

1. AQUACITY CLUB Program

- 1.1. AQUACITY CLUB is the name of the program which the company AQUAPARK Poprad, s.r.o., with its registered office at Športová 1397/1, 058 01 Poprad, registered in the Commercial Register of the District Court Prešov, Section Sro, File No. 13805/P, Company ID No. 36 482 609 (hereinafter referred to as the "Company") offers to all customers of AQUACITY POPRAD (hereinafter referred to as the "Club Program"). The purpose of the Club Program is to increase the quality in the area of service provision and to provide special discounts to customers who regularly use the services of AQUACITY POPRAD. Customers who purchase the club card online or fill in the application for the AQUACITY CLUB program (hereinafter referred to as the "Application") conclude a contract with the Company, which is governed by these General Terms and Conditions of membership in the AQUACITY CLUB program (hereinafter referred to as the "Rules").
- 1.2. Upon presentation of the AQUACITY CLUB membership card (also "Club Card"), an AQUACITY CLUB Member may obtain preferential prices (from standard counter prices or in the form of a percentage discount) on selected services provided at AQUACITY POPRAD, as follows:

- (a) at AQUACITY POPRAD cash desks upon presentation of a valid Club Card, or
- (b) via the e-shop shop.aquacity.sk, after registration and logging into the customer account and making the purchase under the e-mail address to which the Club Card is issued (otherwise the discount/preferential price may not be applied in the e-shop).

The AQUACITY CLUB benefits are as follows:

1. AQUAPARK – a €2 discount on admissions: Aquapark Packet, Wellness Packet (full-day / 3-hour) and Family Packet. The discount also applies to the categories child, student, senior and disabled (ZTP). The discount is applied at the cash desk and also for online purchases in the e-shop. In the e-shop, it is applied from the current price (including flexibly set pricing).
2. ACCOMMODATION – an 8% discount: Hotel Seasons ****, Mountain View ****, Riverside *** (only from counter accommodation prices).
3. GASTRO – a 10% discount: food and beverages from the current food and drinks menu, with the exception of tobacco products, daily menu and special offers. Valid for the following outlets: AquaCity Poprad – High Tatras Restaurant, Lobby bar and Café bar.
4. ADDITIONAL SERVICES – a 10% discount: massages and procedures in the Relaxation and Massage Centre (redeemable at AquaCity Poprad cash desks or at hotel receptions).
5. CRYOCENTRE – discounts on entries: whole-body and local cryotherapy, according to the currently valid service price list.

Discounts/preferential prices granted on the basis of the Club Card cannot be combined with other discounts, promotions, coupons, benefits or individual offers of AQUACITY POPRAD, unless expressly stated otherwise.

- 1.3. The provided discounts do not apply to special offers of the Company where it is apparent that their price already includes a discount from the regular counter price provided by the Company to all customers (i.e., no double discount is provided and discounts are not cumulative). This does not apply to the €2 discount on AQUAPARK admissions under clause 1.2, which is also applied from the current price in the e-shop (including flexibly set pricing).
- 1.4. The provided discounts also do not apply to special offers of the Company (promotional service packages) where it is stated that they are intended exclusively for AQUACITY CLUB Members. In such cases, which are designated as a separate benefit specifically for AQUACITY CLUB Members, the stated price already reflects AQUACITY CLUB membership and therefore no additional discount is provided.

Membership and AQUACITY CLUB Card

- 2.1. Membership in AQUACITY CLUB is established by delivering a duly completed Application to AQUAPARK Poprad in accordance with the instructions stated in the Application and by paying the fee for issuing the AQUACITY CLUB card (hereinafter referred to as the "Club Card") or by purchasing it online via the e-shop shop.aquacity.sk. Application forms are available at AQUACITY POPRAD or at other locations where the Company distributes them in support of the program. Membership in AQUACITY CLUB may also arise through proper completion of the Application by online registration at shop.aquacity.sk. The provisions of these Rules shall apply accordingly to the electronic submission of the Application and other acts related to membership in AQUACITY CLUB.
- 2.2. A duly completed Application shall be deemed to be an application containing the following truthful information: first name, surname, date of birth, residential address (P.O. Box or work address will not be accepted), e-mail contact, date of completion of the application and signature. Duly completed applications shall be submitted by customers at the AQUACITY CLUB contact point on the Company's premises or electronically via shop.aquacity.sk.
- 2.3. For verification of the duly completed Application, registration of the customer in the loyalty program and issuance of the card, the customer is required to present an identity document or other document proving identity (passport) to an authorized employee of the Company.
- 2.4. Based on a duly completed Application and payment of the fee, the customer will receive the Club Card in electronic form via the e-mail address provided in the Application. A customer whose membership arose via online registration at shop.aquacity.sk will also receive the Club Card in electronic form in their account on shop.aquacity.sk.
- 2.5. The Club Card is generally issued exclusively in electronic form. In special cases, the Company may decide to issue the customer a plastic Club Card (hereinafter referred to as the "plastic Club Card"). The assessment of special cases lies exclusively with the Company. Membership in AQUACITY CLUB is free of charge; the customer pays only the Club Card issuance fee upon registration, which covers the administrative and technical costs of processing the registration.
- 2.6. The validity of the Club Card is unlimited and ends only upon termination of the AQUACITY CLUB loyalty program. On the basis of a valid Club Card, the customer acquires the right to use the benefits of membership in AQUACITY CLUB.
- 2.7. Any natural person with permanent or temporary residence in Slovakia or abroad who has reached the age of 15 and has expressed consent to these General Terms and Conditions of membership in the AQUACITY CLUB loyalty program by signing the Application or electronically during online registration (hereinafter referred to as the "Rules") may become a member of AQUACITY CLUB (hereinafter referred to as the "Member"). No entity other than a natural person meeting the above conditions may become a Member. A person who:
 - a) has violated the Company's trademark rights, logos or designations,
 - b) has damaged the Company's good reputation, or misused the Rules, mechanism and benefits of AQUACITY CLUB, may not become a Member.
- 2.8. Each Member may receive and use only one valid Club Card. The Club Card is non-transferable; however, this does not affect the right of its use by the cardholder's family members – spouse and children under 18 years of age. The Club Card is the property of AQUAPARK Poprad, s.r.o. The cardholder is not authorized to offer or provide the Club Card or rights arising therefrom to other persons, whether for consideration or free of charge. The Club Card is neither a credit card nor a payment card. It may only be used in accordance with the General Terms and Rules of AQUACITY CLUB. The Club

Card may be used only for the private purposes of the cardholder and the above-mentioned family members and may not be used in connection with business or other gainful activities.

2.9. Each cardholder should, in their own interest, immediately inform the AQUACITY CLUB Customer Service (in writing, by phone or by e-mail) of any changes to the basic information provided in the Application (change of name, residence, contact phone number, e-mail, etc.).

2.10. The cardholder's membership in AQUACITY CLUB, and thus the contractual relationship between the Member and the Company, shall terminate, and the Club Card shall become invalid if:

a) based on a decision of the Company, if the cardholder has violated AQUACITY trademark rights,

b) based on a decision of the Company, if the cardholder has misused the AQUACITY CLUB mechanism and benefits,

c) based on a decision of the Company, if the cardholder has engaged in conduct contrary to the law or good morals as a result of which the Company has suffered damage,

d) by notice of termination from the AQUACITY CLUB Member without stating a reason, based on written notification from the cardholder,

e) upon the death of the cardholder or declaration of death.

2.11. Membership shall terminate in the cases under point 2.10 (a) to (c) on the date of the Company's decision on termination of membership, which may occur no earlier than the date on which the event giving rise to the right to exclude the Member occurred; in case (d) on the date of receipt of the notification by AQUAPARK Poprad; and in case (e) on the date of death of the cardholder or the date determined by the court as the date of death.

2.12. A cardholder whose membership has terminated and whose Club Card has become invalid for the reasons stated in point 2.11 (a) to (e) loses the right to the benefits and rights arising from membership in AQUACITY CLUB.

2.13. Misuse of the Rules, mechanism and benefits of AQUACITY CLUB by the cardholder shall be deemed to be:

a) violation of the provisions of these General Terms and Rules of AQUACITY CLUB; or

b) any other conduct by which a discount is obtained in a manner other than in accordance with these General Terms and Rules of AQUACITY CLUB.

3. Company Rights

3.1. The Company reserves the right to:

a) exclude certain goods and services of the Company from the AQUACITY CLUB program or reduce the scope of goods and services to which a discount applies;

b) supplement or change the scope of goods and services provided in the Company's facilities to which a discount applies.

Members of AQUACITY CLUB and customers will be informed about such restrictions and changes through written notices of AQUAPARK Poprad published and made available on the website www.aquacity.sk. These restrictions and changes shall become effective on the date specified in the written notice. The Company also has the right to inform about these restrictions and changes in another manner.

3.2. For technical or operational reasons (regular maintenance, malfunctions, inspections, etc. of premises and technical equipment) or due to force majeure, the Company has the right to temporarily suspend or restrict the provision of certain goods or services. The cardholder may use the discount for such goods and services after their provision has been restored, but shall not be entitled to any other compensation for a discount that was not used for this reason.

3.3. A cardholder who, for any reason, cannot present the Club Card when paying or forgets to present it to the staff shall not be entitled to a subsequently granted discount nor to any financial or other compensation for a discount not used for this reason, even if the required documents for claiming the discount are presented later.

3.4. Use of the Club Card to obtain a discount:

a) when purchasing admissions is limited to a one-time purchase of a maximum of four admissions within one day;

b) when purchasing accommodation services is possible only when settling the hotel bill for one room reserved in the name of the Club Card holder; interconnected rooms are considered one room;

c) when purchasing goods and services in gastronomic outlets is possible only when settling one bill for consumption for a maximum of five persons.

3.5. In the event of use of a Club Card registered on the so-called Black List, the staff is obliged to invalidate the card (using the relevant function in the electronic system or, in the case of a plastic Club Card, by physically cutting it). The Black List contains a list of Club Cards blocked by AQUAPARK Poprad. The cardholder may inquire about the reason for blocking at Customer Service. The reasons for blocking a Club Card are identical to the reasons for which a Club Card becomes invalid as stated in Section 2.

4. Customer Service

4.1. The mission of Customer Service is to provide exclusively via telephone, written and e-mail contact with customers the following services: providing information about AQUACITY CLUB and other AQUACITY POPRAD services, resolving operational issues of cardholders (loss or theft of a plastic Club Card, complaints, etc.), receiving complaints, suggestions and remarks from AQUACITY CLUB Members.

4.2. Operators are available daily from 8:00 a.m. to 8:00 p.m. at phone number +421 52 7851 111. Customers may also contact Customer Service at the e-mail address: info@aquacity.sk.

5. Loss and Theft of the Club Card

5.1. The cardholder is obliged to immediately report the loss or theft of the Club Card to Customer Service (it is necessary to provide the full name of the cardholder, address, e-mail address under which the card was issued, and possibly the Club Card number). In the case of providing all necessary information, Customer Service does not provide retrospective confirmation of telephone or e-mail reports.

5.2. The cardholder will receive a new Club Card electronically by e-mail usually within 7 days from reporting the loss or theft. No fee is charged for issuing/sending a new Club Card.

6. Personal Data Protection

6.1. The Company, as the controller (identification details are stated at the beginning of these Rules), processes the Member's personal data, which are the data provided in the Application (name and surname, residential address, e-mail contact and telephone contact), as well as data about purchases of goods and services made by the Member during membership in the AQUACITY CLUB program (type and quantity of goods and services). The Member is responsible for the completeness, truthfulness and accuracy of the personal data provided. In case of changes to the provided personal data, the Member is obliged to immediately notify the Company.

6.2. These personal data may be processed exclusively for the purpose of operating the AQUACITY CLUB program, i.e. for the proper fulfillment of obligations arising from these Rules by the Company and, based on the Member's consent, also for direct marketing purposes and market behavior analysis to improve the offer of goods and services to customers, especially AQUACITY CLUB Members. Processing of personal data for the purpose

of proper fulfillment of obligations under these Rules is necessary for the proper provision of services and benefits arising from them and/or for handling a client's request for information before providing services and for fulfilling legal obligations imposed on the Company. Personal data are processed for the period necessary to fulfill the above purpose, at least for the duration of the Member's membership in AQUACITY CLUB.

- 6.3. For direct marketing purposes and customer behavior analysis, personal data will be processed based on the Member's consent expressed in the Application. Granting consent for direct marketing is voluntary and not a condition of membership. Consent may be withdrawn at any time by clicking the appropriate link in marketing e-mails, sending an e-mail to the Company, or personally at reception. Membership remains unaffected.
- 6.4. In case of outdated data, withdrawal of consent, fulfillment of purpose, expiration of consent period, or if storage is unlawful, personal data will be deleted.
- 6.5. Personal data protection is governed by personal data protection laws and EU legislation. The Member has the right to free information regarding processing, right of access, rectification, restriction, objection to marketing, erasure, and data portability where applicable.
- 6.6. The Member has the right to file a complaint with the supervisory authority: Office for Personal Data Protection of the Slovak Republic, Hraničná 12, 820 07 Bratislava.
- 6.7. The Company declares it processes personal data only for the stated purposes in accordance with law and with appropriate technical, organizational and security measures.
- 6.8. Personal data may be provided to contractual service providers (e.g., marketing providers, banks) only to the extent necessary for the intended purpose.

7. Internet Communication

- 7.1. When performing actions via the internet, the Member shall comply with the online rules published on the Company's website.

8. Complaints, Supervisory Authority, Alternative Dispute Resolution

- 8.1. Complaints may be submitted personally, in writing, by e-mail or by telephone to Customer Service. It is recommended to state the card number, name, address, subject of complaint and requested remedy.
- 8.2. Supervisory authority: Slovak Trade Inspection – Inspectorate for the Prešov Region, Obrancov mieru 6, 080 01 Prešov, e-mail: pr@soi.sk, phone: 051/772 15 97.
- 8.3. Every consumer has the right to contact an alternative dispute resolution body under Act No. 391/2015 Coll. or use the EU platform: https://commission.europa.eu/index_sk

9. General Provisions

- 9.1. Membership and related rights are non-transferable and expire upon termination. They are not inheritable.
- 9.2. The Company reserves the right to amend these Rules if legal regulations change, if the scope of goods/services changes, or if certain operations are suspended or terminated.
- 9.3. Changes will be published at least 15 days before effectiveness on www.aquacity.sk. If the Member disagrees, membership may be terminated within 10 days from the first transaction after change announcement.
- 9.4. The Company reserves the right to terminate the AQUACITY CLUB program with at least one month's prior notice on the website.
- 9.5. Only the Company is authorized to provide presentations and statements regarding AQUACITY CLUB.
- 9.6. These Rules apply exclusively in the Slovak Republic and to cards issued in the Slovak Republic.

9.7. Services outside Company premises are governed by respective providers.

9.8. These Rules enter into force on 15 February 2026 and replace previous rules.

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