

REGULATIONS FOR MULTIPASS USERS

1. A multipass authorises the participant of the OK System Programme (hereinafter referred to as the "User") to the personal use of the Facilities which provide services to OK System (hereinafter referred to as "Partners") indicated for the given type of the Multipass on the following website: www.oksystem.pl/oferta/firmowy or any other dedicated website. The OK System Programme shall be understood as the package of services which allow the Partner's offer to be used as part of the Multipass.
2. The Multipass is personal, assigned to a single telephone number and may not be made available to any third parties, in particular the User is not authorised to lend or transfer or resell the Multipass to any third parties. It is prohibited to use the Multipass by the Users for commercial purposes.
3. The User who is not an adult may use the Multipass with the consent of their legal guardian. The User may use the Multipass assigned to children until they reach the age of 15. The age of a child is determined according to their accurate date of birth, taking into account the year, month and day. The User, whose child uses the Multipass, is obliged to register it as the Accompanying Person immediately after it reaches the age 15.
4. The User who acquired the Multipass and is at the same time (i) employed at the Partner on any legal basis or (ii) renders services to the Partner, in particular as: a coach, instructor or personnel or (iii) is a person collaborating with the Partner on any legal basis or principles of reciprocal promotion or (iv) is associated with the Partner, in particular, is a person professionally associated with the Partner or a close family member or relative of the Partner or stays in an informal relationship with the Partner, must not use the services of this Partner in all the Facilities of that Partner.
5. It is prohibited for the User to be in possession of two or more Multipasses, coming from the same Buyer (hereinafter referred to as the "Buyer"), who, under the agreement signed with OK System made the use of the OK System Programme possible to Users, or from different Buyers, irrespective of whether the User uses the Multipass as an Employee, an Accompanying Person or a Child. The User has the right to purchase the Multipass only from one Buyer.
6. The personal data of the Users are processed in accordance with the law, to an extent necessary to render services as part of the OK System Programme. Detailed information about personal data processing is available in the Privacy Policy under the following address: www.oksystem.pl/politykaprywatnosci.
7. Ordering the Multipass or taking part in the OK System Programme is fully voluntary, which means that the User makes a decision on their own while registering themselves and Accompanying Persons and Children in the OK System Programme. The User is entitled to withdraw their consent to the data processing at any time; however the withdrawal of the consent shall not affect the lawfulness of the processing based on the consent given before its withdrawal. In such a situation, the OK System Package of that User and the Accompanying Person and/or Child registered in the OK System Programme shall be deactivated at the end of the current settlement period stipulated in the agreement concluded with the Buyer, and the personal data shall further be processed only until the expiry of the periods provided for in the applicable legal provisions, i.e. until the expiry of the limitation period of tax liabilities related to the Agreement, which may be extended by the period of limitation of civil-legal claims in relevant cases.
8. The resignation from the OK System Programme shall mean deactivation of the package of that User and the packages of Accompanying Persons and/or Children registered by the User in the OK System Programme at the end of the current settlement period stipulated in the agreement with the Buyer.
9. In order to use the services available in the Partner Facilities, the User is obliged, each time, to register an entry via a text message or the mobile system (from the telephone number previously notified to OK System) or other method available at the Partner Facility, compliant with the Regulations of the Partner or Facility. In certain Facilities, the User is additionally obliged to show the identity document, place their signature or perform other activities to confirm that a visit at a given Partner has taken place.
10. The User has the right to take advantage in person of such a number of services as is assigned to a given Multipass, however, maximum: (i) 30 services per month, (ii) not more often than once a day with regards to services of a specific Facility, (iii) additionally, the services of other Facilities, maintaining the interval of 10 hours between the services, unless the agreement with the Buyer provides for other terms of 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 when the service is to be used - while being in the Facility. The entry is registered by sending a text message which contains the service number available at the reception desk of the Facility, to the special telephone number designated in advance for the User by OK System (also available at the reception desk of the given Facility). OK System will confirm the authorisation code with a return text message sent to the mobile phone of the User and the mobile phone indicated by the Partner (including the information about the amount of additional payment, if such is necessary) - which is the basis for using the service by the authorised User. The person authorised by the Partner has the right to compare the codes sent by OK System to both of the above-mentioned mobile phones, and also has the right to ask the User for their identify card in order to confirm the authorisations to use the Multipass. If there is any discrepancy between the codes or name in the text message sent by OK System and the identity card, the reception desk employee may refuse the provision of a given service and report this fact to OK System to clarify the matter.

12. If the User registers the usage of the service and is not present in the Facility or resigns from using the service, or uses a services that is different from the one selected during the entry registration, they are obliged to cancel the registered entry within 10 minutes of its registration. The cancellation takes place by sending a text message with the word “cancel” to the current OK System number which is used to register entries or by any other means available in the facility. If OK System suffers any damage from the User (e.g. OK system incurs any cost in relation to the Partner) in connection with failure to cancel the registered entry in accordance with the rules mentioned above, the User is liable for such damage on general terms provided for in the generally applicable provisions of law.
13. The User is obliged to observe the rules of functioning of the Partner facility, in particular to use the Facility during hours indicated on www.oksystem.pl (if there are no other additional limitations). The Partner is authorised to collect a return deposit from the User booking a place for group activities during a given month. The deposit is not returned, when the User does not come to the booked activities and does not cancel the booking.
14. Before visiting a given Partner, it is necessary to become familiar with the notes regarding the visits at Partners available at www.oksystem.pl and on the Partner's website. For the sake of satisfaction of the Customers, OK System suggests the prior contact with the Partner in order to determine whether there are any vacant places (e.g. group activities).
15. The user is obliged to: (i) not make his mobile phone and the authorisation code available to any third parties for the purpose of using the services and the Facility; (ii) in the case of a service which requires an extra fee or a reduced fee - make the extra payment/payment directly in the Facility, before using the service or place; (iii) in the case of using the service, which requires a prior booking - to book the service in a manner specified by a given Partner. If it is not possible to use the booked place or service, the User is obliged to cancel the booking (in a manner specified by the given Partner). Possible consequences of failure to use and cancel the booking are included in the internal Regulations of a given Partner; (iv) stop using the service for which an entry is registered before starting to use another service; (v) become familiar with and observe the Regulations of OK System and Regulations of the Partner; (vi) use the services and Facilities suitable to their health condition and physical fitness. In the event of any doubts, the User should consult the use of the given service with a physician.
16. If any of the aforementioned obligations of the User are infringed upon, the Partner may refuse to provide the service to that User and apply the possible consequences provided for in the Regulations of the Partner.
17. The User is aware that: (i) failure to fulfil the respective conditions described in the OK System Regulations (in particular, the provision of wrong telephone numbers and e-mail addresses) may result in the lack of the possibility of using the Multipass during the full period for which the Multipass was ordered; (ii) a given service may be temporarily unavailable at a specific Partner irrespective of OK System, which may result in the lack of a possibility of using the service selected by the User at a specific Partner; (iii) the deregistration of the User by the Buyer results in the lack of a possibility of using the Multipass by that User; (iv) OK System does not provide sport, recreational as well as health and beauty services – these services are provided by the Partners (the Partners are separate entities which are not organisationally associated with OK SYSTEM); (v) unused entries will not be transferred to other settlement periods; (vi) the termination of the agreement, covering the User Multipass, on any basis results in the lack of a possibility of using that Multipass.
18. The complaint is reported to OK System by the User on their own. It can be reported via electronic mail sent to the following e-mail address: bok@oksystem.pl or in the written form and sent to the address of the current business seat of OK System. In the complaint notification, the User should provide: their name and surname, the subject of the complaint, the period to which the complaint refers, the justification of the complaint including all circumstances, the indication of claims against OK System. OK System is obliged to process the complaint within 14 days following its receipt. All returns and acceptances are conducted in consultation with the Buyer.
19. All information related to the access to services can be received by contacting the Customer Service Bureau under the telephone number: (22) 290 80 70 or at the following e-mail address: bok@oksystem.pl
20. OK System is entitled to immediately block the possibility of using the Multipass by a given User who violated the OK System Regulations or the Regulations of the Partner, or violated the provisions of law affecting the use of the Multipass or if it fails to receive the remuneration for access to the Programme for the User in accordance with the provisions of the agreement with the Buyer. In the case of a justified suspicion that the present Regulations or the Regulations of the Partner have been violated by the User or that provisions of law have been violated, OK System has the right to temporarily suspend the rights of the User to use the Multipass until the issue has been clarified.
21. OK System has the right to refuse further sale of Multipasses to the User or making them available to User as a consequence of violation of the rules indicated in provision 20 (above).
22. OK System is obliged to immediately notify the Buyer of any irregularities in the performance of the Agreement, including the conduct of the Users which is not compliant with the Regulations. The Regulations are available at www.oksystem.pl/regulamin.
23. OK System reserves the right to change these Terms and Conditions. The Users shall be notified of the content of changes in the Regulations on the OK System website, which contains the list of such changes in the Regulations. This information shall be kept on the website for a period of at least 30 consecutive calendar days. The changes in the Regulations come into force within 30 calendar days after the date of their publication.