



GENERAL TERMS AND CONDITIONS HOP ARENA

1. Generally

- 1.1 These General terms and conditions lay down conditions of registration and entering of individual visitors into the trampoline center HOP Arena in Čestlice (hereinafter the “Trampoline center HOP Arena”), as well as, conditions of provision of services by the operator of the Trampoline center HOP Arena.
- 1.2 The operator of the Trampoline Center HOP Arena is Trampoline Investments s.r.o., Company ID No.: 018 20 877, with its registered office at Klimentská 1207/10, New town, 110 00 Prague 1, the company registered in the Commercial Register maintained by the Municipal court in Prague, Ref. No. C 211981 (hereinafter the „Operator“).
- 1.3 The Operator reserves the right to unilaterally amend these General terms and conditions without a prior notice and without stating reasons.

2. Entrance into the Trampoline center HOP Arena

- 2.1 The entrance into the Trampoline center HOP Arena is possible under the following conditions:
 - a) the visitor is registered,
 - b) the visitor paid the entrance fee, and
 - c) the visitor has a wristband on his/her hand, which he/she obtained at the reception.
- 2.2 The Trampoline center HOP Arena may be attended by visitors more than 3 years old. Visitors in the age of 3 - 14 years are allowed to enter into the Trampoline center HOP Arena and perform sport activities only under the constant supervision of an adult person.

- 2.3 In case the visitor in the age of 3 - 14 years comes to the Trampoline center HOP Arena without his/her legal representative, he/she is allowed to enter into the Trampoline center HOP Arena and perform sport activities under the constant supervision of an adult person provided that such adult person fills in and signs a document on assumption of responsibility for supervision. The wording of this document is available on webpages www.hoparena.cz and on terminals at reception of the Trampoline center HOP Arena. The supervising adult is such person, who assumed the responsibility for supervision and who is registered in the system of the operator as the supervising adult of particular persons in the age of 3 - 14 years. The supervising adult shall obtain a special mark on the wristband at the entrance into the HOP Arena areal.
- 2.4 The adult person may at the same time supervise in maximum 5 visitors in the age of 3 - 14 years.
- 2.5 The visitor enters into the Trampoline center of HOP Arena and stays there at his/her own risk. The responsibility for visitors in the age of 3 - 14 years is borne by the supervising adult person. The Operator shall be liable only such damages or injuries caused by a defective state of sport facilities.

3. Registration

- 3.1 Every visitor must be registered. The registration of minors always include the registration of his/her legal representative or the person, who assumes the responsibility for his/her supervision.
- 3.2 The registration requires filling and signing of relevant forms. The scope and wording of the forms depend on the age of the visitor. Individual forms are available on webpages www.hoparena.cz and on terminals at reception of the Trampoline center HOP Arena.

The below table contains overview of forms, which shall be required at the registration:

	I am below 15 years of age	I am 16 or 17 years old	I am adult
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Consent of my legal representative to my entrance	YES	YES	-
Consent of my legal representative to processing of my personal data	YES	-	-
Declaration of adult person	-	-	YES
My consent to processing of personal data	-	YES	YES

3.3 The forms may be filled in and signed:

- a) personally in electronic form at individual terminals, which are located at the entrance to the Trampoline center HOP Arena,
- b) at your home provided that you will bring them to us in the paper form, or
- c) at your home provided that you will send them to our e-mail address pokladna@hoparena.cz in the scanned or photographed form.

3.4 For purposes of verification of the data on the individual forms, you will be required to show us your valid ID card. In case of minors, who have not been given an ID card, his/her legal representative or the adult person, who assumes the responsibility for his/her supervision, shall be subject to verification check. In case the legal representative of the minor is not present at the registration, the Operator reserves the right to verify the data by contacting such legal representative by a phone. The phone verification shall be performed on the phone number, which shall be specified in the form.

3.5 The Operator reserves the right to refuse completion of the registration and entrance of the visitor into the Trampoline center HOP Arena, if he has reasonable doubts about truthfulness of the provided data in the individual forms.

3.6 By registration the visitor agrees and accepts these General terms and conditions, the Operating rules and rules applicable to individual trampolines and the fact, that he/she got acquainted with them. By the registration the visitor declares and confirms that before his/her registration he/she saw the instructional video containing the fundamental rules of safe jumping.

4. Entrance fee

4.1 Every visitor of the Trampoline center HOP Arena shall pay the entrance fee.

4.2 The entrance fee list is published at the web pages www.hoparena.cz and at the reception of the Trampoline center HOP Arena.

5. Obligations of visitors

5.1 Every visitor is obligated to get acquainted with these General terms and conditions, the Operating rules and the rules applicable to individual trampolines and to comply with them.

5.2 The visitor is obligated to obey an instruction or recommendation of an employee of the Trampoline center HOP Arena.

6. Prohibition of entrance or expulsion

6.1 The Operator reserves the right to prohibit the entrance to a visitor into the Trampoline center HOP Arena or to expel him/her without any compensation from the Trampoline center HOP Arena if such visitor:

- a) is suspicious to be under the influence of alcohol or a drug,
- b) is not sufficiently physically fit to safely use the sport facilities in the Trampoline center HOP Arena,
- c) repeatedly or substantially breaches these General terms and conditions, the Operating rules of the rules applicable to individual trampolines,
- d) repeatedly disobey the instruction of the employee of the Trampoline center HOP Arena, or
- e) breaches good manners rules.

6.2 The Operator reserves the right to cancel the registration of the visitor without any compensation and prohibit his/her entrance for an indefinite period of time into the Trampoline center HOP Arena, if the visitor:

- a) repeatedly or substantially breaches these General terms and conditions, the Operating rules of the rules applicable to individual trampolines,
- b) repeatedly disobey the instruction of the employee of the Trampoline center HOP Arena, or
- c) breaches good manners rules.

7. Alternative dispute resolution

7.1 In case there is a consumer dispute arising from a purchase agreement or an agreement on provision of services, which dispute cannot be settled amicably, the visitor is authorized to file a request for alternative dispute resolution to the specified authority, which is:

Česká obchodní inspekce (Czech business inspection)
Ústřední inspektorát - oddělení ADR

Štěpánská 15
120 00 Prague 2

Czech Republic

E-mail: adr@coi.cz

Web: www.adr.coi.cz

8. Other terms

- 8.1 The legal terms, which are not covered by these General terms and conditions or by a special agreement are governed by the applicable law.
- 8.2 These General terms and conditions are valid and effective as of 17 August 2018.