

FITNESS RULES

REGISTRATION, MEMBERSHIP FEE, PAUSE



New members are required to pay a registration fee when joining the fitness programme, and they receive a non-transferable RFID wristband (“RFID device”) upon payment. The RFID device is used for keeping records of visits and entrances to the Fitness area.

Members are required to hand over their RFID devices to the Fitness employee at the front desk during their working hours. If they fail to do so, they may be denied access to the workout area.

If a member loses their RFID device, they are required to pay a fee referred to in the valid price list.

The membership fee should be paid in advance and in line with the valid price list.

We do not grant refunds for paid membership fees, and they can not be transferred to another person.

Fitness services can only be used by Fitness members, namely in line with the membership fee selected upon registration or membership renewal.

A person can use Fitness services without registering by presenting an identification document to a Fitness employee at the front desk and paying the single use fee.

In the event of an unauthorized transfer of an RFID device to another person, Apfel Sport d.o.o. has the right to (1) charge the use of Fitness services to the person using them without authorization, in line with the valid price list, and (2) terminate the agreement with the member who gave the said person their RFID device, namely without refunding them for the paid membership fee.

Members with an active monthly membership fee have the right to pause their membership for up to 7 days, and members with an annual membership fee have the right to pause their membership twice for up to 14 days.

The said pause cannot be divided into several smaller parts (if a member asks for a pause consisting of fewer days, the remainder of the 7 or 14 days cannot be used at a later time).



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MINORS

Minors can register and work out in the Fitness area only with the consent of their parents/guardians.

Persons under the age of 14 can work out in the Fitness area only if their parents are present or if they choose individual workouts with a trainer.

SAFETY AND HEALTH

Members agree to use the machines and equipment of the Fitness area and participate in any group or individual workout, programme, activity or any other service provided at the Fitness area at their own risk.

Apfel Sport d.o.o. is not responsible for any improper and irresponsible use of the equipment, nor is it responsible for any injury that may occur during the use of the equipment or services provided at the Fitness area. Members agree not to use the Fitness area if they suffer from a medical condition such as open wounds, injuries, infections, and illnesses, and/or are unable to maintain personal hygiene.

If you have any health issues, please talk to the trainer before your first session.



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INDIVIDUAL AND GROUP WORKOUTS



Booking a time slot is required for both individual and group workouts. Individual workouts can be cancelled no later than 12 hours before the booked time slot, namely free of charge. Otherwise, the full price of the service will be charged.

Group workouts can be cancelled no later than 6 hours before the workout. If a member books a time slot but does not show up or cancels it too late, they will be considered to have used their weekly session.

If a member frequently reschedules appointments at the last minute, we reserve the right to refuse to book new ones.

We do not provide refunds for unused individual workout sessions, and such sessions cannot be transferred to another person.

The trainer can reduce or increase the number of participants in a certain group workout in order to make the workout safe and/or more effective.

If a member jeopardizes the safety of other members, interferes with their workout, or disturbs them in any other way, the trainer may ask them to leave the group workout and/or remove them from the Fitness area.



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HOUSE RULES



**Wearing clean tennis shoes is required at the Fitness area;
Using a towel on the equipment is also required. If you don't have it, you can rent one at the front desk;
If you sweat, you need to clean the equipment once you finish your workout (a disinfectant spray and paper towels are available at the Fitness area).
Please keep other Fitness users in mind and follow the below rules:**

- do not hog the equipment,
- do not use more than one piece of equipment at a time,
- do not rest on the equipment,
- after your workout, return the bars, weights, dumbbells, and other equipment to their original place,
- keep your mobile phone on vibrate,
- avoid long conversations in workout areas, and
- maintain personal hygiene.

If you don't follow the house rules, the trainer has the right to give you a warning and/or remove you from the Fitness area.

House rules exist to make everyone more comfortable. We kindly ask our members to follow them.



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WORKING HOURS

The working hours of the Fitness area can be found at the entrance, front desk, and/or on our website (www.apfelarena.hr). We reserve the right to change the working hours of the Fitness area, the front desk, or the group schedules if necessary. The working hours of the Fitness area on public holidays will be announced in advance.

We kindly ask our members to leave the workout areas no later than 15 minutes before closing so that the Fitness area can close in time, in line with the working hours.

CHANGING ROOM AND PERSONAL ITEMS

Please do not bring any personal items that will not be used during your workout in the workout area.

We are not responsible for any lost, missing, or damaged items in changing rooms or other Fitness areas.

We display lost or forgotten items at the front desk for up to 30 days so that our users can collect them. After 30 days, we donate or throw away such items.



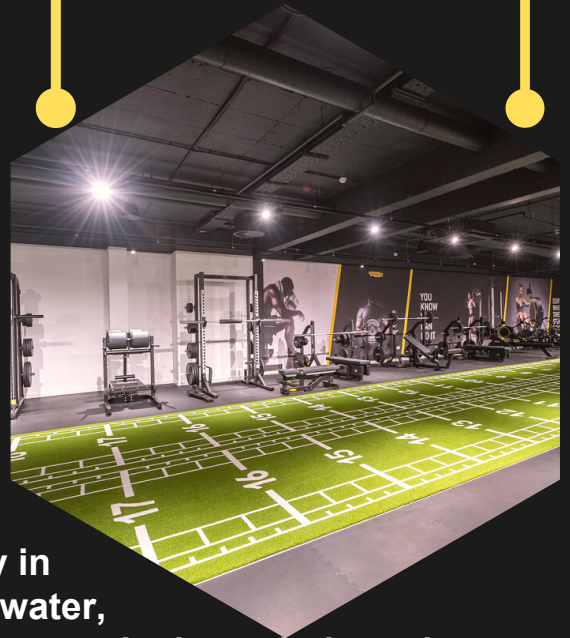
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CAFFE BAR & PIZZERIA APFEL ARENA

Drinks can be ordered and consumed only in the Caffe bar & pizzeria Apfel Arena. Only water, isotonic drinks, and energy drinks in bottles can be brought in and consumed in the workout areas.

People under the influence of alcohol or using strong drugs, opiates or sedatives are not allowed to work out in the Fitness area.

Smoking is prohibited in all indoor Fitness areas.



FINAL PROVISIONS

Members agree to adhere to these general terms and conditions, as well as to the house rules.

A member who repeatedly fails to adhere to the general terms and conditions and/or house rules may have their membership terminated and be barred from entering the Fitness area.

Apfel Sport d.o.o. reserves the right to change these general terms and conditions, the Fitness house rules, its programme or service, exclude a service from the programme, or change the price of a service at any time.

Apfel Sport d.o.o. reserves the right to offer discounts and promotions any day of the month, as well as to change their terms and duration.

Discounts are not cumulative, and promotions are mutually exclusive (i.e. only one promotion can be used at a time).

All suggestions and/or complaints can be submitted at the Fitness front desk or sent by email to fitness@apfelarena.hr.

Apfel Sport d.o.o. collects and processes personal data in accordance with the Privacy policy and the consent form provided to members upon registration.

By registering and/or paying the membership fee, members confirm that they are familiar with all terms, conditions, and house rules, as well as that they fully understand them.

