



BENEFITS FOR WELLNESS CARD HOLDERS

- discounted prices on services and refreshments
- special promotions and offers only for cardholders
- possibility to book individual procedures or entrances online
 - creating a stable reservation



RULES FOR USING THE WELLNESS CARD

1. WK is an electronic device that the visitor of the wellness center undertakes to protect against mechanical damage and magnetization.
2. A visitor of the wellness center becomes a WK holder by depositing at least CZK 1,500 into their WK account and filling out the registration form.
3. WK is the property of Hotel Černá Hora, a.s., for the entire period of its possession and use by the customer.
4. A visitor of the wellness center who is a WK holder receives the following benefits:
 - discounted prices for procedures and entry to the wellness center according to the current offer
 - discounted prices for drinks and snacks
 - the ability to book individual procedures online
 - creating a stable reservation
5. In the event of damage to the WK, the holder is obliged to purchase a new WK for a fee of CZK 200. The damaged WK must be presented.
6. Individual procedures must be booked at least 24 hours before their start, according to the instructions of the wellness center. If the visitor cancels the reservation less than 24 hours before the start of the procedure, he is obliged to pay a cancellation fee in the amount of the price of the ordered procedure.
7. The ordered wellness procedures must be used at the reserved time. If the visitor does not use the procedure on time, the reservation will be forfeited.
8. If the visitor of the wellness center does not show up three times in a row or does not cancel his stable reservation three times in a row, his reservation will be automatically canceled. A stable reservation is understood as a regularly recurring reservation of the same procedure. A stable reservation is made for 1 month in advance and is automatically renewed every following month. If the visitor does not wish the reservation to be automatically renewed, he must inform the wellness center staff in advance.
9. The reservation can be canceled in person, by phone or via the online reservation system.

10. The visitor of the wellness center has the right to ask the wellness center operator for a statement of the history of drawing and charging his WK, up to a maximum of 3 months ago. A statement older than 3 months will only be received for a fee of 50 CZK, max. however, 12 months retrospectively. In case of interest in a statement, the WK holder sends a request to the wellness center's email. The customer will receive the requested information within 5 business days to the email address.
11. The validity of the WK is 24 months from the date of obtaining/charging the credit. With each subsequent recharge, this period is automatically extended by another 24 months.
12. A wellness center visitor who, in accordance with the above conditions, has received a WK from the wellness center operator and has not used/used it for a long time is obliged to pay a maintenance fee of CZK 10 for each individual month for the management of the WK. A period longer than 12 months is considered to be a long-term non-use/non-use of the WK.
13. The wellness center visitor must carry the WK with him/her to the wellness center premises; it cannot be stored at the reception. The wellness center visitor is responsible for the loss or theft of the WK.
14. The WK is portable. A wellness center visitor who brings a WK can draw from it.
15. The maximum number of wellness center visitors who can draw credit from one WK at the same time during one simultaneous entry is four.
16. In the event of loss or theft of a WK, a wellness center visitor who received a WK from the wellness center operator in accordance with the above conditions is obliged to notify the operator of this fact so that it can be blocked.
17. A fee of CZK 200 is charged to a wellness center visitor who received a WK from the wellness center operator in accordance with the above conditions for the loss of a WK.
18. In the event of loss of a WK, the wellness center operator will provide the visitor with a new WK (after paying a fee of CZK 200 according to point 17), to which the data (credit) from the archive of the lost WK will be transferred. If the customer is not interested in issuing a new WK, the operator will not return the remaining deposit.
19. If a visitor to the wellness centre informs the wellness centre operator that the WK has been stolen/lost, and another person subsequently presents this card to the operator, the operator is entitled to inform the Czech Police of this.
20. The minimum balance on the WK is CZK 100. If the credit on the WK falls below the specified amount and the visitor to the wellness centre, who has received the WK from the wellness centre operator in accordance with the above conditions, does not pay the outstanding amount within two weeks, the WK will be cancelled.
21. The wellness centre operator reserves the right to change these rules.
22. The registration form contains the following items:
 - name, surname, mobile phone, e-mail address of the visitor to the wellness centre, who hereby agrees to the use of this data for the purposes of using the WK in accordance with these rules, signature