

All visitors of the tennis/squash/badminton courts and the physical training center (hereinafter referred to as the "Court") and their guests must observe the rules of good behavior and behave politely and safely with anyone in the premises and/or territory of the sports complex.

The purpose of these rules is to guarantee that the interests of the Court visitors are respected, and the best conditions for sports and to properly maintain the Court are established.

**All visitors to the Court must comply with these rules and, in appropriate situations, encourage others to comply with them.**

These rules as well as their changes/additions (current editions) are published on the Service Provider's website [www.sebarena](http://www.sebarena). It and on designated notice boards. It is considered that the visitors are familiar with the latest version of the rules, additions/changes published in the specified places and are not introduced separately.

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## Game time

In the winter season (from October to June), sports complex SEB arena is open: Monday-Thursday from 07.00 to 23.00, Friday from 07.00 to 22.00 and Saturday-Sunday from 08:00 to 22:00; in the summer season (from June to October) SEB arena is open: Monday-Friday from 07:00 to 22:00 and Saturday-Sunday from 08:00 to 22:00 and the tennis court of Bernardinai Garden is open: Monday-Friday from 07:00 to 21:00 and Saturday-Sunday from 08:00 to 21:00. Individual areas of sports complexes may have shorter working hours than those indicated above.

Game time in the Court is booked in advance, at a time agreed with the customer service department or administrators of the Court, or the time is booked for Buyers using the services of the online store. Players can use the services only at the time reserved for them, otherwise they must coordinate the reservation time with the administrators or the customer service department.

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## Clothing

All players on the tennis and squash courts must wear neat sports attire and only appropriate tennis/squash/badminton/training footwear.

Those wearing inappropriate and/or dirty footwear are at the risk of a fine of €30.00

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## Player etiquette

Before starting the game, the player must make sure that other players or visitors are at a safe distance and will not be hit by a flying ball/a racket or otherwise harmed.

It is forbidden to walk on other players' courts during the game. Mobile phones must be turned off in the pitches. After playing on outdoor tennis courts with soil or carpet, players should smooth the pitch surface with a special net/brush.

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## Customer behaviour norms

All visitors to the Court must behave appropriately. It is forbidden to scream, whistle, swear, smoke, litter, hit rackets or other hard objects into floor coverings, walls, fences, damage the Courts inventory, equipment or disturb other players/visitors in other ways.

For damaged floor covering, a fine of €145.00 applies.

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## Food and snacks

Tennis club players and their guests can only eat and drink in the designated areas of the Court (near the benches on the courts). Visitors can take a drink with them to the Court only if the drink is in a plastic container and transparent-coloured (carbonated/non-carbonated water). Carrying and consuming alcoholic beverages is prohibited.

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## Responsibilities

Visitors to the Court are responsible for any losses to individuals and violations of these rules made by themselves, their family members, and invited guests.

Visitors to the Court are responsible for their own state of health and its suitability for the respective sport, including the training and load of the game, and assume the chance of all injuries as well as the risk of death.

The pitches and extra facilities, including the dressing room and the wardrobe, as well as common spaces, are not adapted for the abandoned or other personal items (money, credit/debit cards, jewellery, watches, mobile phones, computers, keys, clothes, footwear, inventory and other) for storage. The Service Provider is not responsible for the personal belongings of visitors, guests or other persons present in the sports complex and the damages incurred in case of loss of any belongings are not compensated.

Found items are looked after by the service provider for 3 days, after which they are moved from the storage to the general location of finds.

Fines are issued to those who do not follow the established procedure and they are due immediately. Any of these rules violations are reported to the Administration, which at its discretion may limit the right to use services or some privileges of visitors to the sports complex.

Fine for a lost tennis ball is €1, fine for damaging the tennis ball shooting machine is €15, fine for damage to a squash racket (irreparable) is €20, fine for damage to a tennis racket (irreparable) is €30, fine for a damaged squash racket is €10, fine for a damaged tennis racket is €15. Penalty for the Inside violation of rules of procedure for which no other sanction is provided for is €30.00.

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## Access control

For all visitors of the sports complex who have ordered permanent services, permanent customer cards are assigned accordingly;

The cloakroom and access will be issued ONLY upon the presentation of the card;

Once visitors provide a document confirming their personal data to the administrators, they are given temporary access and cloakroom key or card;

When leaving the sports complex, customers without rental agreements under their names must return the key or card;

If the key is not returned, lost or damaged, the fine of €5.00 is paid for the production of a new key;

If the card is lost, the fine of €5.00 is paid for making a new card;

A customer card is issued to minors only in the following order: i) parents or guardians provide the administrators with a document confirming the personal data, phone number, and confirms the internal rules by a signature; ii) parents or guardians take full responsibility for any violations of these rules made by the child.

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## Video surveillance

Customers and people using services are informed and agree that in the premises (except changing rooms, sanitary, hygiene rooms), video surveillance is carried out in order to ensure the overall safety.

In addition, personal data/images, provided by customers, may be used and processed for the provision of services at no additional consent for the purposes of obligations and, if necessary, transferred to interested parties, as far as it is related to the provision of services, control or obligations.

People who do not agree with the use of personal data may therefore submit a corresponding request to the administration, but in this case they may be restricted and/or terminated from the provision of services.