

## **Visitor Rules for LEVELS and Gaming Center**

**Identification:** LEVELS, 3rd and 4th floors of OD Máj

**Operator:** Infinite X Praha s.r.o.

**Address:** Národní 63/26, 110 00, Prague – Nové Město

**Company ID:** 11740418

### **Responsible Person for LEVELS:**

- Matůš Klement
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### **Responsible Person for Gaming:**

- David Jelínek
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1. By entering the premises, you agree to these visitor rules for LEVELS and the Arcade Center, including the potential use of your photo for promotional purposes (e.g., restaurant presentation on websites).
2. The operator is responsible for facility operations and has the right to monitor adherence to these rules and implement necessary measures.
3. The premises are located on the 3rd and 4th floors of the Máj building on Národní Street.
4. Operating hours: Sunday to Thursday 10:00 AM – 12:00 AM, Friday and Saturday 10:00 AM – 2:00 AM. The operator reserves the right to change these hours as needed.
5. Rights and responsibilities not explicitly specified here are governed by the operator's internal regulations and applicable safety and health legal standards.
6. Photography for professional or press purposes is allowed only with the operator's prior consent.
7. The operator reserves the right to remove any customer exhibiting inappropriate behavior or violating these rules, without refunding any prepaid food or beverage.
8. Visitors who do not follow these rules or whose behavior endangers others may be warned and, if non-compliant, removed without refund or compensation.
9. The operator reserves the right to deny entry to any customer who is inappropriately dressed (e.g., dirty, smelly, torn clothing), intoxicated, or under the influence of drugs or other substances.
10. The operator may impose a temporary or permanent ban on individuals who repeatedly cause disruptions or violate these visitor rules.
11. Pets are not allowed.
12. The operator reserves the right to claim compensation for any damages caused by customers.
13. Prohibition of pyrotechnics, explosives, and other hazardous materials, as well as open flames and firearms, within the premises.
14. Bringing food and beverages into the premises and consuming them is prohibited.
15. A security camera system with recording is installed for safety reasons; data processing principles are outlined in a separate document.

16. The operator is not responsible for items left unattended on the premises, nor for any losses, thefts, or damages to visitors' personal property.
17. Alcoholic beverages may not be served or sold to individuals under 18 years old. Proof of identity may be required in cases of doubt.
18. Customers must adhere to the venue's operating hours.
19. Customers must follow staff instructions.
20. For damages to facility equipment, a flat rate of 100 CZK per item may be charged. In cases of intentional or major damage, the customer must cover the full cost according to current laws.
21. The operator is not responsible for damages due to force majeure or caused by third parties. Visitors must behave in a civil manner.
22. The operator reserves the right to change these rules unilaterally without prior notice.
23. Parents or adult supervisors are responsible for supervising children.
24. Entry to non-customer areas (e.g., kitchen, storage rooms) is prohibited.
25. This visitor code does not override the obligation to comply with generally binding laws of the Czech Republic.
26. Payment is possible in cash or by card.
27. Payment in foreign currency (Euro) is possible, with the applicable exchange rate posted on-site. Euro bills up to 100 € (5, 10, 20, 50, 100) are accepted, with change returned in CZK. No coins are accepted.
28. Entrance fees are posted online and on-site.
29. Smoking and the use of e-cigarettes, including heated tobacco, are prohibited.
30. Only food and drinks purchased on-site may be consumed in designated areas.
31. Unauthorized entry and theft will be reported to the police.
32. Violations of these rules may lead to sanctions or a ban on entry.
33. Individuals are fully responsible for injuries caused by unsafe behavior; the operator is not liable.
34. Staff must be informed of any accidents or injuries and can provide first aid.
35. Gaming equipment is certified by manufacturers, regularly inspected, and maintained.
36. Visitors may not connect their own peripherals to computers in the Gaming Zone. Any damages due to improper use are the visitor's responsibility.
37. Follow staff instructions and posted information.
38. Visitors are responsible for any damages to gaming equipment caused by negligence or intentional misuse.
39. Report any damaged gaming equipment to staff immediately for safety.
40. Entry may be limited if the premises reach maximum capacity; expect possible wait times.
41. By attending events at LEVELS, visitors agree to the use of their image in promotional materials (per § 84, Civil Code 89/2021).
42. The operator has the right to inspect visitors' belongings for safety reasons. Refusal to comply may result in denied entry or removal.
43. Please be aware of visual effects (flashing lights, loud sounds) which may trigger seizures in individuals sensitive to light. Those with these or similar conditions are advised against entering.

This code of conduct is effective as of 14.10.2024.