

Conditions and rules of reservation system Studio CERE s.r.o.

The reservation system is used to book cere studio classes. Thanks to the reservation system, you can book and cancel classes yourself. Participation in classes is possible without reservation, but there is no guaranteed free space in the class. It is not possible to use the services of the reservation system without a prior registration.

The reservation system operates on the credit system, which means that any client who wants to take advantage of the offered activities must ensure that the amount of the reservation is sufficient in advance. Without sufficient credit, the system will not allow you to make a reservation. You will always be notified by registered e-mail about all events based on your account. You will be informed about some services by SMS to a registered mobile phone. Furthermore, the reservation system is also set up for users with ActivePass, who must have a minimum credit of CZK 200 for the reservation.

Please note that the re-selection system is used only to reserve activities held in cere studio and which are listed in the calendar schedule.

Terms of registration

Before registering, please read the terms and conditions of the Cere Studio Reservation System ("Terms and Conditions") and the RULES, the wording of which is available [here](#) and agree to comply with the Rules and conditions.

In case of violation of the rules of the Order, we reserve the right to cancel your registration.

Registration procedure

Basic registration can be made on the website of the reservation system. After you have opened the page from the received link, click on the "Register" box. After filling in the boxes (marked * they are mandatory) and then saving, a confirmation email will be sent to the specified e-mail address. User registration with ActivePass: the user registers in the same way and ticks that he/she is the owner of the ActivePass card when registering. He will charge his credit in the minimum amount of CZK 200 by transfer to an account or in cash/credit card at the reception of studio CERE. The credit is refundable to the owner of ActivePass cards in the maximum amount of CZK 200, unless the client's credit is forfeited under the cancellation policy.

Credit system conditions and recharging procedure

Credit

The credit is recharged at the reception of our studio during opening hours in cash or by credit card. The credit can also be recharged by card through the GoPay payment gateway. We don't accept checks or food stamps in our studio. The credit is valid for 180 days. If you are not able to use the credit until its expiry date, then you will extend its validity for another 180 days by recharging the credit in the minimum amount of CZK 200. Credit is not refundable. It can be converted to third person and is portable, i.e. it can be drawn by another person.

Booking conditions

The reservation can only be made by an online registered client with a recharged credit in the minimum amount of the price of the lesson to which he subscribes. The ActivePass holder must have a recharged credit of at least CZK 200. Reservations can be made no later than 5 minutes before the start of the activity. Bookings for ActivePass users: The ActivePass cardholder is only entitled to one entry to the studio for all 60 min. lessons per calendar day.

In exceptional cases, when you really do not have the opportunity to make a reservation Online, it is possible to request a reservation by SMS by the system administrator on phone 725 364 192 in case you have a minimum credit in your account to pay for the lesson. However, we are not responsible for the handling of your request, but we will do our best for you.

Booking procedure

- log into the reservation system
- in your calendar, choose an activity
- set the mouse cursor to the selected activity -**DO NOT CLICK, after displaying field "BOOK BINDINGLY"**, click on this field
- the settings window appears with question how to pay for the class. You choose the possibility credit. It is only one option here. The holders of ActivePass there are 2 options, from credit and from Activepass.
- you will be informed immediately (at the top of the page you will see a short-term field) - the reservation was ok or the reservation failed and the reason for the failure
- at the same time, a message is sent to your e-mail address with information about the Reservation
- in exceptional cases, the reservation can be made by agreement at the reception

Cancellation terms and conditions

- The reservation can only be cancelled if it was made without penalty, no later than 6 hours before the start of the class. Lessons that start in the morning at the interval of 7:00 - 9:00 it is necessary to cancel the class at least 10h or more before the beginning of the class. The same conditions apply to ActivePass holders. In case of non-cancellation of the reservation according to the above conditions, the credit will be charged in the amount of 100% of the price of the lesson for which it is registered. ActivePass cardholders will be charged a deposit of CZK 200 upon cancellation at an interval of less than 6h before the start of the lesson and for morning lessons 10 hours before the start of the lesson. When the deposit is first deduced for cancellation purposes, client's other reservations may be cancelled. The client must recharge the deposit of CZK 200.

To cancel a reservation

- log into the reservation system and set the mouse cursor to the activity in the calendar to which you are logged on, **click "CANCEL RESERVATION" when the "CANCEL RESERVATION" field is displayed.**
- you will be informed immediately (a short-term information field will appear at the top of the page) -**cancellation of the fight was ok**, or cancellation was not ok – PENALTY – this will be displayed if you make the cancellation only after the set interval for free cancellation. Penalty means taking down the credit - see conditions for penalty
- in the window of your chosen activity in the calendar after successful cancellation of the reservation disappears the letter "R", at the same time a message is sent to your e-mail address with information about the cancellation made
- in case of timely cancellation of the reservation, the deducted credit is automatically refunded to you
- **to cancel the class** automatically if the condition set by the minimum number of logged-in clients (min. number is always given in the detail of the activity in the calendar schedule). The credit is automatically assigned back to your account. The system performs a check 120 minutes before the **time of the** act ofivity. A free SMS will be sent to you about the cancellation of the lesson.

Conditions for penalty

- **The penalty (credit deed) occurs when you cancel your reservation after a time limit, i.e. less than 6 hours until the start of the lesson, for the morning lesson 10h before the start of the lesson you have booked.**

Studio CERE s.r.o. is not responsible for the health of clients, traffic situation or responsibility for the selection of the client's lesson and in case of non-participation in the lesson or cancellation of the lesson in the penalty zone the client will be charged a cancellation fee.

If the participant does not attend the lesson in time, he/she will not be allowed to participate in the lesson and his/her credit will be forfeited in 100% of the amount. If the alternate place is occupied, the credit will be credited back to the account.

Conditions of the alternate

You can apply for the position of alternate no later than 3h before the start of the selected activity. After this timeout, you cannot log on as a surrogate, nor will you automatically move to the available active client space.

Other conditions

Lessons take place in a minimum of 3 participants. If the lesson is not completed, you will be informed well in advance by e-mail or phone (at least 2h before the start of the lesson).

We accept the ActivePass card only after its physical presentation (it is not enough to print or save ActivePass in the application on the mobile phone) or via the mobile application that the client has with him on his mobile device and must be paired with the device at the Studio

reception. If the card is not with the client or does not have a mobile application, they must pay for the lesson in cash/ credit.

CHILDREN - we do not have a children's corner in the studio and it is not allowed to take children to lessons that are not intended for children. Admission to adult lessons is possible from 15 years of age of the child.

The terms and conditions are in force as of April 28, 2020.