

REGULATIONS FOR MULTIPACKAGE USERS

1. The Multipackage entitles the Medicover Sport Programme participant (hereinafter referred to as the "User") to the personal use of Facilities which provide services to Medicover Sport (hereinafter referred to as "Partners") as indicated for a given type of Multipackage at: www.medicoversport.pl or any other dedicated website. The Medicover Sport Programme shall be understood as the package of services which allows for the use of the offers of Partners as part of the Multipackage.
2. The Multipackage is personal, assigned to a single phone number and may not be made available to any third parties, in particular, the User is not entitled to lend or transfer the use of, or resell, the Multipackage to any third parties. It is not permissible for Users to use the Multipackage for making profits or for commercial purposes.
3. A User, who is not an adult, may use the Multipackage with the consent of a legal guardian. The User may use the Multipackage assigned to children until they reach the age of 15. The age of the child is determined according to their exact date of birth, taking into account the year, month and day. The User, whose child uses the Multipackage, is obliged to register the child as an Accompanying Person immediately when the child becomes 15 years old.
4. A User who has acquired the Multipackage and at the same time (i) is employed by a Partner on any legal basis or (ii) provides services to a Partner, in particular as: trainer, instructor, personnel or (iii) is a person who cooperates with a Partner on any legal basis or on terms of reciprocal promotion or (iv) is linked to a Partner, in particular, is a person professionally linked to a Partner or a close relative of a Partner or a person with a family relationship with a Partner or linked to a Partner informally, may not use the services of that Partner in any of the Facilities of that Partner.
5. It is forbidden for a User to have two or more Multipackages from the same Purchaser (hereinafter referred to as "Purchaser") who, under a contract signed with Medicover Sport, has made the use of the Medicover Sport Programme available to the Users, or from different Purchasers irrespective of whether the User takes advantage of the Multipackage as an Employee, Accompanying Person, or Child. The User has the right to purchase a Multipackage only from one Purchaser.
6. The personal data of Users shall be processed in accordance with the law, to the extent necessary for the provision of services under the Medicover Sport Programme. Detailed information on data processing is available in the Privacy Policy at the following address: www.medicoversport.pl/politykaprywatnosci.
7. Ordering of the Multipackage and participation in the Medicover Sport Programme shall be entirely voluntary, which means that the User shall take his/her own decision when registering himself/herself and Accompanying People and Children for the Medicover Sport Programme. The User is entitled to withdraw his/her consent to the personal data processing at any time; however, withdrawal of consent does not have any effect on the lawfulness of the data processing which was performed on the basis of consent before its withdrawal. In such a situation, the Medicover Sport Package of this User as well as the Package of the Accompanying Person and/or Children registered by the User in the Medicover Sport Programme shall be deactivated at the end of the current settlement period set in the contract concluded with the Purchaser, and the personal data shall further be processed only until expiry of periods under the relevant provisions of law, i.e. until expiry of the period of limitation of tax liabilities related to the Contract, which may be extended by the period of limitation of civil-law claims as applicable.
8. Resignation from the Medicover Sport Programme means deactivation of the package of this User and the packages of Accompanying People and/or Children registered by the User in the Medicover Sport Programme at the end of the current settlement period indicated in the contract with the Purchaser.
9. In order to use the services available at the Partner Facilities, the User shall, from time to time register an entry via a text message or the mobile system (from the telephone number previously reported to Medicover Sport) or any other method compliant with the Partner or Facility Regulations. In some Facilities, the User shall additionally show his/her identity document, provide a signature or perform other activities to confirm that he/she has visited a given Partner.
10. The User has the right to make personal use of only such number of services as are provided as part of a given Multipackage, however, maximums include: (i) 30 services per month, (ii) no more often than once a day with regards to services of a specific Facility, (iii) additionally from services of other Facilities, maintaining the relevant interval between the services, which is 10 hours, unless the contract with the Purchaser provides other terms and conditions for use of the packages.
11. The User has the right to register an entry for a given service not earlier than 15 minutes before and not later than at the moment of commencement of using the services - while being at a Facility. He/she registers the entry by sending a text message which contains the number of a service, available at the reception desk of the Facility, to a special telephone number provided in advance to the User by Medicover Sport (also available at the Facility's reception desk). Medicover Sport shall confirm with a return text message sent to the mobile phone of the User indicated by the Partner, the authorisation code (including information about the amount of payment, if such is necessary) - which constitutes the basis for using the service by an authorised User. The person authorised by the Partner has the right to compare the codes sent by Medicover Sport to both of the aforementioned mobiles, and also has the right to ask the User for proof of identity in order to confirm the rights to use the Multipackage. In the case of any noncompliance of the codes or names in the text message sent by Medicover Sport and the identity card, the reception employee has the right to refuse the provision of a given service and report this fact to Medicover Sport in order to clarify the case.
12. If the User registers the use of the service and does not stay in the Facility or resigns from using the service, or uses a service other than the one selected during the entry registration, he/she is obliged to cancel the registered entry within 10 minutes of its

registration. The cancellation takes place by sending a text message saying "I cancel" to the current Medicover Sport number which serves the registration of entries or by a different method available in the Partner's Facility. If the User causes damage to Medicover Sport (e.g. if Medicover Sport incurs a cost related to the Partner) in connection with failure to cancel a registered entry in accordance with the aforementioned rules, the User shall bear liability for such damage based on general terms stipulated by the generally applicable provisions of law.

13. The User is obliged to observe the rules of the functioning of the Partner's facility, including but not limited to using the Facility during the hours indicated on www.medicoversport.pl (if there are no additional restrictions). The Partner is authorised to collect a return security deposit from the User who books their participation in group activities during a given month. The security deposit is not subject to return if the User does not appear at the booked activities and does not cancel the booking.
14. Before visiting a given Partner, Users are advised to familiarise themselves with the information regarding visits to Partners available at www.medicoversport.pl/inastroniePartnera. Having in mind the satisfaction of its Clients, Medicover Sport suggests the prior contact with the Partner to determine vacancies and availability (e.g. group activities).
15. The User shall: (i) not make his/her mobile phone available to any third parties, nor any authorisation code in order to use the services and the Facility; (ii) in the case of a service being subject to a surcharge or discount fee - the specific surcharge/payment should be completed directly in the Facility, before using the service or vacancy; (iii) in the case of using a service, which requires prior booking - book the service in a manner indicated by a specific Partner. In the case of inability to use a booked vacancy or service, the User shall cancel the booking (in the manner indicated by the specific Partner). The possible consequences of the lack of use and cancellation of the booking shall be regulated by the internal Regulations of the given Partner; (iv) terminate the use of the service for which an entry was registered before starting another one; (v) familiarise himself/herself and observe the Medicover Sport Regulations and Partner Regulations; (vi) use the services and Facilities relevant to his/her health condition and physical fitness. In the case of any doubts, the User should consult the use of a given service with a physician.
16. If any of the aforementioned obligations is breached, the Partner may refuse to provide the service to this User and apply the possible consequences provided for in the Partner Regulations.
17. The User is aware that: (i) failure to comply with the specific requirements described in the Medicover Sport Regulations (in particular, the provision of wrong phone numbers and e-mail addresses) may result in the loss of the possibility to use the Multipackage for the full period for which the Multipackage has been ordered; (ii) there may be temporary unavailability of a given service at a specific Partner independent of Medicover Sport, which may result in the lack of a possibility to use the service selected by the User at the specific Partner; (iii) de-registration of the User by the Purchaser results in the lack of a possibility to use the Multipackage by that User; (iv) Medicover Sport does not provide sport and recreational services, as well as the services related to health and beauty - these are services provided by Partners (Partners are separate entities not associated organisationally with MEDICOVER SPORT); (v) unused entries are carried over to the next settlement periods; (vi) termination of the Contract for the User Multipackage results in the lack of a possibility to use this Multipackage.
18. Any complaint must be reported to Medicover Sport by the User personally. The above-mentioned complaint may be reported via electronic mail, using the following e-mail address: bok@medicoversport.pl, or in writing, using the address of the current business seat of Medicover Sport. In the complaint form, the User should provide: his/her name and surname, e-mail address, subject of the complaint, period to which the complaint refers, the reason for making a complaint, including all its circumstances, the indication of claims pursued against Medicover Sport. Medicover Sport is obliged to process the complaint within 14 days of the date of its receipt. All returns or credits shall be agreed with the Purchaser.
19. All information related to access to the services may be received by contacting the Customer Service Bureau under the following phone number: (22) 290 80 70 or by using the following e-mail address: bok@medicoversport.pl
20. Medicover Sport has the right to immediately block the possibility of using the Multipackage by a given User who has violated the Medicover Sport Regulations or Partner Regulations or legal provisions affecting the use of the Multipackage, or in the event of failure to receive remuneration for access to the Programme for the User, in accordance with the provisions of the contract concluded with the Purchaser. In the case of a justified suspicion of violation of the Medicover Sport Regulations or Partner Regulations by the User or violation of the law, Medicover Sport shall have the right to temporarily suspend the User's right to use the Multipackage until the matter is resolved.
21. Medicover Sport shall have the right to refuse further sale or provision of Multipackages to the User as a consequence of violation of the rules indicated in section 20 (above).
22. Medicover Sport undertakes to immediately inform the Purchaser about any irregularities regarding the performance of the Contract, including any conduct of the User which is not compliant with the Regulations. The Regulations are available at www.medicoversport.pl/regulamin.
23. Medicover Sport shall reserve the right to change these Regulations. Users shall be informed about any changes in the content of the Regulations at www.medicoversport.pl, which contains the specification of changes in the Regulations and the maintenance of this information on the website for a period of at least 30 consecutive calendar days. The changes in the Regulations shall come into force within 30 days of the date of their publication.

