

TERMS OF USE OF THE CARDS UNDER THE MULTISPORT PROGRAMME

1. The issuer of the card entitling to use services under the MultiSport Programme (referred to as the Card) is Benefit Systems S.A. The Card can be obtained only through Benefit Systems S.A. or through companies being part of the Benefit Systems Capital Group which entered into a cooperation agreement with Benefit Systems S.A..
2. Within its period of validity, the Card entitles Programme user (referred to as the User) to use the facilities of the partners of Benefit System S.A. (referred to as the Partners) specified for a given Card type at: <http://www.benefitsystems.pl/multisport/obiekty>.
3. The card is personal and cannot be shared with third parties. It is forbidden to sell the Card or to provide it in any form to third parties. Users are not allowed to use the Card for profit. User can be a holder of one Card only.
4. The Card must be legibly signed by its User. It is forbidden to make any changes in the appearance of the Card, except for signing the Card in the space provided thereon.
5. The User's personal data are processed in accordance with the applicable regulations to the extent that is necessary to provide services under the MultiSport Programme on the basis of the User's declaration on the processing of personal data submitted prior to the application for participation in the MultiSport Programme. Detailed information on the processing of personal data is available at <https://www.benefitsystems.pl/polityka-prywatnosci/>. Questions concerning the protection of personal data should be sent by e-mail to daneosobowe@benefitsystems.pl, or communicated over the telephone at +48 22 242 42 42 or by post to the following address: Benefit Systems SA, Plac Europejski 2, 00-844 Warszawa – with the note "Personal data" put on the envelope.
6. Card ordering and participation in the MultiSport Programme is fully voluntary, which means that the User makes his/her own decision when registering for the MultiSport Programme and the persons entitled to it (accompanying persons and children). The User is entitled to withdraw from the service at any time as specified in the terms described in the agreement concluded with the Client, who under this agreement enabled the Users to use the MultiSport Programme (hereinafter referred to as the "Client"). Resignation from the MultiSport Programme means deactivation of the Card of the User and deactivation of the Cards of accompanying persons or children submitted by the User to the MultiSport Programme – at the end of the current settlement period specified in the agreement concluded with the Client.
7. To use the services available in Partners' facilities the User is always obliged to prior show the Card and the identity document. In some facilities the User is additionally required to sign their initials to confirm the visit, or do it in a different manner applicable in the facility of a given Partner. In case of children under mandatory school age showing identity document is not required in order to use the Card.
8. Before visiting the facility of a given Partner, please read the information provided on the Partners' subpages on the Benefit Systems S.A. website.
9. An employee of Benefit Systems S.A. (or an authorised person by an entity cooperating with Benefit Systems S.A.) and an employee of the Partner are authorised to verify the Card against the identity document and to retain Cards used contrary to their purpose or the provisions of these Terms of Use.
10. The User is obliged to observe the rules of the facility being used by the Partner, and in particular to use the facility during its opening hours (if there are no other additional restrictions). The Partner is entitled to charge a refundable deposit to the Card User booking places at group classes in a given month. The deposit is non-refundable if the Card User fails to attend the booked classes and fails to cancel the booking.
11. With Customer satisfaction in mind, Benefit Systems S.A. suggests contacting the Partner in advance via telephone in order to determine the number of vacancies (e.g. at group classes).
12. The User can make a complaint to Benefit Systems S.A. in connection with using the MultiSport Programme or concerning the order of Cards. The complaint may be submitted in electronic form and sent to the e-mail address of Benefit Systems: reklamacje@benefitsystems.pl, or in writing and sent to the address of Benefit Systems S.A.: Plac Europejski 2, 00-844 Warszawa, with a note "Reklamacja Karta MultiSport" [Complaint – MultiSport Card]. In the complaint form the User must include their full name, Card number and a description of the problem, as well as a request for a specific action to be taken by Benefit Systems (User's request). Immediately, but not later than within 14 days of the date of receiving the complaint, Benefit Systems S.A. considers the complaint and sends the answer to the User's e-mail or correspondence address provided in the complaint form.
13. For all information related to access to services please call the helpline on (22) 242 42 42.
14. If the Card gets lost, damaged or stolen, that fact should be reported immediately to Benefit Systems S.A.
15. The card is owned by Benefit Systems S.A. Benefit Systems S.A. has the right to deactivate or retain the Card only in the event of infringement of these Terms of Use or in the case of non-reception of payment for access to the Programme for



Benefit Systems SA
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NIP: 836-16-76-510, Sąd Rejonowy dla m.st. Warszawy, XII Wydział Gospodarczy
Krajowego Rejestru Sądowego, KRS: 0000370919 Kapitał zakładowy: 2 674 842,00 PLN



the User, in accordance with the provisions of the agreement with the Client. It is the Client, who is informed about deactivation or retention of the Card if it was used contrary to the provisions of these Terms of Use, as well as about the fact of finding the Card left in the facility of the Partner.

16. The User is responsible for securing personal data embossed on the Card against unauthorized access.
17. Benefit Systems S.A. reserves the right to amend these Terms of Use. The Users will be informed about the amends of these Terms of Use on the website of Benefit Systems S.A. containing the list of amendments of these Terms of Use. This information will be maintained on the website for a period of at least 14 consecutive calendar days. Any amendment to these Terms of Use shall become effective within 14 calendar days from the date of publication. These Terms of Use and amendments thereto are available on website www.benefitsystems.pl/multisport/ in the Terms of Use tab.



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