

# RULES FOR VISITORS



## Majaland Praha, family amusement park

The Rules for Visitors (hereinafter as “**the Rules for Visitors**”) include all terms and conditions for entering the family amusement park, Majaland Praha.

## I. General provisions

- Definitions
  - Event** = Performance or other above-standard program that will be presented for Visitors in the premises of Majaland and which is published in the „Events Calendar” section on the Website.
  - Attraction** = a sophisticated set of technical equipment intended for active entertainment and amusement of Visitors, entertainment or game elements, climbing frames and other equipment and installations for playing and amusement.
  - Child** = a person under the age of 15
  - Accompanying Adult** = a person over the age of 18 with full legal capacity, entering Majaland together with the Child.
  - Majaland** = the premises of the amusement park called Majaland Praha, family amusement park, with a range of Attractions, installations, activities, playgrounds, game elements or other equipment intended for the entertainment of Visitors, as well as theatres, restaurants and other installations, isituated in a part of area known as „PREMIUM OUTLET PRAGUE AIRPORT” or „POP OUTLET & ENTERTAINMENT” at Ke Kopanině 421, 252 67 Tuchoměřice. Majaland includes all visiting areas within the amusement park accessible to the public and used for the operation of the amusement Attractions, entertainment and game elements, gastronomy, cultural programmes, shopping and other activities.
  - Mascots** = persons moving around Majaland dressed up as popular fairy tale heroes.
  - Meet&Greet** = a meeting with Majaland Mascots to take photos and amuse Majaland Visitors.
  - Visitor** = any person entering the Majaland area
  - Responsible person** = or “the Manager on Duty”, is the person authorized to represent the Operator in everyday operation of Majaland
  - Attendant** = a trained person employed by Majaland responsible for the operation of Attractions, communication with Visitors, access checks to the Attractions etc.
  - Majaland Employee** = a person employed or otherwise working for the Operator or authorized by the Operator to perform certain activities in Majaland.
  - Operator** = Majaland Praha s.r.o., company reg. no.: 039 39 898, with its registered office at Opletalova 1015/55, Nové Město, 110 00 Prague 1, registered in the Commercial Register maintained by the Municipal Court in Prague, file no. C 239579
  - Performance** = a set of spoken or sung words, music, dance, acting or other similar artistic activity presented in Majaland.
  - Website** = www.majaland.cz
  - Medical Supervisor** = a person with adequate medical education or person who has successfully passed first aid training, responsible for health care in Majaland.
- The Operator is the operator of Majaland, catering facilities and shops, and the vending machines in Majaland.
- The operator of the gift shop in Majaland called Majaland Shop is POP retail s.r.o., company reg. no.: 107 25 008, with its registered office at Opletalova 1015/55, Nové Město, 110 00 Prague 1, registered in the Commercial Register maintained by the Municipal Court in Prague, file no. C 347304.
- Majaland covers the area of 9,000 m<sup>2</sup> and the usual duration of the visit is at least 3 hours.
5. The capacity which Majaland is able to accommodate in 1 day is 2,500 visitors.
- Majaland contact details:  
Address: Ke Kopanině 421, 252 67 Tuchoměřice  
Phone: + 420 702 222 433  
Email: event@pop-group.cz  
Web: www.majaland.cz
- By purchasing a ticket and/or entering Majaland, the Visitor takes into consideration the Rules for Visitors, undertakes to act in accordance with the provisions of the Rules for Visitors and follow the instructions of the Majaland Employees. The Rules for Visitors are available at the entrance to Majaland, at the ticket office and on the Majaland website.

## II.Opening hours

- Visitors may only stay in Majaland during the opening hours displayed on the Website and at the ticket office. After announcing the end of operation of Majaland, the Visitors are obliged to leave Majaland by the end of the opening hours.
- The Operator reserves the right to modify the opening hours of Majaland for operational reasons, i.e. to extend or shorten, or to restrict the operation of individual Attractions or other activities and areas of Majaland. Visitors will be informed of any such change at the entrance to Majaland, as well

as at individual Attractions and on the Website. Visitors are not entitled to any compensation or reimbursement in case of a change in the opening hours of Majaland.

- Majaland reserves the right to suspend or terminate the sale of entrance tickets and restrict entry to Majaland, if full capacity has been reached. In such a case, people interested in visiting Majaland are not entitled to any compensation or reimbursement.
- Majaland allows individual entry to Majaland outside the opening hours under prearranged conditions. Majaland also allows individual reservations of Attractions, Performances or other activities within Majaland outside the opening hours under prearranged conditions. For more details about individual entries or reservations please go to Clause XIV hereof or visit the Website.

## III. Entry, entrance fee, entrance tickets, reservations and additional fees

- Entry is governed by the valid price list of Majaland, which is displayed on the Website as well as on the information board at the Majaland ticket offices.
- Majaland may be entered only with a valid entrance ticket (purchased at the Majaland ticket office, or online / at the ticket office in advance, and at selected partners) according to the current price list, or with another valid document providing entrance to Majaland. The validity of the ticket is always subject to the displayed opening hours of Majaland in terms of date and time. The validity of the ticket may not be extended, unless the Operator decides otherwise. A misused ticket, e.g. child ticket used by an adult, group ticket unless used by a group, non-transferable season ticket used by a person other than the ticket holder etc. is not considered to be valid.
- Entry and visit to Majaland is subject to the compliance with the Operator's internal regulations, instructions of the Majaland Employees, the Rules for Visitors and applicable legal regulations.
- Entry to Majaland requires wearing clothes suitable for activities in Majaland premises. Visitors in swimsuit or without upper or bottom clothes will not be allowed to enter. The Visitor's face must be always identifiable.
- The entrance ticket (except for season tickets) has a unique bar code and may be used only once. It cannot be used again after being scanned by the Operator's device. It is forbidden to duplicate the tickets. Visitors are obliged to present the ticket for a check upon the request of the Majaland Employee at any time. The ticket is not transferable. The Majaland entrance fee is non- refundable. Tickets may be exchanged, or the fee may be refunded, only in exceptional cases, at the Operator's discretion.
- The prices of the season tickets are based on the Majaland price list. The season ticket is non- transferable, issued on the name of the respective person, showing the date of birth of and photo of the respective person. The ticket gives its owner the right to a maximum of 1 entry per day. The ticket is a plastic card in the size of a bank card. The ticket must be protected against magnetic fields, mechanical, chemical or other stress and damage. If the ticket is damaged or lost, a duplicate ticket can be issued to the respective person. The ticket owners must prove their identity by an ID document with the same name and date of birth. The issuance of the duplicate is subject to a fee. Should a non-transferable season ticket be used by a person other than the holder of the ticket, the Operator is entitled to confiscate the misused season ticket and invalidate it.
- The Operator reserves the right to demand additional fees from Visitors to the standard entrance fee on the days when the Event takes place in Majaland. The amount of the surcharge will be determined by the Operator individually for a specific Event and will always be published at the Majaland cash desk and on the Website in the „Event Calendar” section for the relevant Event.
- The ticket office is open from 10 a.m. to 8 p.m.
- Tickets to Majaland can be purchased no later than 60 minutes before the end of the opening hours.
- Majaland provides benefits and discounts off the set entrance fees to individual Visitors and group of Visitors. More details about the benefits and/or discounts can be found at the Majaland ticket office and on the Website.
- Children may only enter Majaland accompanied by an adult who is fully responsible for the child during the whole visit to Majaland. In case of organized groups, the Accompanying Adult is responsible for the movement of Children in Majaland, even if the members of the group move in Majaland independently. Majaland is not responsible for the safety of Visitors who leave the group or do not follow the instructions of the Majaland Employees.
- The entry is free for the following persons: Children up to 85 cm of height, one person accompanying a ZTP/P card holder. The Majaland Employee is entitled to check the height of the Child.
- A short-term departure from Majaland after using the entrance ticket is possible in exceptional cases upon prior agreement with the Majaland Employees and after marking the Visitors, or their tickets, for inspection purposes.
- The Operator is entitled to deny persons justifiably suspected of intoxication, persons under the influence of narcotics, persons wearing heavily soiled clothes, or persons who could put other Visitors, the Visitors' property, the Operator and Majaland Employees in danger due to their odour or inappropriate behaviour, access to Majaland (or ask them to leave Majaland during the visit without compensation). The evaluation of this state is at the sole discretion of

Majaland Employees. The Visitor who is ordered to leave must leave Majaland immediately according to the instructions of the Majaland Employees without a right to refund.

- All Visitors enter Majaland and any other related Attractions at their own risk and responsibility.

## IV. Behaviour and movement in Majaland

- The Operator is entitled to determine which persons may enter and use individual Attractions or under which conditions, based on, including, but not limited to the producer's instructions for use of individual Attractions. The entry conditions are defined in particular based on the height and age of the Visitors. Some Attractions may be used by Children only in the presence of an Accompanying Adult. Persons with health restrictions, for example persons with artificial peacemakers, pregnant women, disabled persons etc. may not be allowed to use the Attractions and/or perform other activities. Such possible restrictions are clearly displayed at individual Attractions and/or other activities, or communicated by the Operator.
- When using the Attractions and/or performing other activities, the Visitors are obliged to act carefully and with consideration to other Visitors and Majaland Employees, comply with the instructions provided at individual Attractions and/or activities and follow the instructions of the Majaland Employees.
- The leaders of the groups of Visitors (tourist, school etc.) are obliged to make sure that the participants of the tour will behave in accordance with the provisions of the Rules for Visitors in Majaland. Further, the leaders make sure no injuries are caused by the group members. They will instruct the group before the start of the visit to Majaland. The group leaders are obliged to accompany their groups at all times and cooperate with the Majaland Employees, if necessary. Minor group members must be accompanied by a responsible group leader (supervisor) over the age of 18, who will ensure the safety and protection of health of this group of minor Visitors in accordance with applicable legal regulations; it usually means one supervisor per 25 minor Visitors.
- Majaland and all Majaland premises are wheelchair accessible. Motorized wheelchairs may only move at walking speed.
- It is possible to enter Majaland with prams. Prams must not be put away and parked in a way to block the paths, access to the Attractions, access to the escape exits or create other obstruction or cause other inconvenience to other Visitors. Babies in prams must be under supervision at all times. The Visitors are obliged to secure unattended prams.
- Before visiting the gaming part of Majaland, the Visitors are obliged to leave any baggage (bagpacks, bags, umbrellas, cases etc.) in the lockers situated in the entrance hall in the reception area o next to the elevators on the ground floor of the gaming part of Majaland. The lockers are available for the Visitors for a fee charged according to a valid price list displayed at the cash desk and against a key deposit. The authorized Majaland Employee decides whether a particular thing should be left in the locker. Visitors are obliged to watch the things brought to Majaland with them and other belongings, for example hats, glasses, shoes, valuables, phones, players, cameras and other similar devices. Majaland is not liable for possible damage or loss of these things and devices, if not stored in designated places, i.e. in the locker. The Operator reserves the right to check the content of baggage brought into Majaland under applicable legal regulations. If the Visitors refuse to have their baggage checked, they will not be allowed to enter Majaland.
- It is forbidden to bring to Majaland any sharp or dangerous items which could put the safety of others into danger. The Majaland Employees are entitled to decide about the dangerousness of items at their sole discretion and to deny the person carrying such items access to Majaland.
- Taking photographs and other audiovisual recordings in Majaland is permitted exclusively for private purposes. Places where it is forbidden to take photographs and other audiovisual recordings are marked by the Operator. In the whole area of Majaland it is forbidden to use tripods, selfie sticks and holders, additional lights (e.g. flash lights etc.) and restrict the movement of other Visitors in any way.
- Unauthorized use, transmission or reproduction of the Majaland logo or trademark is forbidden.
- Taking photos and audiovisual recordings in Majaland for commercial, advertising and other similar purposes is permitted only upon a prior written agreement with the Operator of Majaland.
- Upon request, the Operator will provide professional photography by its own Employees based on an individual order and for consideration.
- Majaland's liability for possible damage caused to the Visitors is governed by applicable legal regulations.
- Majaland is not liable for things left unattended or for their loss, if left outside the designated areas, and it is not liable for possible bodily harm resulting from the violation of the Rules for Visitors and relevant legal regulations.
- During the whole time in Majaland, the Visitors are obliged to act according to the rules of civil cohabitation to ensure a pleasant, safe and carefree experience in Majaland for them and other Visitors.
- The Visitors are obliged to treat all Attractions, decorations, equipment and other installations in Majaland with due caution and care. It is forbidden to damage them, or place hand luggage, clothes or other things on them. When handling interactive installations or related technical equipment (e.g. tablets, RC models

etc.), the Visitors are obliged to proceed in accordance with the instructions of the Majaland Employees or with the instructions and/or manuals placed on the installations, in particular to use the Attractions for the intended purpose and only in such a way that does not put their and other Visitors' safety and health in danger and does not cause damage to any property.

- If a Visitor causes damage to any Attraction, installation or Operator's property in Majaland, the Operator is entitled to demand related damages and the Majaland Employee may ask this Visitor to leave Majaland without refund.
- Visitors are always obliged to follow the instructions given by the Majaland Employees in particular in connection with the protection of the Attractions and other installations, technologies or for the Visitors' safety. Should the Visitor fail to follow the instructions protecting the safety of Visitors or the property, the Visitor will be ordered to leave Majaland without refund. Repeated violations of the Rules for Visitors by the Visitor may result in a long-term or permanent denial of access to Majaland.

## V. Attractions, entertainment and game elements

- The Operators is entitled to put Attractions or their parts which are damaged, being repaired, inspected, reconstructed, innovated or cannot be used for safety reasons, out of operation / use without refund.
- The Operator will make all reasonable efforts to ensure the functioning of all Attractions during the opening hours of Majaland. However, the Operator reserves the right to suspend any Attraction, activity or Performance in Majaland at its own discretion for safety reasons without prior notice and without the Visitors' right for a discount or refund.
- The Operator reserves the right to operate any of the Attractions and activities in a limited mode based on the number of present Visitors, but always in such a way so that this Attraction or activity is available to the Visitors for at least a part of the Majaland opening hours. In case of a restriction as defined in the preceding sentence, Visitors to Majaland are not entitled to compensation or reimbursement.

## VI. Access to the Attractions and Performances

- When entering the Attractions, the Visitors are obliged to respect the instructions, directions and safety or organizational rules related to individual Attractions displayed at the information board at each Attraction or communicated by the Operator (in particular conditions of entry to specific Attractions, e.g. age, height, necessary Accompanying Adult, state of health etc.). Persons who refuse to follow these instructions, directions and/or rules, or who do not meet conditions for the operation of the given Attraction, will be denied access by the Operator.
- At certain Attractions, it is strictly forbidden to carry items which are not firmly connected / securely attached to the Visitor's clothes or body (e.g. glasses, hats, scarves, handbags, hand luggage, phones, cameras and other accessories). This obligation is displayed on the information board at the respective Attraction. The Visitors are obliged to leave these items and things at a designated place at the entrance to the Attraction and collect them after their departure from the Attraction. Majaland is not liable for possible damage or loss of items and things, if stored outside the designated area. Should the Visitors violate this ban and take such items or things to the Attraction, the Operator is not liable for damage / loss of these items and for harm caused thereby.
- Some Attractions may apply restrictions in terms of Visitors' weight, height, age, number of persons in gondolas, placement and layout of persons to achieve the optimum balance of Attractions etc.
- Visitors are obliged to form queues in the designated areas, wait for the check-in and leave the area of the Attraction immediately after the end of the activity. If the Visitors want to repeat the Attraction experience, they have to join the back of the queue and proceed according to the preceding sentence.
- It is forbidden to consume food and drinks, smoke, use electronic cigarettes or tobacco heating products at the Attractions.
- Special conditions of entry to individual Attractions for ZTP-P persons and persons accompanying them may apply. The Operator or another Majaland Employee can provide more details about these conditions upon request.
- Entrances to the Attractions are closed for Visitors so that the last rides/ activities can be finished within 15 minutes, before the end of Majaland's opening hours.
- Visitors to Performances are obliged to respect the instructions of the Majaland Employees, as well as the safety and organizational measures displayed on the information boards at the entry to these Performances.
- Visitors are obliged to follow the instructions of the Majaland Employees when arranging the Meet&Greet with the Majaland Mascots.



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10. The Performance areas have a predefined capacity. Majaland Employee are entitled to control the number of Visitors, and if reaching the full capacity, to deny certain Visitors access to the Performance, without the Visitors' right to any compensation or reimbursement.

## VII. Obligations of Majaland Visitors

- Visitors are obliged, in particular:
  - To act in such a way so that they do not damage Majaland property, Attractions, game elements, installations, equipment or any other property of the Operator or other persons; further, they are obliged to keep Majaland premises clean and tidy.
  - To act in such a way so that they do not put their, other Visitors' or Majaland Employees' health in danger.
  - To treat the interactive installations considerately and in standard manner, i.e. solely according to the instructions of the Majaland Employees and/or instructions displayed on the information boards situated in Majaland.
  - To follow the instructions of the Majaland Employees. Should the Visitor fail to follow the instructions or bans aimed at the safety of Visitors, protection of Majaland and the Attractions, the Visitor may be ordered to leave Majaland without refund. In addition to that, every Visitors is liable under applicable legal regulations.
  - To report any defect of the Attractions or other devices to the Majaland Employees without undue delay.

## VIII. Attraction Attendants

- The Attendants at individual Attractions ensure the compliance with the Rules for Visitors, instructions of the manufacturer and supplier of the Attraction and are responsible for keeping the Attraction area in good order. The Attendant immediately rectifies any violation of obligations set out in the preceding sentence.
- The Attendant makes sure that the Visitors treat the Attractions properly, in accordance with the instructions of the Majaland Employees and instructions for use. The Attendant checks whether the Visitors entering the Attractions meet the manufacturer's conditions of entry to the given the Attraction.
- The Attendants assist the Visitors, upon request or on their own initiative, with solving issues connected to the use or operation of the Attraction or installation, or provide clarifying information.
- The Attendant is entitled to notify the Visitors of their violation of the Rules for Visitors, instructions for use of individual Attractions or activities, or ask the Visitors for rectification.
- The Attendant is entitled to order the Visitors who substantially or repeatedly violate the Rules for Visitors, instructions for use of individual Attractions or activities to leave the Attraction or Majaland. In this case the Visitor is not entitled to a refund.
- The Attendant makes sure that no suspicious items that would raise concerns about the safety of Visitors are left in Majaland, and if such items are found in Majaland, the Attendant is entitled to take necessary steps to eliminate them. In such a case, the owner of the given item which was left unattended is not entitled to any compensation or damages, even if it turns out that this item did not put the safety of Visitors in danger.
- The Attendant makes sure that access to paths and evacuation routes or emergency exits is not blocked and the Attendant is entitled to take necessary steps to eliminate such blocking.

## IX. Operator's notice

- The Operator is not liable for damage caused by force majeure (i.e. a natural disaster, accident, power outage, public telecommunication network outage, war or terrorist attack, server downtime, Majaland equipment and technology failure, necessary software updates, server configuration etc.).
- The Operator is not liable for damage caused by third parties, i.e. for damage caused by a failure on the part of the service providers or by the behaviour of individual Visitors.
- Full damages including the loss of profit incurred by the installed Attractions or property of Majaland will be enforced on the person who caused it in accordance with applicable legal regulations.
- Visitors to Majaland are expressly forbidden to:
  - Damage the Attractions, installations, decorations, objects, displayed items or other property located in Majaland.
  - Drink water from the Attractions, including the pools and ponds, as the water is not potable and has been chemically treated.
  - Enter and swim in the pools and ponds or throw any things or coins into them.
  - Touch the technical equipment, devices or otherwise manipulate or move them.
  - Not to respect instructions for entry and use of the Attractions, activities and Performances.
  - Damage or otherwise handle the marking of the Attractions, activities or

- Performances.
- Visitors are obliged to read instructions for individual Attractions to avoid damaging the Attractions due to ignorance and to avoid the risk of injury.
- It is forbidden to play with / handle visibly damaged Attractions; any such damage or defect must be reported to the present Majaland Employee without undue delay.
  - Run, jump, slide, or throw things etc. in the marked protected zone.
  - Open windows and lean out of them, lean over the railings, sit and stand on the heaters, lift / place children on the protective railings or decorations.
  - Write or draw on any items and parts of Majaland, in particular on the Attractions, walls, decorations and tables etc. or otherwise damage them.
  - Enter places or protected zones of the Attractions which are not accessible to the public, not clearly intended for Visitors or which say "No entry" for Visitors at the entrance, in particular to maintain the Visitors' safety and prevent the risk of injury.
  - Block the roads and paths of Majaland, in particular the evacuation paths and emergency exits.
  - Touch the wiring or manipulate electrical connections, signalling equipment, fire extinguishers, safety devices etc.
  - Disturb other Visitors or the ongoing programme by making noise (in particular by playing recorded music, using electronic devices, loud expressions etc.).
  - Step on the decorations, climb the structures, enter the bridges and places intended only for the Majaland Employees.
  - Enter Majaland with beverages in open containers and consume any beverages and food in the Majaland premises except for places designated by the Operator.
  - Bring their alcoholic beverages and/or other narcotics into Majaland. Further, it is forbidden to use and take alcoholic beverages purchased in the catering establishments of Majaland outside these establishments.
  - Throw any waste outside the rubbish bins or otherwise pollute the Majaland premises.
  - Handle open flames or light or use fireworks.
  - It is forbidden to smoke, use electronic cigarettes or any other tobacco heating products in any Majaland premises, including the bathrooms, corridors, staircases and entrance halls.
  - Enter Majaland with animals except for duly marked guide dogs and assistance dogs. The person accompanying these dogs must make sure the dogs do not pollute and damage the Majaland premises and facilities or bother other Visitors. Guide and assistance dogs are not allowed to enter the Attractions and catering facilities.
  - Enter Majaland with bicycles, scooters, tricycles, roller skates, trolleys, skateboards and other means of transport.
  - Use and bring drones or other pilotless devices without a prior consent of the Responsible Person.
  - Enter Majaland with weapons or other guns, cutting or stabbing weapons or their imitations, any kinds of explosives, flammable or otherwise dangerous substances, or items which may cause damage to property or health.
  - Damage or remove safety signs and/or staking safety barriers.
    - Leave baggage and other items outside the designated areas and leave them unattended in the Majaland premises.
    - Otherwise disturb peace and order in Majaland.
    - Take the Majaland property out of the Majaland premises or otherwise manipulate it.
    - Camp, organise picnics, celebrations or gatherings not expressly allowed by the Operator in the Majaland premises.
  - It is not allowed to organise any sale, public gatherings, presentations, to distribute materials, samples, leaflets and/or perform researches and surveys in the Majaland premises without a prior written consent of the Operator.

Breach of any ban defined in this clause hereof may result in ordering this Visitor to leave Majaland without refund.

  - Further, with respect to the Attractions intended particularly for children, it applies that:
    - It is necessary to follow all instructions provided at each Attraction.
    - Only Children from 6 years of age are allowed to enter the Attractions on their own, unless a higher age requirement is displayed at a Attraction.
    - Games and activities are intended for persons who can assess possible consequences given their age and intellect.
    - The Accompanying Adult, or in case of organised groups the supervisor, is responsible for the behaviour of the children and its consequences. This applies also in case of injury or damage of Majaland property.
    - The maximum capacity of the playroom, playground, element and/or any other Attraction is displayed at each Attraction.
    - It is forbidden to handle the switches of the wiring of the equipment.
    - In the area of the game elements, in particular on the steps and in the tunnels and/or houses, it is necessary to move carefully with maximum caution, to be aware of the elevation of steps and lowered ceiling.
    - Considering the tartan surface on the playground, we recommend wearing long trousers and long sleeves.
  - If the Visitor causes damage to Majaland by violating the Rules for Visitors, applicable legal regulations or performing other inappropriate activity, a report will be drawn up with the given Visitor. If the Visitors are unwilling to prove their identity and draw up the report, we will ask the Police for assistance.

## X. Gastronomy

- In Majaland there is a self-service restaurant and a serving point with a wide selection of food and drinks. The prices are displayed on the menu boards and price lists next to each serving point.
- The content of individual dishes is available with the attending personnel upon request; the allergens are displayed on the boards and sheets.
- Payments are made against a receipt issued by the point-of-sale system in accordance with applicable legal regulations. Payments can be made in cash, by vouchers, bank cards or other mobile payment means.
- Paid and ordered food cannot be returned. In case of doubts about the quality of individual dishes, please contact the respective employee of the given operation.
- Refreshment purchased in Majaland may only be consumed in the restaurant area; Visitors' own refreshment brought into Majaland may only be consumed in designated areas. It is expressly forbidden to consume your own food and drinks in the restaurant premises of Majaland or in other catering establishments of Majaland.

## XI. Shops

- In Majaland there are points of sale and a shop with a variety of different things, sweets, gifts, toys, clothes and accessories. The prices are displayed on the boards as well as on individual items.
- Payments are made against a receipt issued by the point-of-sale system in accordance with applicable legal regulations. Payments can be made in cash, by vouchers, bank cards or other mobile payment means.

## XII. Safety, first aid, lost and found property

- Visitors to Majaland are obliged to refrain from any behaviour which could put their or other people's safety in danger, cause any damage to property, Majaland equipment, Attractions, decorations, facilities, items, as well as any technical equipment. Visitors are obliged to act in such a way so that they do not restrict or bother other Visitors. Failure to do so will lead to the banishment of the Visitor without refund. This is without prejudice to the Visitors' liability for any harm.
- If a Visitor suffers injury or medical indisposition, it is necessary to contact the Majaland Employee who will call the Medical Supervisor or other medical assistance. The Majaland Employee will draw up an accident report. In case of an acute injury which requires immediate medical intervention, the Majaland Employee may be contacted after calling the emergency medical service.
- If the Visitor notices an injury or health indisposition of any person, the Visitor will inform the Medical Supervisor or other Majaland Employees without undue delay.
- Any damage to Majaland property, including the defects of individual Attractions or Visitors' property, must be reported to the attending Majaland Employee without undue delay.
- The first aid kit is available from the Majaland Employees at the Reception of Majaland or from the Medical Supervisor. The defibrillator is kept in the PREMIUM OUTLET PRAGUE AIRPORT or POP OUTLET & ENTERTAINMENT information centre and at the Reception of Majaland.
- In case of a technical defect of any device, the Visitors should report this fact to the Majaland Employee without undue delay.
- If a child is missing, the Visitors should report this fact to the Majaland Employee without undue delay. Children will be handed over to the statutory representative or Accompanying Adult in the reception area upon submitting a proof of identification.
- Founds items are handed over to the Majaland ticket office or Majaland Employees. Found items are then returned to their owners upon proving their identity. Any loss can be reported or information about found items obtained directly at the reception of Majaland. The Majaland Employee will hand the found item over based on an accurate identification of the sough item upon submitting a proof of identification.

## XIII. Fire protection, emergency and crisis situations, sanitary requirements

- In case of emergency, fire and necessary evacuation of the building (announced by an acoustic signal or announcement), the Majaland Visitors are obliged to leave the Majaland premises (building) via the designated evacuation paths according to the instructions of the Majaland Employees. Return to the Majaland premises / Attraction after the evacuation is only possible with the permission of the Responsible Person.
- Majaland has separate Fire Alarm Directives and Fire Escape Plan in place. The Visitors are obliged to get familiar with them and act according to the provided instructions.
- In case of a failure, blackout or other emergency situation resulting in a non-standard behaviour or stopping of the Attraction, an emergency evacuation of the Attraction and the Visitors is carried out. The Visitors will follow the instructions of the Attendants and Majaland Employees and leave the Attraction

- with caution.
- In case of an emergency situation followed by an evacuation described in the preceding paragraph of Clause XIII. hereof, the Visitors are not entitled to a refund. In case of a short-term emergency situation, the Visitor can finish the visit after the end of the emergency situation. If the Visitor cannot continue the visit, a free ticket of the same kind is provided to the Visitor.
- The bathrooms for Visitors in Majaland are clearly marked. It is strictly forbidden to engage in sanitary needs outside the designated areas. It is forbidden to throw items, sanitary products, nappies, wet wipes and similar products into WC. These products can only be disposed of in designated bins.
- Sanitary baby care may only be carried out in designated places.

## XIV. Booking the Majaland premises

- Majaland offers the possibility to book the Majaland premises for a private event under agreed individual conditions on a date agreed in advance. The booking is made via phone, email or by a personal order.
- All provisions of the Rules for Visitors apply to any private group which books the Majaland premises.
- Conditions for booking the Majaland premises are agreed on an individual basis. A binding reservation may be subject to a non-refundable advance payment.

## XV. Personal data protection

- The Operator is the Data Controller.
- For safety reasons and protection of the property the Majaland premises are monitored by a CCTV system with recording.
- Every person entering Majaland provides consent to the recording and free use and distribution of their picture or portrait as a part of any photographic material and/or audio and video recording made by the Operator in display of Majaland, as a part or as a whole, in particular for reasonable documentary, art, news and reporting purposes, as well as for communication purposes, in particular on the Majaland Website and/or social media. If a person does not want to be recorded on these recordings, the person must inform the Majaland Employees accordingly.
- The Operator also points out that a professional device is installed on the Attraction labeled „Vic's Roller Coaster", which takes photos of Visitors while riding on this Attraction. Photos of Visitors taken while visiting the Attraction labeled „Vic's Roller Coaster" are then available to Visitors at the self-service facility prepared for that purpose and also at Majaland reception, where Visitors can have the photos printed or sent to e-mail for a set fee. By entering the Attraction marked „Vic's Roller Coaster", the Visitor agrees that such photographs will be taken. Further information about the protection and processing of Visitors' personal data, including the possibility to unsubscribe from offers, can be found in the Privacy Policy available on the Website.

## XVI. Final provisions

- The Rules for Visitors and legal relations arising herefrom or related to the visit to Majaland are governed by the Czech legal order.
- The Czech Trade Inspection Authority with its registered office at Štěpánská 567/15, 120 00 Prague – Nové Město, company reg. no.: 000 20 869, website: <https://adr.coi.cz/cs>, is responsible for the out-of-court settlement of consumer disputes arising from purchase contracts. When resolving disputes between the seller and the buyer arising from a purchase contract, it is possible to use the online dispute resolution platform at <http://ec.europa.eu/consumers/odr>.
- The operator reserves the right to interrupt or terminate the operation of Majaland at any time with immediate effect without any compensation. The operator also reserves the right to change the Rules for Visitors at any time, with effect from the date of publication of the change to the Rules for Visitors, or its new wording, on the Website.
- If the Operator suspects fraudulent, dishonest or unfair behaviour of a Visitor, the Visitor may be ordered to leave Majaland without any refund.
- Detailed information regarding Majaland are published on Website.
- The Operator is not liable for injuries and damage incurred in violation of the Rules for Visitors and generally binding legal regulations, standards and orders.
- Visitors can express their concerns, insights and experiences regarding the tour on the Majaland social media. In case of complaints about the services provided, the Visitors can contact the Responsible Person or the Operator at [event@pop-group.cz](mailto:event@pop-group.cz).
- The Rules for Visitors become valid as of 1 September 2022.

**Majaland Praha s.r.o.**  
**Ing. Jiří Medřický & Ing. Otto Jerman, executive directors**