

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 Infinet card (hereinafter referred to as the "Infinet card") between Infinet 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 Infinet Card loyalty programme (hereinafter referred to as the "Company") and the customer, holder of the Infinet Card (hereinafter also referred to as the "Holder"). The loyalty programme allows Infinet 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 "Infinet").
- 1.3 The holder of an Infinet 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 Infinet Card, Club Infinet Card, etc.*), which are partially governed by these Terms and Conditions.

2. INFINIT CARD AND CHIP WATCH

- 2.1 The Infinet 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 Infinet 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 Infinet 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.infinet.cz and at the Infinet reception.
- 2.3 The Infinet card is issued free of charge and is fully transferable. The holder is required to present the original Infinet card each time they

enter Infinet, or they may present the Infinet card code displayed in the client zone on the website: <https://klientskazona.infinet.cz>. The Infinet card code can be scanned from a mobile phone at reception. To enter the client zone, the client must register. Photocopies of the Infinet 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 Infinet card.

- 2.4 For the purposes of issuing an Infinet 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 Infinet 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 Infinet 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@infinet.cz. For the purposes of personal notification of changes to the details, the Infinet 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 Infinet 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 Infinet card application. A change form will then be sent to the email address provided by the cardholder in the Infinet card application.
- 2.5 In the event of loss or theft of the Infinet 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@infinet.cz. At the Holder's request, the Company will issue a duplicate of

such a card. For the purposes of issuing a duplicate Infinit 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 Infinit card. Based on the request and after verifying the Cardholder's identity, the Company will cancel the original lost or stolen Infinit card and assign the issued duplicate Infinit card to the Cardholder's account. The issuance of a duplicate Infinit 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 Infinit cardholder is a legal entity.

- 2.6 Upon request, the Company shall provide the Infinit Cardholder with information about the Infinit Card history or the current balance on the Infinit Card (unless this information is provided in connection with the use of services). In order to obtain this information, the Infinit 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 Infinit Cardholder is a legal entity. The holder of the parent Infinit Card shall also be entitled to request information from the Company about the history of the child Infinit Card. In electronic communication, the Infinit 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 Infinit Card application. The requested information will then be sent to the email address provided by the Holder in the Infinit Card application. The above does not apply if the Infinit cardholder is registered and subsequently logged in to the client zone on the website: <https://klientskazona.infinit.cz>, where they can search for information about the history of their Infinit card or the current balance on their Infinit card themselves.
- 2.7 The Infinit cardholder has the option of requesting the Company to issue a subordinate card to the Infinit 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 Infinit card and issue a subsidiary Infinit card to it in the name of the person designated by the holder of the parent Infinit card. The Holder of the subordinate Infinit card is obliged to provide the Company with their personal data to the extent that it is provided by the Holder of the Infinit 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 Infinit card agrees to these Terms and Conditions. Funds deposited into the account linked to the parent Infinit card, as well as the sub-account linked to the subordinate Infinit card, are recorded together (one credit for both the parent and subordinate Infinit cards). The holder of a subordinate Infinit card has the same rights and obligations as the holder of a parent Infinit card, with the exceptions listed below. In particular, the holder of a subordinate Infinit card is entitled to use the services on the Infinit 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 Infinit card is obliged to fulfil their information and notification obligations towards the Company. The holder of a subordinate Infinit card is not entitled to request the issuance of another subordinate card.

- 2.8 Infinit cardholders can request a chip watch, which is used for automated entry to selected facilities and will be linked to their Infinit card. The credit stored on the Infinit 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, Infinit 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 Infinit 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 Infinit card. If the Company grants a request for cancellation of an Infinit 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 Infinit Cardholder requests a chip watch for their Infinit Card, they may use Automated Entry to selected INFINIT establishments. Automated Entry is only available to adults.
- 5.2 Automated entry means that the 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 Infinit card account. A prerequisite for automated entry is a credit of at least CZK 1 on the Infinit card.
- 5.4 A chip watch reader is located inside the establishment for the purpose of checking the time or credit on the Infinit 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 Infinit 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 Infinit card. If the Holder does not have sufficient credit on their Infinit 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.infinit.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 Infinit Cardholder (superior and subordinate)/contact person (if the Infinit Cardholder is a legal entity) gives their consent to the processing of the personal data they have provided for the

purpose of issuing the Infinit 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 Infinit Card. The Cardholder's personal data is processed for the duration of the Infinit Cardholder's membership in the loyalty programme associated with the issuance of the Infinit 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.infinit.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 Infinit cardholders (both superior and subordinate, as well as Infinit 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 Infinit cardholder may grant consent in the registration form for the purpose of issuing an Infinit 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.

TERMS AND CONDITIONS FOR INFINIT CARDHOLDERS FROM 10 November 2026

1. INTRODUCTORY PROVISIONS

- 1.1 The purpose of these general terms and conditions is to govern the mutual rights and obligations arising from membership of the loyalty programme associated with the issue of the Infit Card (hereinafter referred to as the **"Infit Card"** or **"IC"**) between **Infit s.r.o.**, Company Registration Number: 279 04 989, with its registered office at Brno, Běly Pažoutové 742/1, postcode 624 00, as the operator of the Infit Card loyalty programme (hereinafter referred to as the **"Company"**), and the Infit Cardholder (hereinafter referred to as the **"Cardholder"**). The loyalty programme enables Infit Cardholders to purchase services, refreshments or other products at discounted prices.
- 1.2 'Services' means the provision of wellness and relaxation services, and other related services, at the premises of the Company's subsidiaries or of companies whose controlling entity is the same as that of the Company (hereinafter referred to as **"company/companies from the INFINIT Group"** or simply **"Infit"**).
- 1.3 An Infit Cardholder may be a natural person with full legal capacity who completes the registration process in the prescribed manner and gives their consent to these Terms and Conditions.
- 1.4 A legal entity may only be an Infit Cardholder under specific conditions set out in more detail by the Company. The Company reserves the right to refuse to issue an Infit Card to a legal entity.
- 1.5 The Company may also issue specific loyalty cards (in particular *the Partner Infit Card*), which are governed by these Terms and Conditions unless expressly stated otherwise.

2. INFINIT CARD AND CHIP WATCHES

- 2.1 The Infit Card operates on a credit basis (prepaid card). The Cardholder loads funds onto the Card, from which they gradually pay for individual services used at the premises of companies within the Infit Group. The Cardholder is obliged to use up the loaded funds; the Company does not refund any unused credit. The loaded credit has no expiry date.
- 2.2 For specified services and refreshments paid for using the Infit Card, the Cardholder pays a discounted price, i.e. a price lower than the

standard list price. Prices are governed by the current price list of the company or companies within the INFINIT Group. The current price list for services is published on the website www.infit.cz and at the Infit reception.

- 2.3 The Infit Card is issued free of charge and is fully transferable. Upon each entry to Infit, the Cardholder is required to present the original Infit Card or may present the Infit Card code displayed in the client zone on the website: <https://klientskazona.infit.cz>. The Infit Card code can be scanned from a mobile phone at reception. To access the client zone, the client must register. Photocopies of the Infit Card, or photographs of the card stored on a mobile phone or sent by email, are not accepted and do not entitle the Cardholder to the benefits of the loyalty programme. Should the Cardholder use Automated Entry to a selected outlet (clause 5 of these Terms and Conditions), a chip watch shall be treated as an original Infit Card for the purposes of proving authorisation to enter.
- 2.4 For the purposes of issuing the Infit Card, the Cardholder shall provide their personal data, comprising their first name, surname, telephone number and email address (hereinafter referred to as 'Cardholder details'). The Cardholder is obliged to provide Cardholder details correctly and truthfully. In the event of any change to this data, the Infit Cardholder is obliged to notify the Company of this fact without undue delay, either in person at one of the premises of a company within the INFINIT Group, or electronically at the email address: info@infit.cz. For the purposes of notifying a change to their details in person, the Infit Cardholder is obliged to prove their identity to the Company or a company within the INFINIT Group by presenting proof of identity (e.g. *identity card, passport, driving licence; in the event of a change of surname following marriage, also a marriage certificate*) and by providing the telephone number and email address supplied to the Company as part of the Cardholder's details. When communicating electronically, the Infit Cardholder will be asked to state their first name and surname, as provided by the Cardholder in their application for an Infit Card. A change form will then be sent to the email address provided by the Cardholder in their application for an Infit Card.
- 2.5 In the event of the loss or theft of an Infit Card, the Cardholder is obliged to report this fact to

the Company without undue delay, either in person at any of the business premises of companies within the INFINIT Group or electronically at: info@infinet.cz. At the Cardholder's request, the Company will issue a replacement Card. For the purposes of issuing a replacement Infinet Card, the Cardholder is obliged to prove their identity to the Company by presenting proof of identity (*identity card, passport, driving licence; in the event of a change of surname following marriage, also a marriage certificate*) and by providing the telephone number and email address supplied to the Company as part of the Cardholder's details; otherwise, the Company is under no obligation to comply with the Cardholder's request for a replacement Infinet Card. Upon request and following verification of the Cardholder's identity, the Company will cancel the original lost or stolen Infinet Card and assign the issued replacement Infinet Card to the Cardholder's account. A fee is charged for the issue of a replacement Infinet Card in accordance with the Company's price list.

- 2.6 Upon request, the Company shall provide the Infinet Cardholder with details of the Infinet Card's transaction history or information on the current balance on the Infinet Card (unless this information is provided in connection with the use of services). In order for this information to be provided, the Infinet Cardholder is obliged to prove their identity to the Company in the manner set out in clause 2.5 of these Terms and Conditions. When communicating electronically, the Infinet Cardholder will be asked to provide their first name and surname/company name and contact details (telephone number and email address) which the Cardholder provided as part of their application for an Infinet Card. The requested information will then be sent to the email address provided by the Cardholder in their application for an Infinet Card. The above does not apply if the Infinet Cardholder is registered and subsequently logged in to the client zone on the website: <https://klientskazona.infinet.cz>, where they can view details of their Infinet Card history or their current Infinet Card balance themselves via their account.
- 2.7 The Infinet Cardholder may request a chip watch, which is used for automated entry to selected premises and which will be linked to the Infinet Card. The credit loaded onto the Infinet Card is deducted from the chip watches. Applications

for chip watches can be made at the reception desk of a selected INFINIT venue. When applying for chip watches, the Infinet Cardholder is obliged to prove their identity in the manner specified in clause 2.5 of these Terms and Conditions. Two chip watches may be assigned to each Infinet Card free of charge; each additional watch will be issued for a fee in accordance with the Company's price list. Chip watches are issued only to adults; minors may not use chip watches for Automated Entry. The chip watches remain the property of INFINIT.

- 2.8 Staff are authorised to refuse entry to, or to remove, persons wearing chip watches for Automated Entry who do not meet the conditions for entry to the premises as set out in the Visitors' Regulations. Chip watches are fully transferable. In the event of the loss or theft of a chip watch, the Cardholder is obliged to report this fact without undue delay to the Company, either in person at any of the premises of companies within the INFINIT Group or electronically at: info@infinet.cz. Chip watches reported as lost or stolen will be blocked. At the Cardholder's request, the Company will provide a replacement chip watch. For the purposes of issuing a replacement chip watch, the Cardholder is obliged to prove their identity to the Company in the manner specified in clause 2.5 of these Terms and Conditions. If this is the third or subsequent chip watch to be issued, the Company will charge a fee in accordance with its price list.

3. DEPOSIT ON THE INFINIT CARD

- 3.1 The minimum top-up amount for an Infinet Card is 2,000 CZK (in words: two thousand Czech koruna) (*this does not apply to the Partner Infinet Card*).
- 3.2 Deposits to the Infinet Card can be made in cash or by payment card, gift vouchers, or other payment methods listed in the current price list on the website and at the reception of the relevant Infinet branch. 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 Infinet branch, via email, or by logging into the client zone at <https://klientskazona.infinet.cz>.

4. RIGHTS AND OBLIGATIONS OF INFINIT CARDHOLDERS

- 4.1 The Infinet Cardholder is entitled to use all services offered by any of the companies within

the INFINIT Group at all branches throughout the Czech Republic.

- 4.2 Infinit Cardholders are required to familiarise themselves with the Infinit Visitor Regulations and to comply with them. The Infinit Visitor Regulations are available at every INFINIT Group company's premises and also at www.infinit.cz in the section for individual INFINIT premises.
- 4.3 Infinit Cardholders are obliged to behave in a disciplined manner on the premises of the Company/companies within the INFINIT Group and to refrain from any conduct that endangers their own safety or that of third parties. Infinit Cardholders acknowledge that they use the services exclusively at their own risk and that the Company accepts no liability for damage, injuries or accidents caused by Infinit Cardholders through their own actions, failure to comply with the Infinit Visitor Regulations, or failure to follow the instructions of staff of the Company or companies within the INFINIT Group, nor for accidents caused to Cardholders by other persons. The Company recommends that all Infinit Cardholders consider the suitability of the services in light of their state of health before using them, and, where appropriate, consult a doctor regarding such activities.
- 4.4 The Infinit Cardholder is liable for any damage to the property of the Company or, where applicable, companies within the Infinit Group, caused by their wilful or negligent conduct, and is obliged to compensate the Company or, where applicable, companies within the INFINIT Group for such damage without undue delay. Any damage to property or personal injury will be duly investigated, recorded and quantified by the Company, where appropriate in cooperation with the relevant company within the Infinit Group. Furthermore, the Municipal Police or the Police of the Czech Republic, and where appropriate the emergency services, will be called. Accidents are recorded in the accident log, whilst lost and found items are recorded in the lost and found register.
- 4.5 It is prohibited to bring any weapons or other dangerous substances onto the premises of any of the INFINIT Group's establishments.
- 4.6 Infinit Cardholders are obliged to comply with these Terms and Conditions.
- 4.7 Infinit Cardholders can view the history of top-ups and credit usage on their Card in the [client zone at https://klientskazona.infinit.cz](https://klientskazona.infinit.cz).
- 4.8 If an Infinit Cardholder has used up the credit

loaded onto their Infinit Card and is not interested in using the loyalty programme associated with the Infinit Card, they have the right to request that the Company cancel the Infinit Card. The Company will process the request and cancel the Infinit Card free of charge within a reasonable period.

- 4.9 If the Cardholder has not used up the credit, the Infinit Card cannot be cancelled. Requests to cancel an Infinit Card with unused credit may only be granted in exceptional and duly justified cases, at the Company's discretion. There is no legal entitlement to a refund of the remaining credit balance in connection with the cancellation of an Infinit Card. Should the Company grant a request to cancel an Infinit Card in accordance with this paragraph, it is entitled to charge an administrative fee in connection with the processing of the request.

5. AUTOMATED ENTRY WITH CHIP WATCHES

- 5.1 If an Infinit Cardholder requests a chip watch to be issued with their Infinit Card, they may use Automated Entry to selected INFINIT premises. Automated Entry is available to adults only.
- 5.2 Automated entry means that a Cardholder with a chip watch is not required to enter the facility via reception. A laundry dispenser is located in front of reception, and the Cardholder can use the chip watch to open the dispenser (box) containing the laundry (towel and sheet) and collect it.
- 5.3 Once the linen has been collected, the chip watch allows the Cardholder to enter the selected premises seamlessly via the turnstile. Passing through the turnstile automatically starts the timer for the time spent on the premises and opens the Infinit Card account. A prerequisite for automated entry is a credit balance of at least 1 CZK on the Infinit Card.
- 5.4 A chip watch reader is located inside the premises for the purpose of checking the time or the credit balance on the Infinit Card.
- 5.5 Upon leaving the premises, passing through the turnstile automatically stops the timer, and the bill is settled provided there is a sufficient balance or credit on the Infinit Card to cover the cost. The bill will be paid from the credit balance and a receipt will be sent to the registered email address associated with the Infinit Card. If the Cardholder does not have sufficient credit on their Infinit Card, the bill will not be settled and the Cardholder is obliged to pay for the services and refreshments on the spot, at the self-service

till/reception desk at the exit of the premises; alternatively, credit can be topped up online via the client zone, <https://klientskazona.infinet.cz>, where the credit usage history is displayed.

6. CHANGES EFFECTIVE 10 NOVEMBER 2026

- 6.1 **Cancellation of the Club Infinet Card.** With effect from 10 November 2026, the Club Infinet Card loyalty scheme will be discontinued. Club Infinet Cards will be automatically converted to standard Infinet Cards on the effective date, and from that date their use will be governed in full by these Terms and Conditions. The Cardholder of a Club Infinet Card has the right to object to this change. In such a case, they are entitled to request the cancellation of the Club Infinet Card by the effective date of the change and to specify in this notification how they wish to have any unused credit refunded. In the event of the cancellation of a Club Infinet Card in accordance with this paragraph, any unused credit will be paid out to the Cardholder. If the Cardholder does not request cancellation of the Card in the manner specified in this clause and, at the same time, the Cardholder's complete identification details as set out in clause 2.4 of these Terms and Conditions are not on record for the relevant Card, the Cardholder is obliged to provide these details retrospectively – failure to do so may result in restrictions on the further use of the Infinet Card. The Cardholder may be requested to provide the missing details via the client zone or during a personal visit to the Company's premises.
- 6.2 **Restrictions on legal entities holding an Infinet Card.** With effect from 10 November 2026, a legal entity may only be an Infinet Cardholder under specific conditions to be set out in more detail by the Company. The Company reserves the right to refuse to issue an Infinet Card to a legal entity.
- 6.3 **Cancellation of parent and subsidiary cards.** With effect from 10 November 2026, parent and subsidiary Infinet Cards will be cancelled. All parent and subsidiary Infinet Cards issued up to that date will be automatically converted into standard Infinet Cards on the effective date, and the existing holder of the parent Infinet Card and the existing holder of the subsidiary Infinet Card will become Cardholders of these separate Cards, whilst the credit balance will remain solely on the parent Card's account. The Cardholder of a subsidiary Card may make a deposit onto their Card in accordance with

clause 3 of these Terms and Conditions. From 10 November 2026, the use of both Infinet Cards shall be governed in full by these Terms and Conditions. The Infinet Cardholder has the right to object to this change; in such a case, they are entitled to request the cancellation of their Infinet Card by the effective date of the change, and any unused credit will be refunded to them. If the Cardholder's full identification details, as set out in clause 2.4 of these Terms and Conditions, are not on record for a specific Card, the Cardholder is obliged to provide these details at a later date – failure to do so may result in restrictions on the continued use of the Infinet Card. The Cardholder may be requested to provide the missing details via the client zone or during a personal visit to one of the Company's branches.

7. FINAL PROVISIONS

- 7.1 The Company is entitled at any time to unilaterally amend and supplement these Terms and Conditions or the price list for services. The new version of the Terms and Conditions, as well as the new price list, will be published on the Company's <C:\Users\ZUZKA\SCHWARZ\AppData\Local\Microsoft\Windows\INetCache\Content.Outlook\FO9C4A1L\www.infinet.cz> website www.infinet.cz, sent to the Infinet Cardholder's email address, or made available in the client zone <https://klientskazona.infinet.cz> in the 'Notices' section, at least 30 days before they come into effect. The Infinet Cardholder is entitled, within this period, to terminate the contractual relationship with the Company in writing, with effect from the date of delivery of the notice of termination to the Company, if they do not agree with the amendments to the Terms and Conditions or, where applicable, the amendments to the price list. If the Infinet Cardholder fails to do so, they shall be deemed to have agreed to the amendments to the Terms and Conditions or the price list for services.
- 7.2 The Czech Trade Inspection Authority, with its registered office at Gorazdova 1969/24, 120 00 Prague 2, Company Registration Number: 00020869, website: www.coi.cz, is the competent authority for the out-of-court resolution of disputes arising from these Terms and Conditions.
- 7.3 These Terms and Conditions are valid and effective from **10 November 2026**.