. The seller is obliged to decide on a complaint immediately; in more complex cases, within three working days. The time required for a technical assessment of the defect is not included in this period. The seller is obliged to provide the buyer with written confirmation stating the date and place on which the complaint was lodged, a description of the defect in question, the method of resolving the complaint requested by the buyer, and the manner in which the buyer will be informed of the resolution. Complaints, including the rectification of defects, must be dealt with without undue delay, no later than 30 days from the date the complaint is lodged, unless the seller and the buyer agree on a longer time limit. Failure to meet this time limit will be regarded as a material breach of contract. The seller is obliged to confirm to the buyer in writing the procedure for handling the complaint and the duration of the process. Without the seller's consent, the buyer may not change the method of handling a complaint, except where the method chosen by the buyer cannot be implemented at all or in a timely manner.
9. The buyer is obliged to take over the goods subject to a complaint within 30 days of the date by which the complaint should have been resolved at the latest; after this period, the seller may charge a reasonable storage fee or to sell the goods at the buyer's expense. The seller must notify the buyer of this procedure in advance and grant the buyer a reasonable additional period of time in which to take over the goods.
10. The seller declares that they are handing over the goods to the buyer in accordance with the provisions of Section 2161 of the Civil Code, namely:
- the goods possess the characteristics agreed between the buyer and the seller; where no such agreement exists, they possess the characteristics described by the seller or the manufacturer, or those which the buyer would reasonably expect given the nature of the goods and on the basis of the seller's or manufacturer's advertising;
 - the goods are fit for the purpose stated by the seller or for which goods of this kind are normally used;
 - the goods are items in the appropriate quantity, measure or weight, and the goods comply with the requirements of the applicable laws.
11. If, upon takeover, the goods do not meet the above requirements, the buyer is entitled to the delivery of new goods free from defects, provided this is not

disproportionate given the nature of the goods. If the defect relates only to a part of the goods, the buyer may only request that the part be replaced; if this is not possible, the buyer may withdraw from the agreement and request a full refund of the purchase price. However, if this would be disproportionate given the nature of the defect – in particular, if the defect can be rectified without undue delay – the buyer is entitled to have the defect rectified free of charge.

12. If the buyer does not withdraw from the agreement or exercise their right to have new goods delivered free from defects, to have a part replaced or to have the goods repaired, they may request a reasonable discount from the purchase price. The buyer is entitled to a reasonable discount even if the seller is unable to supply new goods free from defects, replace a part or repair the goods, as well as in cases where the seller fails to remedy the situation within a reasonable time or where remedying the situation would cause the consumer significant difficulties.
13. If a defect becomes apparent within six months of takeover, the item is deemed to have been defective at the time of takeover.
14. The seller's liability for a defect constituting a material or immaterial breach of agreement
15. The seller's liability for defects constituting a material or immaterial breach of agreement will apply to defects in the goods arising within 24 months of acceptance, in respect of defects for which liability for quality upon takeover does not apply pursuant to Article 5. A defect is regarded as a material breach of agreement if the buyer would not have entered into the agreement had they foreseen the defect at the time of entering into the agreement; in all other cases, the defect does not constitute a material breach of agreement.
16. If the defect constitutes a material breach of agreement, the buyer is entitled, at their discretion, to the delivery of a new item, a repair, a reasonable discount or to withdraw from the agreement (with the right to a full refund of the purchase price). If the defect constitutes a minor breach of agreement, the buyer is entitled to have the defect rectified or to a reasonable discount.
17. The buyer is entitled to the delivery of a new item in perfect condition, the replacement of a part, a discount or the withdrawal from the agreement, regardless of the nature of the defect, if the buyer is unable to make proper use of the item due to the defect recurring after repair or due to a number of defects.
18. If a complaint is deemed valid, the buyer is entitled to reimbursement of any reasonable costs incurred in exercising their rights.
19. Should the seller reject a complaint as unfounded, the buyer – or, by agreement with the seller, both parties – may consult a court-appointed expert in the relevant field and request an independent expert assessment of the defect.
20. If no agreement is reached between the buyer and the seller, the buyer may turn to the existing systems for the alternative resolution of consumer disputes, in particular at www.vasestiznosti.cz, or , where appropriate, the court of jurisdiction.

Operating Rules – Permanent Cards/Electronic Wallets

The Olšanka Sports Centre Permanent Card is intended for all visitors who are willing to accept these basic rules:

1. Holders of Permanent Cards at the Olšanka Sports Centre agree to abide by the Operating Rules of the Olšanka Sports Centre and the Operating Rules for Permanent Cards.
2. You can purchase a Permanent Card through selected benefit partners, by paying by invoice, in cash, by credit or debit card, with culture vouchers or valid meal vouchers at the reception desk of the Olšanka Sports Centre.
3. The Permanent Card is valid for 12 months from the date of top-up; after this period, any funds loaded onto the card will expire. The validity of the Permanent Card and the credit stored on it can be extended by a further 12 months if the card is topped up before it expires.
4. The minimum top-up amount for a Permanent Card is CZK 700.
5. Any unused funds will not be refunded.
6. A Permanent Card is transferable, and the holder can pay for several visits at once. In the case of student or senior citizen rates, the customer must always produce a valid card entitling them to the discount.
7. If the card is lost, the customer is obliged to notify the Operator immediately; otherwise, the Operator will not be liable for any funds deposited on the card.
8. Visitors to the Sports Centre can top up their Permanent Cards at three different price tiers (AKTIV, KLASIK, PREMIUM). Visitors will be able to use this price tier until the funds loaded onto the card have been used up, the card has expired, or it has been topped up.
9. The Permanent Card can be used to pay for any service offered at the reception of the Olšanka Sports Centre, and to pay for refreshments at the reception of the Olšanka Sports Centre and Sauna World,
10. All personal data is processed in accordance with the EU's General Data Protection Regulation (GDPR). If you would like to find out how we handle your data, please ask at the Sports Centre reception.

Operating Rules – Permanent Cards – FITNESS

1. Holders of Permanent Cards at the Olšanka Sports Centre agree to comply with the Operating Rules of the Olšanka Sports Centre and with the Operating Rules for FITNESS Permanent Cards.
2. You can purchase a Permanent Card through selected benefit partners, by paying by invoice, in cash, by credit or debit card, with culture vouchers or valid meal vouchers at the reception desk of the Olšanka Sports Centre.
3. The Permanent Card is valid for 12 months from the date of top-up; after this period, any funds loaded onto the card will expire. The validity of the Permanent Card and the credit stored on it can be extended by a further 12 months if the card is topped up before it expires.
4. Any unused funds will not be refunded.
5. The FITNESS Permanent Card can only be used to pay for access to the fitness gym. The card cannot be used for studio classes or other group training classes.
6. The minimum top-up amount for a Permanent Card is CZK 9,000.
7. A Permanent Card is transferable, and the holder can pay for several visits at once.
8. If the card is lost, the customer is obliged to notify the Operator immediately; otherwise, the Operator will not be liable for any funds deposited on the card.
9. All personal data is processed in accordance with the EU's General Data Protection Regulation (GDPR). If you would like to find out how we handle your data, please ask at the Sports Centre reception.

Operating Rules – Permanent Cards – PERSONAL TRAINING

1. Holders of Permanent Cards at the Olšanka Sports Centre agree to comply with the Operating Rules of the Olšanka Sports Centre and with the Operating Rules for PERSONAL TRAINING Permanent Cards.
2. You can purchase a Permanent Card through selected benefit partners, by paying by invoice, in cash, by credit or debit card, with culture vouchers or valid meal vouchers at the reception desk of the Olšanka Sports Centre.
3. The Permanent Card is valid for 12 months from the date of top-up; after this period, any funds loaded onto the card will expire. The validity of the Permanent Card and the credit stored on it can be extended by a further 12 months if the card is topped up before it expires.
4. Any unused funds will not be refunded.
5. The PERSONAL TRAINING Permanent Card can only be used to pay for training sessions with a personal trainer at the Olšanka Sports Centre. The card cannot be used for studio classes or other group training classes.
6. The minimum top-up amount for a Permanent Card is determined by the price of the training package, as per the current price list.
7. A Permanent Card is transferable, and the holder can pay for several training sessions at once.
8. If the card is lost, the customer is obliged to notify the Operator immediately; otherwise, the Operator will not be liable for any funds deposited on the card.
9. All personal data is processed in accordance with the EU's General Data Protection Regulation (GDPR). If you would like to find out how we handle your data, please ask at the Sports Centre reception.



In Prague on: 13 November 2025

Approved by: Ondřej Matíášek, B.A., Director of the Olšanka Hotel