

# RADON SPA CLUB | Terms and Conditions

## RADON SPA CLUB – LOYALTY PROGRAM OF JÁCHYMOV SPA AND ALL ITS PARTS ARE SUBJECT TO THE FOLLOWING RULES

Radon SPA Club is a long-term loyalty program operated by Léčebné lázně Jáchymov a. s. (hereinafter referred to as Spa), settled at T. G. Masaryka 415, 362 51 Jáchymov, Czech Republic, company registration number 29211808, registered in the Commercial Register of the Regional Court in Plzeň, Section B, File 1603 (hereinafter the "Spa"). Its purpose is to improve the services provided by the Spa and to provide special benefits to clients that regularly use the Spa services.

1. Any natural person over 18 years of age can become a Club member, after filling in the application form and submitting this application form to any of the hotel's Spa receptions. The person applying for the membership must be taking a stay in the Spa currently or must have taken it in the past.
2. When these rules are met, the new member of the Radon Spa Club (hereinafter referred to as "RSC") receives a basic Blue Loyalty Card with the sign of Radon Spa Club.
3. Taking a stay means to spend at least one night in one of the hotels or pensions of the company Léčebné lázně Jáchymov a. s.
4. All candidates for RSC membership are obliged to fill in the application form legibly, preferably in block letters, otherwise Spa does not guarantee the correct issue and operation of the loyalty card. Club membership cannot be automatic (without signed application). In terms of personal data processing (GDPR), written consent is always required.
5. By completing, signing and submitting the application, the new RSC member agrees with the membership rules and confirms that he / she is familiar with them. He / she further confirms his / her consent to the processing of the personal data (GDPR) that is used to send information about the RSC activity (see the details in the section "Information about personal data processing within the Radon Spa Club").
6. RSC membership is free of charge, including issuing and using the relevant loyalty card. Members can use the card at all of the hotel's Spa receptions.
7. The RSC Loyalty Card remains the property of the Spa. Only one card may be issued per one RSC member name specified in the application. The card is not transferable.
8. RSC member can benefit from RSC benefits by submitting a valid application and activating the membership. However, the member can benefit from the stay discount, associated with one of the RSC membership levels, only for his next stay in the future, which means that his / her current ongoing stay cannot be discounted (see paragraphs 12 and 18). The spa reserves the necessary time to activate all membership benefits. The extent of the RSC benefits and the time of their

provision are determined exclusively by the Spa. Earned points are used solely for automatic advance to a higher membership level.

9. The basic unit used in RSC is a bonus point. Using the spa services is rewarded with the appropriate number of points. One bonus point = 1000 CZK. See the articles 10 - 12 to know how the points are being assigned.
10. Each Club member has his / her own point account in the Spa where the relevant points are credited to as a reward for realized and paid services during the stay recorded in his / her personal spa account. It is not possible to move points between different spa accounts.
11. The status of the point account will be personally communicated to the RSC member by the hotel reception.
12. Membership can have one of the following levels:
  - a) Blue (basic) without entitlement to any discount on the stay
  - b) Silver (120 points earned) - 3% discount on the stay
  - c) Gold (240 points earned) - 5% discount on the stay
  - d) Platinum (480 points earned) - 10% discount on the stay

The list of other current benefits can be found in the overview of club bonuses and benefits, which can be downloaded from the website [www.laznejachymov.cz](http://www.laznejachymov.cz) or is available on notice boards in the hotels.

The member will receive a voucher in case he / she wants to enjoy the bonuses of the RSC or membership level. The bonus can be also included directly in his / her procedure schedule, which must be submitted at the locations where the bonus shall be taken (at the reception of the Agricola Spa Center in case of salt cave and swimming pool in the Agricola Aquacentre, or at individual restaurants for a welcome drink).

13. The respective number of points is credited to the members after their stay in the Spa, no later than 45 days from the end of their stay.
14. The discount and bonus benefits apply only to the RSC member's own stay according to registration and the corresponding membership level.
15. Bonus benefits can be used only during your own stay in the Spa and there is no possibility to transfer them and accumulate their amount for the next stay.
16. Discounts from the levels of RSC membership do not apply to spa fees, purchased procedures or spending at the café.
17. The discount can be applied only when billing the price of the stay package and meals, to which it applies during the booked stay, while staying in the Spa. For other services rendered, the RSC members are entitled to earn points according to the paragraph 9 of these Rules.
18. The entitlement to the discount pertaining to the relevant membership level arises only in case of direct booking and payment, it means without any intermediation by a third party (travel agency or on-line portal, etc.). To be entitled to the stay discount, the club member must reach

the appropriate membership level (i. e. to have the minimum number of points) at the time of the booking.

19. Points for purchased and paid services can only be credited to one account of the same guest, whose hotel account was used to pay the ordered services.
20. The spa reserves the right to change the status of the points on the guest's account at any time in case of incorrect calculation when credited.
21. In case the points are not credited as they should be, the complaint can be made at the hotel reception no later than 18 months from the date of the relevant stay or service provided.
22. The validity of the points during the RSC membership is not limited.
23. The operation of the RSC loyalty system and the use of the membership benefits depend on processing of personal data of the RSC members. The RSC member has granted his / her consent to the processing of personal data to the company Léčebné lázně Jáchymov a.s. that operates the RSC program. The full text of the consent and the General Terms and Conditions are available on [www.laznejachymov.cz](http://www.laznejachymov.cz).
24. The RSC member undertakes to inform the Spa without delay of any changes to the information in the application form. The change can be reported by e-mail to [info@laznejachymov.cz](mailto:info@laznejachymov.cz). Announcing a change does not affect the current status of the RSC member's account (see membership benefits).
25. The spa reserves the right to exclude a member from the RSC program in case that:
  - a) The RSC member has violated these Rules
  - b) The Member expressed his disagreement in writing with the Rules, their amendments or additions
  - c) The RSC member has marked the field in the received electronic offer: "do not send commercial communication"
26. The RSC member shall report the loss, theft of the card or its destruction by registered letter to the address of the Spa or on the line +420 353 831 111. The loss of the card does not affect the current status of the RSC member's account (see membership benefits).
27. The RSC member is fully responsible for damages caused by misuse of the card by an unauthorized person. Abuse of the benefits and filling in of incorrect data in the application form can cause the termination of the RSC membership.
28. The Spa is entitled to unilaterally change the rules of the Radon Spa Club without being obliged to notify the member directly of such a change. The change of the RSC rules is effective on the day of its publication on the website [www.laznejachymov.cz](http://www.laznejachymov.cz) and they are also available on request at the Spa reception.