

These Visiting Rules are binding for all visitors of the Fit Invest Sports Club. A visitor is defined as a Member, Guest, MultiSport cardholder, or any other individual entering the Club premises. A Member is any individual who has signed a Service and Membership Agreement with the Company (hereinafter referred to as the "Agreement").

For the purpose of these Visiting Rules, a Member also refers to a person who has been granted Membership status based on an Agreement made between the Company and a third party for their benefit, as well as any individual entitled to use the Club's services as a Guest.

In the context of these Visiting Rules, a Guest is a person accompanying a Member and whose entry into the Club has been approved by the Company. The Company reserves the right to deny entry to any Guest, even without providing reasons. Guests must be over 16 years of age. Entry for Guests incurs a visitor fee, which is determined by the Company's current price list (hereinafter: "Price List").

A MultiSport cardholder is any individual who identifies themselves with a MultiSport card and identification upon entering the Club.

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## **Article I - General Information**

### **1. Club Operating Hours**

Information on the Club's operating hours is available at the main entrance and on the website: [www.thefitness.hr](http://www.thefitness.hr). Visitors must complete their sports activities at least 30 minutes before the Club's closing time and leave the premises by the end of operating hours.

The Company reserves the right to extend or reduce the Club's operating hours as needed.

### **2. Club Services and Facilities**

- Visitors of Fit Invest clubs can use the following services:
  - Gym and cardio area
  - Group classes
  - Sauna and steam bath
  - Solarium
  - Whirlpool
  - Swimming pool
  - Changing rooms and showers
  - Personal training services
  - Massages, manicure, pedicure, and cosmetic services

Each club within the Fit Invest fitness chain offers a unique portfolio of services. Visitors are informed about the specific facilities and services provided during the Club presentation, either before signing the Agreement or during their first visit.

The prices for using Club facilities and services not included in a particular type of membership (i.e., not covered by the corresponding membership fee) are regulated by the valid Price List. Information about services and facilities included in each type of membership is available at the Club or upon request.

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## **Article II - Rules for Using Club Facilities and Services**

### **3. Safety Rules**

Visitors participate in all sports activities at the Club, including the use of the sauna, steam bath, whirlpool, and solarium, at their own risk. It is prohibited to use the Club's facilities and services without prior instruction.

Visitors must follow these Visiting Rules and the instructions of the Company, its employees, or other individuals providing services on behalf of the Company (including instructors and trainers).

The Company is not responsible for any damage to health or property that may occur to a Visitor due to non-compliance with procedures or instructions provided by the Company, its staff, instructors, or trainers. The Company is also not liable for damages caused by intentional actions, negligence, or overestimation of a Visitor's physical condition.

Visitors are not allowed to engage in sports activities if they are ill, injured, regularly using medications, or otherwise unable to perform physical activities. This prohibition does not apply to individuals who provide a written statement from a doctor confirming their fitness to engage in sports activities. Consulting a doctor before using specific Club services is recommended, especially for individuals with diabetes, heart conditions, high or low blood pressure, or pregnant women. Visitors under the influence of substances that impair blood clotting, antihistamines, beta-blockers, sedatives, or similar substances are also prohibited from using the sauna, steam bath, whirlpool, or solarium.

When using Club facilities and services, visitors must prioritize their own safety and that of others. Children under 16 years old are not allowed in the fitness center. Children aged 16-18 may enter only with written consent from both parents, who bear full responsibility for any health or property damage caused by the child.

In the case of assisted use of Club facilities, first aid is provided by an instructor. In all other cases, first aid is available at the Club's reception, equipped with medical supplies as per legal regulations.

#### **4. Club Code of Conduct**

Throughout their visit, visitors must behave in a way that does not hinder other visitors from using the Club's facilities and services. The Company reserves the right to remove any visitor displaying inappropriate, aggressive, or vulgar behavior towards other visitors or staff.

Visitors must comply with entry procedures, including identifying themselves with a membership card, MultiSport card, or ID, and following the Company's control mechanisms (card readers, turnstiles).

The following are prohibited in the Club premises:

- Smoking
- Using mobile phones (restricted in studios, gym, cardio areas, and spa zones)
- Consuming food (except drinks)
- Consuming alcohol
- Chewing gum
- Bringing or walking animals
- Entering communal areas in inappropriate clothing
- Bringing bags or backpacks into Club facilities
- Entering areas reserved for the opposite sex
- Violating principles of good morals
- Using Power Plate equipment without a trainer (it can be used after 4 trial sessions with a trainer)
- Using studios outside scheduled times
- Using personal trainers or training clients within the Club
- Disturbing the relaxation area in the spa center and other visitors resting in the spa zone

Visitors must wear appropriate sports clothing, adhering to hygiene and proper conduct guidelines for each area of the Club. The Company reserves the right to determine acceptable dress and may ask any visitor dressed inappropriately to leave or change clothes.

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#### **5. Storage of Personal Items**

Lockers are available for visitors to store clothing while using the Club's services. Lockers can be secured either with a key provided at the reception or a personal lock. "Personal lockers" may also be available at some Fit Invest clubs.

For more information about lockers, please inquire at the reception.

In the case of lockers secured with personal locks, visitors must provide their own. Locks can be purchased at the Club for a one-time, non-refundable fee, with the lock remaining the property of the visitor.

Before leaving the Club, visitors must empty their lockers and leave them open. Any lockers left full at the end of the day will be opened by the Club staff, and their contents removed and stored. Visitors who do not empty their lockers will bear the costs of locker opening and storage.

The penalty for unauthorized locker use is 50 EUR.

A "Personal Locker" is one that a Member can use for an extended period after paying a designated fee in advance. Personal lockers must be prepaid for at least six months, and Members are required to empty

them immediately upon the expiration of the rental period. Lockers not emptied will be opened, and their contents removed and stored. Visitors bear the costs of this process.

Members using personal lockers are responsible for maintaining hygienic cleanliness of the stored items. Perishable items, flammable materials, or other hazardous substances may not be stored in personal lockers.

Any lost keys to personal lockers must be reported immediately to the Club reception. The Company retains a spare key for each personal locker for such situations,

The Company is not liable for jewelry, money, or other valuables stored in lockers, including personal lockers, nor for lost items outside designated storage areas.

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## **6. Hygiene Rules**

Visitors are required to use towels during sports activities to keep the equipment clean. Please place towels on all surfaces that come into contact with the body. Any surfaces sprayed with sweat must be cleaned with the disinfectant available on the treadmills.

Visitors must observe the following hygiene rules in the Club:

- Use shoe covers before entering the whirlpool area in outdoor or sports shoes
- Only enter the gym and studios in clean, closed sports shoes different from outdoor shoes
- Beach shoes/slippers are prohibited in the gym
- Always clean machines or mats after use with disinfectant
- Shower before entering the sauna, steam bath, or whirlpool
- Use deodorant

- No shaving is allowed in the Club premises
- Do not dry clothes or towels in the sauna

Sanitary facilities (showers and toilets) are available in the changing rooms, separated for men and women. Soaps provided at sinks are dermatologically tested.

## **Article III - Facility Use Rules**

### **7. Gym Use Rules**

Visitors must follow these Visiting Rules and the instructions of trainers and staff while engaging in activities at the Club. Do not block machines or exercise stations longer than necessary; allow others to rotate with you when requested.

After completing your workout, clean dumbbells and weight discs out of respect for other Club members.

Handle equipment carefully; do not drop dumbbells, and return them to racks or designated rubber squares, ensuring the safety of others.

Any damage to equipment or weights must be reported to the reception.

Visitors may not use personal trainers or train clients within the Club. The Company reserves the right to limit access to certain facilities (e.g., cardio areas) if they become overcrowded.

### **8. Visiting Rules for Group Training**

Visitors are required to adhere to these Visiting Rules and follow the instructions of the Club's instructors and staff during sports activities at the Club.

Visitors must arrive on time for group training. Entry into the sports studio after the training has started is prohibited.

Visitors must not disrupt the flow of the training in any way. Instructors have the right to limit the number of participants in group training or ask a visitor to leave if the instructor feels the room is overcrowded or if the visitor is not following the instructor's directions.

Visitors may only enter the studio where training is held after the instructor arrives.

Due to high demand for some group training sessions, the Company reserves the right to require prior registration for participation and to impose the following registration conditions.

### **How does the system work?**

Training sessions can only be booked online.

1. Visit the website [online.thefitness.hr](http://online.thefitness.hr) and log in to the client area by clicking the "LOGIN" button.
2. Use the email address provided in your membership agreement to log in.

If you are a MultiSport cardholder, request login information at the club reception.

If you have forgotten your password, you can reset it.

If the email address is invalid, request access details at the club reception.

3. In the top menu, click on the "SCHEDULE" button and select the Fit Invest club you want to visit.
4. Click on the group training session you want to book and confirm the reservation by clicking the "SIGN UP" button.
5. Training sessions can be booked no earlier than 48 hours in advance and no later than 5 minutes before the start.
6. Reservations can easily be canceled by clicking the "CANCEL RESERVATION" button on the list of reserved sessions above the schedule.

### **TERMS AND CONDITIONS FOR GROUP TRAINING BOOKINGS**

You can make an online reservation for any group training in the schedule, securing your spot in the session. Group training reservations via reception are not possible.

You may attend a group session without a reservation only if the session is not fully booked and with the instructor's permission. The option to book a group session opens 48 hours before the session starts and closes 5 minutes before it begins.

You can cancel a group session without any penalty up to 2 hours before the session starts. If you do not cancel the session or do not show up on time, you will be unable to book another group session for the next 120 hours (5 days).

Please do not join a group training session that has already started. Thank you.

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### **9. Whirlpool Usage Rules**

When using the whirlpool, the following is prohibited:

- Entering the whirlpool with skin conditions or other infectious diseases, or if a doctor has advised against it;

- Submerging your head underwater;
- Consuming or bringing food and drinks, or any glass containers, into the relaxation area.
- Visitors must follow these rules before using the whirlpool:
- Shower before entering the whirlpool;
- Wear a swimsuit;
- Follow the staff's instructions and comply with written guidelines and warnings;
- Adhere to personal hygiene principles;
- Behave appropriately and respect other visitors using the spa center.

During peak times, the Club reserves the right to temporarily restrict access to the spa center for some visitors.

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## **10. Tanning Bed Usage Rules**

Upon entering the tanning bed area, clients are required to familiarize themselves with these Usage Rules and are obliged to follow them as well as the staff's instructions and recommendations. Clients are informed of the potential side effects of using the tanning bed.

Children are not allowed in the tanning area.

Access to the tanning bed is prohibited for individuals who appear unkempt, have a fever, an infectious disease, are asymptomatic carriers, are under the influence of alcohol or drugs, or have an implanted electronic heart stimulator (pacemaker).

Access is also prohibited for individuals with acute sunburn or those who have had skin cancer or are predisposed to it.

Without prior consultation with a doctor, the use of a tanning bed is particularly not recommended for individuals with high blood pressure, pregnant women, those taking hormonal medications (including contraceptives), medications that increase photosensitivity (e.g., tetracyclines, chlorpromazine, sulfonamides, and antirheumatics), or those with Graves' disease, diabetes, those taking stress medications (phenothiazines), individuals with urinary tract infections, or individuals taking certain artificial sweeteners.

It is also not recommended to use the tanning bed immediately before or after bathing, while wearing perfumes, makeup, or other cosmetic products not specifically designed for tanning beds.

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### **General Instructions for Tanning Bed Users**

The duration of the tanning session is determined by a table of skin types and tanning programs, which is displayed in the tanning area. UV radiation can damage the skin or eyes. These biological effects depend on the quality and quantity of radiation and the sensitivity of the skin. Overexposure to tanning can cause burns and premature skin aging. If eyes are not protected during tanning, it can lead to eye inflammation.

Special protective measures are recommended for visitors who are particularly sensitive to UV radiation. The rule that using tanning equipment reduces the risk of sunburn does not generally apply.

### **Usage Instructions:**

- Do not wear makeup or perfumes before visiting the tanning bed.
- During your first visit, consult the staff regarding the appropriate tanning program for your skin type, as well as the frequency and duration of individual sessions for the type of tanning bed you are using. The staff will instruct you on how to operate the equipment.
- Use suitable cosmetic products for tanning and protective goggles designed for tanning beds.
- Leave at least 48 hours between your first two tanning sessions. Do not tan in a tanning bed or in the sun more than once a day.
- Clients must enter the tanning bed without clothing or jewelry. Clients with long hair may enter the tanning bed only with a hair clip or hair tie.
- Visitors must handle the tanning bed equipment carefully, paying special attention to the Plexiglas covers that protect the tubes—do not lean on them.
- Visitors must compensate the Club for any damage to the tanning equipment or property, or damage caused to other visitors due to their negligence.

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### **11. Sauna Usage Rules**

The club reception will provide information about sauna capacity upon request.

Visitors must follow all instructions from the sauna attendants. For hygienic and physiological reasons, saunas are generally entered without clothing. Take care to maintain a hygienic environment by using a towel or other suitable covering when sitting on the benches in the sauna, or benches in the fresh air room, toilets, or locker rooms.

In all parts of the sauna, you must be barefoot or wear protective footwear.

Be careful when moving around the area.

Only showers are to be used for cooling down. Cooling in the pool or whirlpool is prohibited.



Sauna bathing is for healthy individuals. Each visitor uses it at their own risk. Sauna bathing is not available to individuals showing visible symptoms of acute illness, such as fever, fatigue, coughing, rhinitis, conjunctivitis, diarrhea, headaches, malaise, etc., especially those with infectious upper respiratory tract inflammations. It is also not available to individuals with diseases that cause revulsion (e.g., patients with open inflamed or bleeding wounds). Access is also prohibited for asymptomatic carriers of intestinal diseases and family members whose relatives are suffering from an infectious disease.

Children under the age of 1 year are not allowed in the sauna.

Access is also prohibited for individuals who are intoxicated or under the influence of drugs. Smoking is prohibited in the entire sauna area!

Additionally, the use of the sauna can be denied to individuals who do not adhere to social morality or whose presence could disturb order, safety, and cleanliness.

Women are generally advised not to use the sauna during menstruation.

Visitors are allowed to use their own washing supplies, and they may use two of their own bath towels (preferably large), provided they are clean.

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## **12. Steam Room Usage Rules**

The club reception will provide information about the steam room capacity upon request.

Before entering the steam bath, thoroughly wash your body with soap and water. Enter the steam bath in a swimsuit. Place a towel under your body when sitting on the bench. Stay in the steam bath until you're well warmed up (it is not healthy to stay too long in the steam bath until you feel faint or dizzy).

The length of time in the steam bath is always individual, but typically ranges from 10 to 20 minutes. The body warms up in steam, where high humidity due to steam mist raises the temperature to an average of 35-45°C. The body is exposed not only to heat but also to moisture from all sides and to the heated benches on which visitors sit.

After leaving the steam bath, a shower is recommended—quick cooling is not necessary (use lukewarm water).

Only showers should be used for cooling down. Cooling in the pool or whirlpool is prohibited.

Each person can choose the intensity of cooling based on their own feeling and past experiences. The warming and cooling phases are usually repeated 2-3 times to achieve a pleasant sensation. Visitors are free to choose the time and intensity of heating.

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### **13. Pool Usage Rules**

Do not enter the pool area in footwear not intended for that purpose (clean rubber sandals or flip-flops are allowed). If you don't have them, use disposable shoe covers at the entrance or enter barefoot.

Please shower and wash with soap before entering the pool.

Enter the pool only in a swimsuit (do not enter the pool in underwear or without a swimsuit). Do not bring food, drinks in glass containers, or alcohol into the pool area. Only drinks in plastic containers are allowed in these areas.

Entry to the pool is prohibited for individuals under the influence of alcohol or other substances. The club is not responsible for valuables left in the pool area—please store them in the safes available at the reception.

Visitors with acute inflammatory or infectious diseases (rashes, open wounds, etc.) are not allowed in the pool.

Bringing bags and backpacks into the relaxation area is prohibited. The floor in the pool area is slippery, so please be careful when moving around. Jumping into the water is strictly prohibited!

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### **Article IV - Final Provisions**

The Company reserves the right to unilaterally amend or supplement these Usage Rules at any time. Amended or supplemented Rules will come into force 15 days after being posted in the Club's premises.

The current version of the Usage Rules is always available and posted in the Club's premises and can be requested from the Company. Any complaints about the quality of services provided or deficiencies in the Club's facilities can be submitted by visitors personally to one of the Club's management staff or in writing via the designated box located at the Club's reception.

Complaints can also be sent by email to the following address: [hob@thefitness.hr](mailto:hob@thefitness.hr) or by post to the following address: THE Fitness HoB, Marohničeva 1, 10000 Zagreb. Visitors are required, within their capabilities, to prevent damage to the Club and its parts and to report any observed defects or issues at the Club's reception.

The Company reserves the right to close the Club or parts of the Club for a limited period to perform necessary repairs, maintenance, or in the event of a private event. The Company will announce the closure of the Club or part of the Club in advance by posting information about the planned measure at the Club's reception.

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**Zagreb, January 1, 2024**