

## **RULES OF THE "HAPPY HOURS" SHOPPING PROMOTION**

### **Article 1.**

1. The company Ananda Spa s.r.o, operated by Imaginox as, Company ID: 03070069, with its registered office at Na Ježově 370, 251 66 Senohraby, Czech Republic, ("**Company**"), is organizing a sales event called "HAPPY HOURS" ("**Event**").
2. The subject of this document is the complete regulation of the rules ("**Rules**") of the Promotion. These Rules are the only document that bindingly regulates the rules of the Promotion. These Rules may be amended only in the form of written amendments published at the same time as this document.

### **Article 2.**

1. The event will take place from 1 April 2025 to 30. 4. 2025 on the anandaspa.cz E-shop, with the proviso that the offer related to the Promotion is valid only during the specified period.

### **Article 3.**

1. A participant in the Promotion may be a natural or legal person who is an end customer and who meets the other conditions set out in these Rules ("**Customer**"). The Promotion is not intended for persons who purchase goods included in the Promotion for the purpose of resale.
2. Only those Customers who meet all the conditions of the Promotion will be included in the Promotion. The Company reserves the right to assess the compliance of the conditions by individual Customers at any time at its discretion and to exclude Customers who do not meet the conditions set out in these Rules from the Promotion at its discretion.

### **Article 4.**

1. The Customer will participate in the Event by booking a 90-minute Abhyanga Deep procedure at the time and place of the Event, according to Article 2 of the Rules, on the preferential times from 9:00 and 11:00 every Tuesday and every Friday in April, by phone at +420 773 337 230.
2. When booking by phone: During the given times, the client will receive the Abhyanga Deep procedure for a favourable price of 2,900 CZK.
3. Each Customer may participate in the Event repeatedly, but always subject to meeting all conditions of participation according to these Rules.
4. The Company has the exclusive right to assess the fulfilment of the specified conditions of the Promotion by individual Customers. The Company is entitled to finally exclude a Customer if it suspects that the Customer has committed fraudulent acts or other acts that are contrary to good morals. This decision to exclude a Customer is final, without the possibility of appeal.

### **Article 5.**

1. These Rules will be available on the website <https://anandaspa.cz/pravidla-akce> throughout the Event Period.
2. The company can also be contacted in connection with the Event at the e-mail address or telephone number listed on the website <https://anandaspa.cz/contact>.
3. Participation in the Promotion is voluntary. By participating in the Promotion, the Customer expresses his/her agreement with these Rules and undertakes to fully comply with them. Rights and obligations arising in connection with the Promotion that are not regulated in these Rules are governed by the laws of the Czech Republic.
4. The Company reserves the right to change the terms and conditions of the Promotion or its duration without giving reasons or determining compensation, without any claims of the Customers against the Company. Any such change to the Rules or the Promotion will be announced in the same manner as

these Rules. The Company will make changes only for exceptional reasons, in particular in response to circumstances beyond the reasonable control of the Company, including technical or legal reasons, and on the condition that the Company will always strive to minimize the impact on the Customers.

5. When exercising rights arising from defective performance (complaints) for goods within the framework of this Promotion, the procedure is carried out in accordance with the applicable legal regulations contained in particular in Act No. 89/2012 Coll., the Civil Code, as amended, in Act No. 634/1992 Coll., on Consumer Protection, as amended, and in accordance with the Company's applicable complaints procedure.
6. If the Customer withdraws from the contract, the Customer will be refunded the price for which he/she purchased during the promotion, in the form of a credit to the customer's customer account. Withdrawal from the purchase contract by the Customer is always carried out in accordance with the conditions set out in the Company's General Terms and Conditions.
7. Discounts and other benefits within this Promotion cannot be combined with any other discounts or other sales promotions.
8. The body authorized to resolve consumer disputes arising in connection with the participation of the Customer, who is a natural person – consumer, in this Promotion is the Czech Trade Inspection Authority, on whose website ( [www.coi.cz](http://www.coi.cz) ) the Customer will find, among other things, information on the method and conditions of out-of-court dispute resolution, when this procedure can be initiated only on the basis of the Customer's proposal and then when he fails to resolve the dispute directly with the Company. The form for the proposal to initiate proceedings for out-of-court resolution of a consumer dispute is available on the website of the Czech Trade Inspection Authority.
9. The Customer, who is a natural person – consumer, also has the right to initiate out-of-court dispute resolution online via the ODR platform available on the website <https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.show&lng=CS> . The out-of-court dispute resolution procedure is not mediation pursuant to Act No. 202/2012 Coll., on mediation, nor arbitration pursuant to Act No. 216/1994 Coll., on arbitration and the enforcement of arbitration awards, as amended, and its use does not affect the Customer's right to address his claim to the Czech Trade Inspection Authority or to the court.