



Criteria for inclusion of new partners in the MultiSport scheme

The criteria set out below constitute the basic internal assessment framework used by MultiSport Benefit, s.r.o. to evaluate potential collaboration with parties interested in joining its partner network.

Meeting these criteria does not give the applicant a legal claim to the conclusion of a contract or to inclusion in the MultiSport scheme.

MultiSport Benefit, s.r.o. reserves the right to assess each application on a case-by-case basis, taking into account, in particular, the quality and scope of the services, technical and operational readiness, safety, user demand, capacity in the respective location, business strategy and reputational risks.



Criteria for including new partners in the MultiSport scheme

1. SANITARY FACILITIES

The premises should be equipped with appropriate sanitary facilities for users, in particular changing rooms, showers and toilets, where this is customary and reasonable given the nature of the activity offered and the type of premises. For seasonal, outdoor, mobile or other specific activities, whether this criterion is met may be assessed on a case-by-case basis.

2. RECEPTION

Reception desk staffed continuously

The operator must ensure that the reception desk is staffed throughout the opening hours. The operator is obliged to publish their opening hours in a demonstrable manner.

Unstaffed and 24/7 operations

MultiSport Benefit, s.r.o. shall assess the eligibility of unstaffed or 24/7 operations on a case-by-case basis. The conditions may include, in particular, a functional technical solution for checking the identity of MultiSport cardholders, ensuring user safety, accessible customer support from the operator, clearly defined operating procedures, an appropriate CCTV or other monitoring system in accordance with the applicable law, and the ability to check the service provided retrospectively.

Technical support

The operator must be able to provide the technical facilities required to check the entries made by MultiSport cardholders using the solution specified by MultiSport Benefit, s.r.o. Typically, this may be a card reader connected to a computer or a compatible laptop, or another approved technical or mobile solution, provided that it is available for the respective type of operation and has been approved in advance by MultiSport Benefit, s.r.o.

A stable internet connection is an essential prerequisite.

3. SPORTS EQUIPMENT

The operator is responsible for ensuring that all sports, leisure, wellness and other equipment used in the provision of services is safe, properly maintained, in a satisfactory technical condition and complies with the relevant legal, hygiene, technical and safety requirements. If an inspection, certification or periodic check is required for the equipment in question, the operator is required to arrange for this and to provide proof thereof on request.

4. VALID LICENCES, INSURANCE

The operator holds all the authorisations, licences, consents, registrations and other documents necessary for the proper and lawful operation of the respective business activities and the provision of the services they offer. The operator is responsible for ensuring that the operation remains in compliance with the applicable law and with health, safety, fire safety, building and other relevant requirements.

Insurance

The operator must have valid and effective liability insurance covering damage caused in the course of their business, for an amount commensurate with the nature of the services provided, the capacity of the premises and the potential risks associated with the use of the services by MultiSport cardholders. MultiSport Benefit, s.r.o. is entitled to request proof of such insurance cover before the commencement of the collaboration and at any time during its course.

5. PRESENTATION

The operator must have a publicly accessible website or other relevant online profile, particularly on social media, giving users at least basic, up-to-date information about the operation, in particular its contact details, the range of services provided, a price list, a schedule of lessons or activities, opening hours and any booking conditions.

6. RANGE OF SERVICES OFFERED

The services included in the MultiSport scheme should be available to MultiSport cardholders during the operator's normal operating hours, without any unreasonable restriction to only selected times or days. Any restrictions relating to time, capacity, bookings or other matters must be agreed in advance by MultiSport Benefit, s.r.o. and communicated transparently to users.

MultiSport Benefit, s.r.o. reserves the right to review the minimum time allocations for specific types of services, establishments or locations, with a view to confirming that such restrictions are justified on commercial, operational or user grounds.

Categories of services offered



**Swimming pools
and water sports**



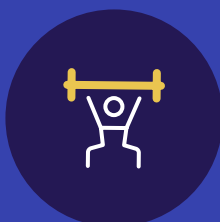
**Parents
with children**



**Yoga and health
exercises**



Climbing walls



**Gyms and strength
training**



**For pregnant
women**



**Racquet and ball
sports**



**Group and dance
lessons**



**Wellness and
relaxation**



**Seasonal and other
activities**



The current list of supported activity categories can be found in the menu / [MultiSport map](#).

The categories listed may be updated on an ongoing basis in line with the business strategy, user demand and the capabilities of the partner network.

For seasonal activities or those available only during a specific part of the year, the availability of the service is assessed on a case-by-case basis according to the operating arrangements of the given partner.

Rules and the course of action for including applicants (sports and leisure establishments) in the MultiSport scheme

- 1** The offer of cooperation is aimed at operators of sports, relaxation, wellness or leisure services, or other providers of activities who are authorised to provide the respective services and are able to ensure their proper provision to MultiSport cardholders.
- 2** These facilities must, for the most part, primarily provide the services that are included in and offered through the MultiSport network. Requests for collaboration are assessed on a case-by-case basis, taking into account the completeness of the information provided, compliance with the basic criteria, the type and quality of services offered, the location, the capacity requirements of the MultiSport network, the operator's technical readiness, and the business strategy of MultiSport Benefit, s.r.o.
- 3** MultiSport Benefit, s.r.o. generally only contacts applicants whose applications meet the basic requirements and the current needs of the partner network. Applicants have no legal right to be contacted or to enter into negotiations regarding cooperation.
- 4** Cooperation can only be established with an existing and operational operator that already provides sports or leisure services.
- 5** A partnership can only be established if the provider has provided us with accurate information. If, during the assessment of the application or at any time during the collaboration, it turns out that the applicant or partner has provided false, incomplete or misleading information, MultiSport Benefit, s.r.o. is entitled to reject the application, suspend its assessment or, where appropriate, proceed in accordance with the respective contract, including by terminating the collaboration.
- 6** We include in our partnership schemes services/activities that are widespread throughout the country, accessible and can be integrated into the network at least in Prague, Brno and Ostrava, or in relevant locations depending on the current scope of the MultiSport network.
- 7** As a rule, we do not include in our partnership scheme services intended exclusively for a closed group of people, services provided on an individual basis only without the option of standard use by MultiSport cardholders, or activities available only to employees of a specific company. One-to-one, private or booking-based services may be assessed separately, as long as the service is transparently available to MultiSport cardholders under pre-approved conditions.
- 8** For group lessons, we prefer to include activities that meet the basic definition of a sporting activity. For specialised or new activities, we require certification or a quality mark to guarantee the quality and effectiveness of these services.
- 9** Group lessons must be "open"; courses cannot be included.
- 10** Group lessons must be open to the public or to a wider audience and must, as a rule, have a capacity of at least 6 people. For specific limited capacity activities—for example, due to equipment, safety or the nature of the lesson—capacity may be assessed on a case-by-case basis.
- 11** For services provided subject to a supplementary charge, the terms and conditions of the supplementary charge must be approved in advance by MultiSport Benefit, s.r.o. and communicated transparently to users, in particular the scope of the service covered by the MultiSport card, the amount of the supplementary charge, the possible times of entry and any conditions applicable to exceeding the time limit. Whether the supplementary charge is admissible or not shall be assessed on a case-by-case basis, depending on the type of service, its value, location, user demand and the commercial terms of the partnership.
- 12** Services relating to body measurements, diagnostics or body composition analysis, including InBody or similar services, may generally only be included in the partnership scheme at establishments where the partnership includes at least one other sporting, relaxation or similar activity, unless MultiSport Benefit, s.r.o. decides otherwise on a case-by-case basis.
- 13** As a general rule, we do not include services in the MultiSport partner network which, by their nature, do not fall within the category of supported sporting, relaxation or leisure activities, in particular massages, beauty treatments, lymphatic drainage, Vacushape, Rolletic, vibration platforms and similar equipment-based or passive services. MultiSport Benefit, s.r.o. reserves the right to assess each service on a case-by-case basis.
- 14** MultiSport Benefit, s.r.o. reserves the right, following an assessment on a case-by-case basis, to grant an exemption from any of the above criteria. At the same time, MultiSport Benefit, s.r.o. reserves the right to not include an applicant or partner in its portfolio even if all the above criteria are met, particularly in view of their business strategy, capacity in the respective location, user demand, the quality and scope of the services provided, technical readiness, safety or reputational risks, or other relevant circumstances.
- 15** Meeting the criteria and a positive assessment of the proposal for cooperation are prerequisites for commencing negotiations on the conclusion of a cooperation agreement; the cooperation itself is governed exclusively by the terms of the respective agreement concluded between the operator and MultiSport Benefit, s.r.o.