

Rules of Conduct – Sports Centre Olšanka

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

1. A visitor to the Sports Centre Olšanka is obliged to follow the Rules of Conduct and instructions of the staff of the Sports Centre. In the case of failure to observe the instructions of staff of the Sports Centre or breach of the rules of conduct a visitor may be denied access to the Sports Centre without any claim for a refund of the entry fee.
2. The operator has the right to determine hours for any sports activities or other events and do so for indefinite period of time.
3. In the case of a non-standard type of rental, the nature of which must be consulted with the operator, the operator has the right to charge the client a different price than according to the currently valid price list.
4. By purchasing the entry or prepaid card a visitor confirms that he is familiar with and understands the text of these rules and undertakes to comply with them.
5. A visitor to the Sports Centre must be of a minimum of 15 years of age. If younger (7-14 years), entry to the Sports Centre Olšanka is permitted only when accompanied by a person over 18 years of age (parents, siblings, teacher), or a coach. This person then takes full responsibility for the safety of the minor visitor, is required to pay constant attention and not leave the latter unsupervised.
6. For small children (under 7 years) the environment of the gym is dangerous and therefore absolutely inappropriate! However, if a visitor brings to the gym a child of such an age, he is required to prevent the child from freely moving in the area of the gym and to prevent the child from climbing on the fitness equipment.
7. Disabled visitors and persons with sensory or mental disabilities are allowed access only if accompanied. Disabled visitors are offered the option of using disabled changing rooms with barrier-free access to the swimming pool. As regards holders of ZTP/P or ZTTP/P cards and non-swimming accompanying party, the latter does not have to pay the entrance fee; to allow entry to the swimming pool the entrance fee is paid also by the accompanying party of the person disabled, in full.
8. The receptionist of the Sports Centre has the obligation of refusing visitors entry in the case of reaching full capacity of the facility, or to persons who are, according to the rules of conduct not allowed entry.
 - Individuals with any diseases threatening the health of other people
 - Persons with infectious diseases or such giving rise to repulsion
 - Carriers of intestinal and other diseases

- Family members of people with a contagious disease, who are subject to quarantine
 - Persons with diseases accompanied by discharge of bodily fluids
 - Persons with skin parasites and rashes
 - Persons with an open wound or a bandage on the body
 - Persons otherwise threatening the health of other people
 - Unclean persons and such in dirty clothing
 - Persons infested with parasites
 - Persons under the influence of alcohol, drugs or other addictive, narcotic or psychotropic substances
 - People without the minimum equipment required for swimming (bathing suit, a towel)
 - Persons whose visit could disrupt order, security and cleanliness and whose behavior is contrary to moral and social norms
9. Entry to the area of the Sports Centre is not allowed with animals of any kind.
10. Entry to the Sports Centre Olšanka is permitted only upon a duly-paid admission fee. The ticket sale begins with the opening and ends 45 minutes before closing time. At the entrance to the Sports Centre Olšanka the client agrees with the receptionist on the method of payment (cash, prepaid card, payment card, etc.), then he will be issued a chip bracelet for the locker, which also allows entry and exit through electronic turnstiles at the reception. If valuables are required to be stored, the client may use a safe-deposit box located next to the reception; it is under constant surveillance of security cameras. The visitor is obliged to have the chip on his person during the entire stay. In case of loss, the operator does not bear responsibility for items stolen from the safe-deposit box.
11. Payment for services and possible top-up of the Prepaid card can be made with selected paper and electronic vouchers, cash is not returned when paying with paper vouchers. A detailed description of vouchers accepted by the Sports Centre is available at the reception of the Sports Centre.
12. Entry into the paid area begins with the passage through the turnstiles at the reception.
13. Prices of all services are quoted in the price list, located at the front desk of the Sports Centre, it is also published on the website. The operator reserves the right to make changes to the price list. Persons requesting a discount shall be obliged to submit a document at the reception desk authorizing them to be provided with such a discount. Undrawn admission-fee credit on a prepaid card is not subject to refunds.
14. Before entering the changing rooms, visitors are obliged to remove their shoes. We recommend to immediately change into indoor footwear.
15. There are lockers available for the storing of clothes; these must be safely locked by the visitors. The proprietor bears no responsibility for items left outwith these areas. In the case of loss of the chip bracelet the content of the locker will be restored to the visitor only after determining that items in the locker are unquestionably his, and after paying the fine for a lost chip bracelet in the amount of CZK 1,000.

16. There are designated safety boxes next to the reception, intended for all valuables (money, jewelry, watches, valuables, mobile phones, personal documents, etc.), these are under the surveillance of the CCTV and the front desk. The lockers are not intended for storage of valuables and serve solely for storing personal clothing. The operator of the Sports Centre Olšanka bears no responsibility for any loss of such valuables from the clothes lockers!
17. The visitor is obliged to enter from the room intended for drying before passing into the locker room to avoid wetting the surfaces of this area. Squeezing of swimsuits or towels is only allowed in the shower area. The visitor has the option to use hair dryers available in the drying room. The time taken up by drying of hair is counted into the period of validity of the ticket.
18. After termination of sporting activities, showering and changing of clothes, the client is obliged to check whether he did not forget anything in the entire sporting area (the operator of the Sports Centre Olšanka bears no responsibility for any loss of items forgotten within the sports premises!). When leaving the Sports Centre, the client inserts the chip bracelet into the turnstile at the reception. At the turnstile, any amount due will be displayed (overstay in the Sports Centre, spending amount, etc.) Upon payment of this amount the client will be allowed to leave the Sports Centre. In the case of a nil amount due, the turnstile will be automatically opened.
19. All Sports Centre services have a predetermined time allowance, after which the client will automatically be charged an arrears upon leaving the Sports Centre according to the currently valid price list. An overview of the times of individual services is available at the reception of the Sports Centre.
20. The client may not carry out any coaching activities in the Sports Centre, even if he has a coaching license. Only personal trainers who have a contractual relationship with the Olšanka Sports Centre for this purpose may carry out coaching activities in the Sports Centre.
21. In the event of an accident or injury to the client, the client is obliged to report this to the employee of the Sports Centre. An accident record will then be drawn up with the client or a "witness". The only exception is when the client is unable to make this announcement due to health reasons.
22. All personal data is processed in accordance with the EU GDPR regulation. If you want to know how we handle your data, ask at the reception of the Sports Centre.

Rules of conduct – Swimming Pool

Sports activities in the swimming pool of the Sports Centre Olšanka are intended for all visitors who are willing to accept these basic rules:

1. The visitor to the Sports Centre Olšanka swimming pool is familiarized with the rules of conduct of the Sports Centre Olšanka and with the rules of operation of the swimming pool.
2. The pool depth is 110cm to 130cm, length of 25 meters. For hygienic reasons, children under 1 year of age have no access to the swimming pool. Children aged 1 to 3 years of age may only access the swimming pool in a swimsuit with a close-fitting elastic around the legs.
3. Schedule of any rental of the individual lanes of the swimming pool of the Sports Centre Olšanka is published in the lobby at the designated place and also on the web-pages. The schedule of rented swimming lanes is regularly updated. When organizing events the entire swimming pool may be closed.
4. Visitors are responsible for hygienic reasons, before entry to the swimming pool, to take a shower of the entire body at the shower area with soap and water, and do so without a swimsuit. Visitors are forbidden to shave or carry out depilation throughout the entire premises of the Sports Centre.
5. Entry to the swimming pool is limited to 5 people for larger groups. The exception is pre-arranged rentals of swimming lanes.
6. Visitors use their own swimsuits, which must be clean and must conform to the principles of decency. Persons in lingerie, leggings, shorts or other clothing intended for daily wear, other than bathing suits, will not be admitted to the swimming pool. Burkini and wetsuits are also unacceptable. Visitor to the pool area shall bind longer hair with an elastic band.
7. In the pool, it is prohibited to use leather balls of all sizes, tennis balls, water polo balls, hard rubber balls and hockey pucks, including all other leather items.
8. In the pool area, the public is prohibited from:
 - Remaining in areas without admission fee having been paid
 - Entering the clean areas in outdoor footwear
 - Entering premises, which are not intended for the general public
 - To use shampoos and soaps in glass containers, to dye hair, shave with razor blades, discard needles, pins or other sharp objects that may cause injury
 - Shout, whistle, sing, play recorded music, to create noise in the premises of the swimming centre
 - To push other persons into the swimming pool to intentionally duck each other and splash water on other persons

- Call for help without serious cause, arbitrarily to use rescue equipment and equipment of first aid rooms
 - To jump into the pool
 - In the hours designated for public to use scuba diving equipment, namely diving goggles and fins
 - To enter the pool without first cleansing the entire body with soap and water. Furthermore, it is forbidden to spit into the water, to rinse mouth and nose in the swimming pool, to urinate and defecate in the swimming pool, to use greasy creams before bathing, to pollute any other areas within the premises.
 - To bring to the sports complex flammable or otherwise hazardous substances. This provision shall also apply to consumable items.
 - Arbitrarily moving objects including furniture, to open already-occupied lockers, tamper with other technical equipment
 - To smoke in indoor areas of the sports centre
 - To start fire throughout the entire premises
 - In the clean areas of the Sports Centre to consume own food and drinks in places not designated for doing so
 - To move around the premises in different clothing other than a swimsuit or bathing suit with a bathrobe
 - To perform private swimming lessons without the consent of the operator
9. In the case of rental of swimming pool lanes it may be arranged with the provider to use various swimming aids.
10. In the case of rental of a swimming pool lane the visitor is allowed admission into the space of the visitor locker room 15 minutes before the start of the lease of the swimming lane.
11. The visitor is obliged to leave the pool area no later than 15 minutes before the end of the opening hours of the Sports Centre and at the same time leave the area of the Sports Centre no later than the end of the opening hours.

Rules of Conduct – Wellness centre

Wellness procedures in the Wellness centre of the Olřanka Sports Centre are intended for all visitors who are willing to accept the following basic rules:

1. The visitor to the Wellness centre of the Olřanka Sports Centre agrees with the operating regulations of the Olřanka Sports Centre and the operating rules of the Wellness centre.
2. In the Wellness centre, which offers both indoor and outdoor areas, there are a total of 4 types of saunas, a steam cabin, a whirlpool, a cooling pool, massage rooms, relaxation areas, a quiet room and a sauna bar.
3. Guests are allowed to enter the Wellness centre premises during operating hours.
4. Children under 5 are not allowed to enter. Children under the age of 15 (5-14 years) are allowed to enter the Olřanka Wellness centre only when accompanied by a person over the age of 18 (parents, siblings, teacher, trainer). This person then assumes full responsibility for the safety of the minor and is obliged to attend to him at all times and not leave him unattended.
5. Entry is permitted only to persons without any health complications. Otherwise, the guest undergoes the sauna and other procedures at his own risk.
6. Entry to the Wellness centre is limited to 5 people for larger groups.
7. For hygienic reasons, visitors are required to clean their entire body with soap and water in the shower areas before entering the Wellness centre, without swimwear. Visitors are prohibited from shaving or waxing in the entire area of the Sports Centre.
8. The reception of the Sports Centre, or the staff of the Wellness centre, has the obligation to refuse entry to visitors in the event that the capacity of the facility is full, or to persons who are not allowed to enter according to the visitor rules.
 - People suffering from high blood pressure or other heart disease
 - Persons who, for any other reason, are prohibited from taking saunas by their attending physician
 - Persons affected by any disease threatening the health of other persons
 - Persons with contagious or resistance-inducing diseases
 - Bacillus carriers of intestinal and other diseases
 - Family members of a person affected by a contagious disease, who were required to quarantine
 - Persons affected by diseases accompanied by the discharge of body fluids
 - Persons with skin parasites and rashes
 - Persons with an open wound or with a bandage on their body
 - Persons otherwise endangering the health of other persons
 - Persons unclean and in soiled clothing

- People who are dusty
 - Persons under the influence of alcohol, drugs or other narcotic, addictive or psychotropic substances
 - Persons without the necessary minimum equipment for bathing (swimsuit, towel)
 - Persons whose visit could disrupt order, safety and cleanliness and whose behavior is contrary to moral and social principles
9. Upon entering and during the stay in the premises of the Wellness centre, every guest is obliged to obey the instructions of the staff of the Wellness centre
 10. It is forbidden to increase the humidity in saunas in any way (by adding water, ice to the stove, etc.).
 11. All body creams and oils (whether your own or purchased here) may only be used in designated saunas.
 12. The operator is not responsible for the loss of valuables brought into the changing rooms or the Wellness centre area (guests are advised to store their valuables in the safes at the reception before entering the Wellness centre, or in the safes at the entrance to the Wellness centre from the pool area).
 13. Noisy behavior, running, or otherwise endangering the safety and health of yourself and other guests is prohibited in all areas of the Wellness centre.
 14. The consumption of your own food and drinks is prohibited in all areas of the Wellness centre.
 15. Any damage to the equipment of the Wellness centre must be paid by the guest who caused it to the operator.
 16. In the premises of the Wellness centre, guests move without swimwear. They use a bathrobe, towel or bed sheet when moving between individual procedures. Visitors to Wellness centre must tie longer hair with a rubber band.
 17. Guests are required to maintain cleanliness in all areas and for hygiene reasons it is necessary that they shower before entering the cooling pool or whirlpool. Swimwear is allowed in the whirlpool and steam cabin.
 18. Visitors must not violate the principles of morality and decency with their behavior.
 19. Everyone must move carefully on wet floors in order to avoid accidents in their own interest. The administration of the Wellness centre is not responsible for damages and injuries caused by visitors due to their own carelessness or obvious failure to follow the instructions.
 20. Guests can write wishes and complaints regarding their own operations or employees in the wishes and complaints book located at the reception of the Sports Centre.
 21. The use of all mobile devices (phones, tablets, etc.), including electronic books, is prohibited in Wellness centre, except in designated areas. These places are marked, and the Wellness centre staff will tell you about them upon request.

22. Places where mobile devices may be used:

- Sauna bar, looking towards the quiet rest room
- In the seating opposite the Sauna Bar, towards the quiet rest room
- In none of the examples above, the device must not point towards the centre of the Wellness centre

23. In the Wellness centre part, the public is prohibited from:

- Staying in premises without paid entry
- Enter the clean area in outdoor shoes
- Enter areas that are not intended for the public
- Use shampoos and soaps in glass containers, dye your hair, shave with razors, throw away needles, pins and other sharp objects that can cause injury
- Shouting, whistling, singing, playing recorded music, behaving noisily in the Wellness centre premises
- Entering the Wellness centre without first cleansing the whole body with soap and water. It is also forbidden to spit in the water, rinse your mouth and nose in the cooling pool and whirlpool, urinate and excrete excrement in the pool and whirlpool, use greasy creams before bathing, pollute all areas in the building
- Bring flammable or otherwise dangerous substances into the relaxation area. This provision also applies to food products
- Arbitrarily move objects, including furniture, open cabinets that are already occupied, manipulate other technical equipment
- Smoking in the premises of Wellness centre
- Make an open fire in the entire building
- In the clean operation of Wellness centre, consume your own food and drinks in places that are not intended for this

24. In the Wellness centre, the customer can use the services of the Sauna bar, which is subject to the following conditions:

- The total purchase limit is limited to CZK 1000, if the client uses this amount, after paying the current amount, his account will be reset and he can continue shopping
- Payment of expenses in the Wellness centre is possible only at the reception of the Sports Centre.
- It is forbidden to serve alcoholic beverages to persons under the age of 18 at the Sauna bar

25. The client can borrow board games from the Sauna Bar staff. The operator may request a deposit from the client for borrowed items. This deposit for the loan of individual items is usually recorded on a chip bracelet. If, when leaving the Sports Centre or Wellness centre, the given items are not visibly handed over to the staff of the Sauna Bar or the Sports Centre, or these items are visibly damaged, this deposit will be forfeited to the operator of Wellness centre, or it will be deducted from the Client's Prepaid card.

26. Principles of behavior in Saunas:

- The sauna visitor is obliged to obey the instructions of the Wellness centre operator;
- During the sauna itself, the visitor is essentially naked (for hygienic and physiological reasons), covered with a sheet or towel;

- The visitor takes care to maintain the hygiene of the environment, he moves barefoot in the sauna premises;
- Smoking and consumption of alcoholic beverages are prohibited in the sauna;
- It is necessary to keep calm in the sauna;
- If necessary, the customer calls the operator by pressing the emergency button. Abuse of the button is prohibited;
- In the scrubbing room and the rest room, you must always use your own towel and sheet, or a sheet and towel borrowed from the reception of the Sports Centre or from the Wellness centre staff;
- The visitor must be supported so that not a single part of the body touches the skin of the benches or backrests located in the saunas.

27. Use of the Finnish sauna:

- A stay in the sauna is intended for healthy persons and each visitor undertakes it at his own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, runny nose, diarrhea, etc.) and contagious upper respiratory tract infections are not allowed to stay in the sauna. The same applies to people who suffer from diseases manifested by skin rashes, open festering or bleeding wounds.
- Entry is also not allowed to persons who are bacilli carriers of intestinal diseases and also to members of families, some of whose members suffer from some infectious disease.
- Patients suffering from diseases other than those listed, take the sauna at their own risk, even if they have sought the advice of a doctor.
- In principle, access to persons under the influence of addictive substances is not permitted!!

28. Use of a salt sauna:

- A stay in a salt sauna is intended for healthy persons and each visitor undertakes it at his own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, runny nose, diarrhea, etc.) and contagious upper respiratory tract infections are not allowed in the sauna.
- Persons suffering from diseases manifested by skin rash, open festering or bleeding wounds are also not allowed in the sauna.
- Entry is also not allowed to persons who are bacilli carriers of intestinal diseases and also to members of families, some of whose members suffer from some infectious disease.
- Patients suffering from diseases other than those listed, take the sauna at their own risk, even if they have sought the advice of a doctor.
- In principle, access to persons under the influence of addictive substances is not permitted!!

29. Use of Aroma sauna:

- A stay in the aroma sauna is intended for healthy persons and each visitor undertakes it at his own risk.
- Persons who clearly suffer from symptoms of an acute illness (fever, cough, runny nose, diarrhea, etc.) and contagious upper respiratory tract infections are not allowed in the sauna.

- Persons suffering from diseases manifested by skin rash, open festering or bleeding wounds are also not allowed in the sauna.
- Entry is also not allowed to persons who are bacilli carriers of intestinal diseases and also to members of families, some of whose members suffer from some infectious disease.
- Patients suffering from diseases other than those listed visit the sauna at their own risk, even if they have sought the advice of a doctor.
- In principle, access to persons under the influence of addictive substances is not permitted!!

30. Use of the Steam Cabin:

- A stay in the Steam Cabin is intended for healthy persons and each visitor undertakes it at their own risk.
- Persons who are clearly suffering from symptoms of an acute illness (fever, cough, runny nose, diarrhea, etc.) and contagious upper respiratory tract infections cannot access the steam cabin.
- Persons suffering from diseases manifested by skin rash, open festering or bleeding wounds are also not allowed in the steam cabin.
- Entry is also not allowed to persons who are bacilli carriers of intestinal diseases and also to members of families, some of whose members suffer from some infectious disease.
- Patients suffering from diseases other than those listed will stay in the steam cabin at their own risk, even if they have sought medical advice.
- In principle, access to persons under the influence of addictive substances is not permitted!!

31. Rules of conduct in the Steam Cabin:

- The visitor to the steam cabin is obliged to obey the instructions of the operator;
- The visitor takes care to maintain the hygiene of the environment;
- For safety reasons (slippery floor), we recommend using suitable clean shoes when visiting the Steam Cabin;
- Smoking and consumption of alcoholic beverages are prohibited in the lady's cabin;
- It is necessary to keep calm in the lady's cabin;
- If necessary, the customer calls the operator by pressing the emergency button. Abuse of the button is prohibited;
- In the changing room and the rest room, you use your own towel and sheet, or a sheet and towel borrowed from the reception of the Sports Centre;
- The visitor is obliged (for hygiene reasons) to clean the spaces he plans to use before and after using the Steam Cabin

32. 10 sauna rules:

1. Only healthy persons are allowed to enter the sauna and only at their own risk.
2. Before entering the sauna, avoid heavy physical exertion, heavy meals, but at the same time do not go hungry.
3. Before entering the sauna, the visitor is obliged to cleanse the entire body. Only after a thorough washing of the whole body is the visitor allowed to enter the sauna without a swimsuit.
4. For sauna, the ideal position is when the legs are at the same height as the rest of the body.

5. When staying in the sauna, the visitor is obliged to cover the whole body with a sheet, except for the steam cabin, where the use of a sheet is inappropriate.
 6. After the recommended time or a time that is comfortable for you, leave the warm-up room, then shower with water and cool down in the pool by slowly submerging (ideally 2-3 minutes).
 7. After cooling down, rest follows, or another visit to the warm-up room. It is advisable to repeat this cycle 3 times and at least once a week.
 8. After completing all phases, allow yourself to rest for at least 20 minutes, which you can spend in a quiet rest room or near the Sauna bar, where you can replenish the necessary fluids.
 9. Every visitor is obliged to comply with the rules of operation and the strict prohibition of taking recording materials, using mobile phones, except for places designated for this. At the same time, we ask visitors to remain calm and respect the privacy of other visitors.
 10. Every visitor is obliged to follow the instructions of the staff, in case of disobedience they may be expelled without the right to a refund of the entrance fee.
33. The client can borrow a bathrobe, towel and bed sheet at the reception of the Sports Centre or at the Sauna bar. In the event of loss or visible damage to borrowed items, the operator may charge compensation in the amount of CZK 500/bathrobe, CZK 300/towel, CZK 200/sheet. This damage compensation cannot be paid with a Prepaid card.

Rules of conduct – Aqua Aerobic

Sports activity of Aqua Aerobics in the swimming pool of the Sports Centre Olšanka is intended for all visitors who are willing to accept these basic rules:

1. Participants in the Aqua Aerobic exercise within the Sports Centre Olšanka are familiar with the rules of conduct of the Sports Centre Olšanka, with the rules of conduct of the swimming pool and the rules of conduct of Aqua Aerobic.
2. Aqua Aerobics begins always on the stroke of the hour - see the schedule at the reception. Customers are admitted to the locker rooms 15 minutes before the start of Aqua Aerobics.
3. **The area reserved for aqua aerobics is determined by the number of participants in the lesson. The maximum number of persons allowed is 30.**
4. After paying the admission fee for the appropriate lesson each participant to the lesson will receive a chip bracelet and a card to differentiate the participants from other swimmers. This card shall be handed over by the participant to the instructor or the pool lifeguard before the start of the lesson.
5. After coming to the pool, visitors are required to follow instructions of the instructor and the pool lifeguard.
6. Please note!
 - The Aqua Aerobic lessons are participated in by the visitors on the basis of their own responsibility
 - The appropriateness of the activity may be consulted by the visitor with his own GP
 - Before the start of the lesson the visitor is obliged to inform the instructors of any serious medical conditions, which could have an impact on the visitor's state of health.
 - Not all exercises and their pace are suitable for some types of disease (epilepsy, diabetes, asthma, severe allergies, heart and vascular diseases, diseases of the spine, high blood pressure, etc.)
 - In the case of health problems the visitor exercises always in the front rank
 - To participate in the exercise of Aqua Aerobic with a chewing-gum is prohibited
 - Visitors may bring refreshments to the lessons only in plastic packaging
 - The visitor treats the exercise equipment with care

Rules of conduct – Exercise Lessons

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

1. Visitor to the exercise lesson in the Sports Centre Olšanka is familiar with the rules of conduct of the Sports Centre Olšanka and with the rules of conduct - exercise lesson.
2. Each visitor uses for the exercise clean, comfortable sports clothing and always clean, firm, indoor sports footwear, if needed for the given lesson. In the case that he fails to do so he may be barred from the gymnasium by the supervisor. Each participant must have a towel. In the event that he does not have one, he may borrow a towel for a fee for a fee according to the current price list.
3. Fitness facilities and equipment are used by the participant with care and only for the purpose for which they are made. In the case that a participant uses any equipment inappropriately even after having been warned by the supervisor, he may be barred from the gym without any claim for a refund. If the participant deliberately damages any equipment of the gym, he is obliged to pay for the damage caused.
4. The visitor enters and performs any sporting activity in the gym at own risk. In the case of injury, the operator of the Sports Centre does not bear any responsibility.
5. Every participant must tidy away any exercise equipment to the place designated for that purpose.
6. It is forbidden to bring sports bags and backpacks into the gym and hall.
7. After paying the entrance fee for the relevant lesson, the visitor will receive a chip bracelet.
8. After payment of the admission fee to an appropriate lesson each participant in the lesson will receive a chip bracelet and a card which he is obliged to hand over to the instructor.
9. The space reserved for exercise lessons is designed for a maximum of 18 participants. The number of participants may vary based on the type of the exercise lesson.

Rules of conduct – Fitness Centre

Sports activities in the fitness centre of the Sports Centre Olšanka are intended for all visitors who are willing to accept these basic rules:

1. Visitor to the fitness centre in the Sports Centre Olšanka is familiar with the rules of conduct of the Sports Centre Olšanka and with the rules of conduct - fitness centre.
2. Each visitor uses for the exercise clean, comfortable sports clothing and always clean, firm, indoor sports footwear. In the case that he fails to do so, he may be denied access by the supervisor of the fitness centre. Each participant must have a towel and is obliged to use it while exercising on the fitness machines. In the event that he does not have one, he may borrow a towel for a fee according to the current price list.
3. Fitness machines and equipment are used by the participant with care and only for the purpose for which they are made. In the case that a participant uses any equipment inappropriately even after having been warned by the supervisor, he may be barred from the gym without any claim for a refund. If the participant deliberately damages any equipment of the fitness centre, he is obliged to pay for the damage caused.
4. The visitor enters and performs any sporting activity in the fitness centre at own risk. In the case of injury, the operator of the Sports Centre does not bear any responsibility.
5. Used tools and equipment have to be tidied away by the participant to the place designated for that purpose (the weights have to be put away on the racks!).
6. It is forbidden to bring sports bags and backpacks into the gym and hall.
7. If a group lesson is held in the gym, after paying the entrance fee, the visitor will receive a wristband together with a chip bracelet, distinguishing the client from other visitors to the gym. The customer is obliged to keep this wristband with him for the entire duration of the lesson and hand it over to the instructor or the staff of the Sports Centre at the end of the lesson.

Rules of conduct – Table Tennis

Sports activities in the room designated for table tennis of the Sports Centre Olšanka are intended for all visitors who are willing to accept these basic rules:

1. Visitor to the room designated for table tennis in the Sports Centre Olšanka is familiar with the rules of conduct of the Sports Centre Olšanka and with the rules of conduct - Table Tennis.
2. Each visitor is obliged to use clean, comfortable sports clothing and always clean, firm, indoor sports footwear. In the case that he fails to do so he may be barred access from the table-tennis room without any right to a refund.
3. The visitor enters and performs any sporting activity in the table-tennis room at own risk. In the case of injury, the operator of the Sports Centre does not bear any responsibility.
4. If the visitor does not have his own table tennis bat, it is possible to hire these at the front desk the Sports Centre. The visitor is obliged to check if the bat is in good condition. In the event that the visitor damages a table tennis bat, he shall be obliged to pay at the reception the costs associated with the purchasing of a new bat, in the sum of CZK 300,-.
5. If the visitor deliberately damages any equipment of the table tennis room, he is obliged to pay for the damage caused.

Rules of conduct – Badminton

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

1. Visitor to the badminton hall in the Sports Centre Olšanka is familiar with the rules of conduct of the Sports Centre Olšanka and with the rules of conduct - Badminton.
2. Each visitor is obliged to use clean, comfortable sports clothing and always clean, firm, indoor sports footwear designated for badminton. In the case that he fails to do so he may be barred access from the badminton hall without any right to a refund.
3. The visitor enters and performs any sporting activity in the badminton hall at own risk. In the case of injury, the operator of the Sports Centre does not bear any responsibility.
4. If the visitor does not have its own badminton racket, it is possible to hire it at the front desk the Sports Centre. The visitor is obliged to check whether the badminton racket is in good condition. In the event that the visitor damages a badminton racket, he shall be obliged to pay at the reception the costs associated with the purchasing of a new badminton racket, in the sum of CZK 350,-.
5. If the visitor deliberately damages any equipment of the badminton hall, he is obliged to pay for the damage caused.
6. The visitor is obliged to use the badminton court, which he had previously booked or the number of which was notified at the reception of the Sports Centre; and do so only for the hire period.

Reservation system – Sport Centre Olšanka

1. Reservation system (hereinafter referred to as the "RS"), can be found on <http://olsanka.e-rezervace.cz>
2. In order to be able to use the RS you must first register; registration may be done via the above link.
3. Next to the user name, password, first and last names it is also necessary to state a valid telephone number and email address (for the sending of an activation code and any important notifications).
4. For the full functionality of the system, we recommend that user name and password are entered without diacritics.
5. Immediately upon the filling in of the necessary information and its saving you will receive an email containing an activation code. Enter this code when the field "enter activation code" appears.
6. After carrying out of the previous steps, you can log into the RS at any time.
7. In the upper bar you can choose between "schedules"- for the booking of hours, "personal data" - for the amendment of particulars and "my reservations" overview of reservations made in the past and for the future.
8. Below the top bar you will find a calendar with the date, where you can enter a date required for the booking, selection of the desired service and display of the schedule.
9. The service required may be selected also by means of the icons above the schedule.
10. You can create a reservation by clicking in the box next to the time required.
11. To book badminton it suffices the selection of the time of booking and the court, followed by the option 'save'.
12. For booking of managed practice lessons click on your desired time, after a new window is displayed, click on the "add" button and after selection of the number of the required places, save. In the case of fully-booked practice lessons, it is possible to register as a "possible replacement". In case of cancellation of an already-made booking by another visitor, all "possible replacements" will be informed via SMS about a freed-up place for a practice lesson. If you are interested in this vacancy it is required to confirm reservation online in the booking system, personally or by telephone at the reception desk of the Sports Centre.
13. In respect of practice lessons the software shows the trainer, type of the lesson and below the number of reserved places /lesson capacity/ and the number of possible replacements.

14. The setting of price for booking may be disregarded; the applicable price list and terms of use apply.
15. Overview of all your reservations may be found under the icon "my bookings"; here you can "edit" bookings - move or cancel them.
16. Online reservations can be created for 21 days in advance.
17. You can cancel the booking no later than 6 hours before the start of the sport activity or a massage. In case of late cancellation or failure to cancel the reservation (in the case that the visitor does not appear for the sport activity booked) the operator reserves the right to charge the client full price of the booked service.
18. In the event that the client is for any reason unable to appear at his already booked lesson, such may be canceled by telephone on 264 092 448, 606 658 899 or by means of logging into the booking system online. A booking cannot be canceled by email or SMS.
19. In the event that a visitor has his own prepaid card, the sum due shall be automatically debited from the latter and the client will be informed of this electronically. In the event that a client does not have a prepaid card, the amount due will be required to be paid at the next visit to the Sports Centre.
20. Notification of change of instructor due to sickness, etc. is notified in respect of the relevant lesson by means of a note. This fact is not notified by means of posting SMS nor email.
21. If the client, even after prior notification, does not pay the debt for uncanceled or late canceled reservations, his future reservations will be canceled and the client's profile will be blocked. After payment of the owed amount, the client's profile will be released again.
22. Notification of a change of instructor due to illness, etc. is marked with a note for the given lesson. This fact is not sent by SMS or email.
23. For best functionality, we recommend that you run the RS in the Internet browser Mozilla Firefox.
24. If there are problems or queries, please contact the reception of the Sports Centre Olšanka, and address any written queries to sport.recepce@hotelolsanka.cz
25. In the case of creating a profile in the RS, the client agrees to the processing of personal data and the sending of information emails. In the event that the client does not agree to the sending the information emails he is advised to send an electronic communication to sport@hotelolsanka.cz with the subject matter 'UNSUBSCRIBE'.

Complaints procedure – Sport centre Olřanka

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

1. The buyer's rights from defective performance (hereinafter referred to as "complaint") must always be exercised in accordance with these complaint regulations. Matters not regulated by this complaint procedure are governed by the legal system of the Czech Republic. The seller will familiarize the buyer with this complaint procedure in an appropriate way and, at the buyer's request, will hand it over to him in text form. This complaint procedure is in accordance with Act No. 89/2012 Coll. Civil Code and Act No. 634/1992 Coll. on consumer protection as of 1 January 2014.
2. The seller is not responsible for defects in the following cases:
 - if there is a defect in the item at the time of acceptance and a discount from the purchase price is agreed for such a defect,
 - if the goods are used and the defect corresponds to the degree of use or wear and tear the goods had when the buyer took them over,
 - the defect has arisen on the item due to wear and tear caused by normal use, or if this results from the nature of the item (e.g. expiry of its useful life),
 - is caused by the buyer and was caused by improper use, storage, improper maintenance, intervention by the buyer or mechanical damage,
 - the defect arose as a result of an external event beyond the seller's influence.
3. The buyer has the right to file a complaint with the seller, in any of his establishments, in which acceptance of the complaint is possible with regard to the range of goods sold, or even at his headquarters or place of business. The seller ensures the presence of a worker authorized to receive complaints during the entire operating time. The complaint can also be made to the person designated for this purpose in the confirmation issued by the seller to the buyer, on the receipt or in the warranty card, if the designated person is at the seller's location or at a location closer to the buyer.
4. The buyer is obliged to prove that he has the right to make a claim, in particular to document the date of purchase, either by presenting a sales document, a confirmation of the seller's obligations from defective performance of the warranty card, or in another plausible way. The buyer is not entitled to make a claim for a defect that has already been pointed out in the past, if a reasonable discount from the purchase price has been provided for it.
5. If the exercise of the right due to defects should cause significant difficulties for the consumer, especially because it is not possible to transport the item to the place of application of the complaint in a normal way or if it is a product that is assembled or part of the real estate, the seller will assess the defect in agreement with the buyer either on place or in another way. In such a case, the buyer is obliged to provide the seller with the necessary cooperation.

6. The buyer can exercise his rights from defective performance within a period of 24 months from the receipt of the goods. For used goods, the period for exercising rights from defective performance can be shortened to 12 months, such shortening of the period will be indicated by the seller in the confirmation of obligations from defective performance or on the sales document. After the expiry of the period, the right from defects cannot be applied to the seller, unless the contractual parties agree otherwise or the seller or the manufacturer provides a special guarantee for quality beyond the scope of his legal obligations.
7. The buyer shall exercise his rights from defective performance without undue delay after discovering that the goods are defective. The seller is not responsible for increasing the extent of damage if the buyer uses the goods, although he knows about the defect. If the buyer legitimately claims a defect against the seller, the period for exercising rights from defective performance does not run for the period during which the goods are being repaired and the buyer cannot use them.
 - The seller declares that if he replaces the goods as part of handling the claim, he provides the buyer with a new period of 24 months for exercising rights from defective performance.
 - The deadline for asserting rights due to defects cannot be considered as a determination of the product's lifespan, it varies with respect to the product's characteristics, its maintenance and correctness, and the intensity of use or the agreement between the buyer and the seller.
8. The seller is obliged to decide on the complaint immediately, in more complex cases within three working days. This period does not include the time required for a professional assessment of the defect. The seller is obliged to issue a written confirmation to the buyer stating the date and place of the claim, the characteristics of the alleged defect, the buyer's requested method of settlement of the claim and the manner in which the buyer will be informed about its settlement. The complaint, including the removal of the defect, must be dealt with without undue delay, no later than 30 days from the date of application of the complaint, unless the seller and the buyer agree on a longer period. Missing this deadline is considered a material breach of contract. The seller is obliged to confirm in writing to the buyer the method of settlement of the claim and its duration. The buyer is not entitled to change the once-selected method of settlement of the complaint without the consent of the seller, except in situations where the chosen method of settlement cannot be carried out at all or in time.
9. The buyer is obliged to take over the claimed goods within 30 days from the date on which the claim should have been settled at the latest, after which time the seller is entitled to charge a reasonable storage fee or to sell the goods himself at the buyer's expense. The seller must inform the buyer about this procedure in advance and provide him with a reasonable additional period to take over the goods.
10. The seller declares that he hands over the goods to the buyer in accordance with the provisions of § 2161 of the Civil Code, i.e.:
 - the goods have properties that the buyer and the seller have agreed upon, and in the absence of an agreement, such properties that the seller or manufacturer has described or that the buyer expected with regard to the nature of the goods and on the basis of the advertising carried out by them,

- the goods are suitable for the purpose that the seller states for their use or for which a thing of this type is usually used,
 - the goods are things in the appropriate quantity, measure or weight and the goods comply with the requirements of legal regulations.
11. In the event that the goods upon acceptance by the buyer do not meet the above requirements, the buyer has the right to delivery of new goods without defects, if this is not unreasonable due to the nature of the item. If the defect concerns only a part of the thing, the buyer can only demand the replacement of the part; if this is not possible, he can withdraw from the contract and demand a full refund of the purchase price. However, if this is disproportionate due to the nature of the defect, especially if the defect can be removed without undue delay, the buyer has the right to remove the defect free of charge.
 12. If the buyer does not withdraw from the contract or if he does not exercise the right to deliver new goods without defects, to replace a part of it or to repair it, he can demand a reasonable discount from the purchase price. The buyer has the right to a reasonable discount even if the seller cannot supply him with new goods without defects, replace its part or repair the goods, as well as if the seller does not remedy the situation in a reasonable time or if the remedy would cause significant difficulties for the consumer.
 13. If a defect becomes apparent within six months of receipt, it is considered that the item was already defective upon receipt.
 14. Seller's liability for a defect that is a material and non-material breach of contract
 15. The seller's liability for defects that are a material or non-material breach of the contract shall apply to defects in the goods that occurred within 24 months of acceptance, for defects for which the responsibility for quality upon acceptance pursuant to Article 5 does not apply. The defect is considered for a material breach of the contract in the event that the buyer would not have concluded the contract if he had foreseen the defect when concluding the contract, in other cases it is a defect that is not a material breach of the contract.
 16. If the defect is a substantial breach of the contract, the buyer has the right to deliver a new item, a repair, a reasonable discount or to withdraw from the contract (with the right to a full refund of the purchase price). If the defect is an insignificant breach of contract, the buyer has the right to remove the defect or a reasonable discount.
 17. The buyer has the right to the delivery of a new flawless item, replacement of a part, price discount or withdrawal from the contract, regardless of the nature of the defect, if he cannot properly use the item due to the repeated occurrence of the defect after repair or due to a larger number of defects.
 18. If the complaint is recognized as justified, the buyer has the right to reimbursement of the costs incurred in connection with the exercise of his right.
 19. In the event that the seller rejects the claim as unjustified, the buyer, or by agreement with the seller, both parties, can turn to a forensic expert in the field and request the processing of an independent expert assessment of the defect.

20. If no agreement is reached between the buyer and the seller, the buyer can turn to existing systems for out-of-court resolution of consumer disputes, in particular to the www.vasestiznosti.cz system, or to the appropriate court.

Rules of conduct – prepaid card

The prepaid card of the Sports Centre Olřanka is intended for all visitors who are willing to accept these basic rules:

1. Users of the prepaid card in the Sports Centre Olřanka are familiar with the rules of conduct of the Sports Centre Olřanka and with the rules of use of prepaid cards.
2. Prepaid cards may be acquired also through selected associates, payment on the basis of an invoice, payment by cash, credit card, travelers' cheques or valid vouchers at the reception of the Sports Centre Olřanka.
3. The validity of a prepaid card is 12 months from any charging, after this time the funds credited to the prepaid card expire. The validity of the card and funds credited may be extended for another 12 months in the case of charging of the prepaid card before its expiry date.
4. The absence of an instructor, trainer, masseur or cancellation of group lessons does not affect the validity of the prepaid card.
5. The minimum amount for loading the prepaid card is indicated in the valid price list of the Sports Centre.
6. Unspent funds cannot be refunded.
7. A prepaid card is transferable and its user may pay several admission fees at a time. In the case of student/senior tariff, the customer is obliged to always show a valid ID card authorizing the claim to the discount.
8. If the card is lost, the customer is obliged to immediately notify the operator of this fact, otherwise the operator is not responsible for the deposited funds.
9. The visitor to the Sports Centre may charge the prepaid card in three price categories (ACTIVE, CLASSIC, PREMIUM). This price level will be used by the visitor until the funds are draw down or until expiration of the card or a recharge is made.
10. The prepaid card can be used to pay for any service offered at the reception of the Olřanka Sports Centre, to pay for the consumption of food and non-alcoholic refreshments in the premises of the Sports Centre and Wellness centre.
11. All personal data are processed in accordance with the EU GDPR regulation. If you want to know how we handle your data, ask at the reception of the Sports Centre.

Rules of conduct – prepaid card - FITNESS

The prepaid card of the Sports Centre Olšanka is intended for all visitors who are willing to accept these basic rules:

1. The user of the prepaid card in the Olšanka Sports Centre agrees with the operating regulations of the Olšanka Sports Centre and the operating regulations for the use of permanent FITNESS cards.
2. Prepaid cards may be acquired also through selected associates, payment on the basis of an invoice, payment by cash, credit card, travelers' cheques or valid vouchers at the reception of the Sports Centre Olšanka.
3. The prepaid card is valid for 12 months from the time it is loaded, after this period the funds deposited on the prepaid card expire. The validity of the prepaid card and the funds stored on it can be extended by another 12 months if the prepaid card is charged before its expiry.
4. Unspent funds cannot be refunded.
5. The permanent FITNESS card can only be used to pay for entrance to the fitness centre. The card cannot be used for studio lessons or other group exercises.
6. The minimum amount for loading the prepaid card is governed by the current price list of the Sports Centre.
7. The prepaid card is portable and its user can pay for several entrances at once.
8. If the card is lost, the customer is obliged to immediately notify the operator of this fact, otherwise the operator is not responsible for the deposited funds.
9. All personal data are processed in accordance with the EU GDPR regulation. If you want to know how we handle your data, ask at the reception of the Sports Centre.

Rules of conduct – prepaid card – PERSONAL TRAININGS

The prepaid card of the Sports Centre Olšanka is intended for all visitors who are willing to accept these basic rules:

1. The user of a prepaid card in the Olšanka Sports Centre agrees with the operating regulations of the Olšanka Sports Centre and the operating regulations for the use of permanent PERSONAL TRAINING cards.
2. Prepaid cards may be acquired also through selected associates, payment on the basis of an invoice, payment by cash, credit card, travelers' cheques or valid vouchers at the reception of the Sports Centre Olšanka.
3. The prepaid card is valid for 6 months from the time it is loaded, after this period the funds deposited on the prepaid card expire. The validity of the prepaid card and the funds stored on it can be extended by another 6 months if the prepaid card is loaded before its expiry.
4. Unspent funds cannot be refunded.
5. The PERSONAL TRAINING prepaid card can only be used to pay for training with a personal trainer from the Olšanka Sports Centre. The card cannot be used for studio lessons or other group exercises.
6. The minimum amount for loading the prepaid card is governed by the current price list of the Sports Centre.
7. The prepaid card is portable and its user can pay for several entrances at once.
8. If the card is lost, the customer is obliged to immediately notify the operator of this fact, otherwise the operator is not responsible for the deposited funds.
9. All personal data are processed in accordance with the EU GDPR regulation. If you want to know how we handle your data, ask at the reception of the Sports Centre.

In Prague on the day of: 01.04. 2024

Approved by: Bc. Ondřej Matíášek, General Manager of the Hotel

