TERMS AND CONDITIONS FOR INFINIT CARDHOLDERS

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 Infinit Card (hereinafter referred to as the "**Infinit Card**" or "**IC**") between **Infinit 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 Infinit Card loyalty programme (hereinafter referred to as the "**Company**"), and the Infinit Cardholder (hereinafter referred to as the "**Cardholder**"). The loyalty programme enables Infinit 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 "Infinit").

1.3 An Infinit 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 Infinit Cardholder under specific conditions set out in more detail by the Company. The Company reserves the right to refuse to issue an Infinit Card to a legal entity.

1.5 The Company may also issue specific loyalty cards (in particular *the Partner Infinit Card*), which are governed by these Terms and Conditions unless expressly stated otherwise.

2. INFINIT CARD AND CHIP WATCHES

2.1 The Infinit 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 Infinit 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 Infinit 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.infinit.cz and at the Infinit reception.

2.3 The Infinit Card is issued free of charge and is fully transferable. Upon each entry to Infinit, the Cardholder is required to present the original Infinit Card or may present the Infinit Card code displayed in the client zone on the website: https://klientskazona.infinit.cz. The Infinit Card code can be scanned from a mobile phone at reception. To access the client zone, the client must register. Photocopies of the Infinit 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 Infinit Card for the purposes of proving authorisation to enter.

2.4 For the purposes of issuing the Infinit 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 Infinit 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@infinit.cz. For the purposes of notifying a change to their details in person, the Infinit 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 Infinit Cardholder will be asked to state their first name and surname, as provided by the Cardholder in their application for an Infinit Card. A change form will then be sent to the email address provided by the Cardholder in their application for an Infinit Card.

2.5 In the event of the loss or theft of an Infinit 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@infinit.cz. At the Cardholder's request, the Company will issue a replacement Card. For the purposes of issuing a replacement Infinit 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 Infinit Card. Upon request and following verification of the Cardholder's identity, the Company will cancel the original lost or stolen Infinit Card and assign the issued replacement Infinit Card to the Cardholder's account. A fee is charged for the issue of a replacement Infinit Card in accordance with the Company's price list.

2.6 Upon request, the Company shall provide the Infinit Cardholder with details of the Infinit Card's transaction history or information on the current balance on the Infinit Card (unless this information is provided in connection with the use of services). In order for this information to be provided, the Infinit 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 Infinit 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 Infinit Card. The requested information will then be sent to the email address provided by the Cardholder in their application for an Infinit Card. 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 view details of their Infinit Card history or their current Infinit Card balance themselves via their account.

2.7 The Infinit Cardholder may request a chip watch, which is used for automated entry to selected premises and which will be linked to the Infinit Card. The credit loaded onto the Infinit 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 Infinit 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 Infinit 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@infinit.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 Infinit Card is 2,000 CZK (in words: two thousand Czech koruna) (*this does not apply to the Partner Infinit Card*).

3.2 Deposits to the Infinit 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 Infinit branch. The Infinit Card can also be topped up online via the client zone at https://klientskazona.infinit.cz.

3.3 Clients can check their credit balance at any Infinit branch, via email, or by logging into the client zone at https://klientskazona.infinit.cz.

4. RIGHTS AND OBLIGATIONS OF INFINIT CARDHOLDERS

4.1 The Infinit 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.

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.infinit.cz, where the credit usage history is displayed.

6. CHANGES EFFECTIVE 10 NOVEMBER 2026

6.1 **Cancellation** of the **Club** Infinit Card**.** With effect from 10 November 2026, the Club Infinit Card loyalty scheme will be discontinued. Club Infinit Cards will be automatically converted to standard Infinit 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 Infinit Card has the right to object to this change. In such a case, they are entitled to request the cancellation of the Club Infinit 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 Infinit 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 Infinit 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 Infinit Card.** With effect from 10 November 2026, a legal entity may only be an Infinit Cardholder under specific conditions to be set out in more detail by the Company. The Company reserves the right to refuse to issue an Infinit Card to a legal entity.

6.3 **Cancellation of parent and subsidiary cards.** With effect from 10 November 2026, parent and subsidiary Infinit Cards will be cancelled. All parent and subsidiary Infinit Cards issued up to that date will be automatically converted into standard Infinit Cards on the effective date, and the existing holder of the parent Infinit Card and the existing holder of the subsidiary Infinit 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 Infinit Cards shall be governed in full by these Terms and Conditions. The Infinit Cardholder has the right to object to this change; in such a case, they are entitled to request the cancellation of their Infinit 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 Infinit 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.infinit.czwebsitewww.infinit.cz, sent to the Infinit Cardholder's email address, or made available in the client zone https://klientskazona.infinit.cz in the 'Notices' section, at least 30 days before they come into effect. The Infinit 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 Infinit 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**.