DISCOUNT CARDS – FRIENDS

General rules:

Discount carts VIP Friends (hereinafter referred to as "**Cards**") have been issued by FOOD LABORATORIES s.r.o., Company ID: 270 76 512, with its registered office in Na Slupi 134/15, 128 00 Prague 2 (hereinafter referred to as the "**Operator**"), as part of the loyalty programme aimed at regular customers of the FOOD LAB restaurant.

A natural person over the age of 18 who agrees with these rules and meets the conditions provided by the Operator for membership of the discount programme can become an authorised cardholder.

A person becomes a member of the loyalty programme if he/she meets the conditions provided by the Operator based on the proper completion of the relevant items of the entry questionnaire (usually on the website www.food-lab.cz/friends), while by completing and sending the entry questionnaire the customer agrees with the conditions and rules issued by the Operator. More conditions applying to the protection and processing of personal data are regulated here.

Based on a properly completed application, the customer is freely issued with a card and becomes its holder. An authorised cardholder get 20% discount on all food and beverages products at the restaurant, unless otherwise stated by the Operator.

The card is the property of the Operator. The cardholder shall inform the Operator without undue delay of any changes to the basic data contained in the application, as well as of the loss or damage to the card. The cardholder is entitled to the benefits associated with the holding of the relevant type of card under the conditions provided by the Operator.

In the event of loss, damage or destruction of the card, the Customer shall be issued with a new card after completing an application for a duplicate card, while this service may be subject to a charge required by the Operator. The original card shall be subsequently blocked and become void.

Procedure of claiming a discount:

The cardholder interested in taking up the benefits associated with the holding of the card shall draw attention to being a cardholder always before settling the account. In addition, he/she shall present the card to the serving staff to activate the relevant discount.

The discounts will be included by the payment of the bill automatically. The discounts cannot be combined with other discounts or benefits provided as part of the operation of the restaurant by the Operator (such as happy hour, discount subject to the holding of a different card).

The card cannot be transferred, while the holder can claim benefits from holding the card for his/her consumption and consumption of his/her company which cannot exceed a total of 5 people. If the card is issued with a specific name, the restaurant staff shall ask the cardholder

to provide proof of his/her identity by presenting an ID card. If the cardholder cannot provide any proper proof of identity he/she may be refused a discount.

There is not legal entitlement to discounts or other benefits as part of the loyalty programme.

Withdrawing from the loyalty programme:

The cardholder may ask for his/her participation in the loyalty programme to be cancelled at any time by sending a request to registrace@food-lab.cz. Once such a request is delivered the Operator shall cancel the customer account without undue delay and delete all the personal data registered by the cardholder thereby deactivating the relevant card.

The Operator reserves the right to terminate participation in the loyalty programme of any cardholder if the loyalty card has not been used for more than 12 months. The Operator shall also be entitled to cancel the customer account and deactivate the card, particularly if the cardholder:

- intentionally provided false data during registration;
- used the card contrary to these rules;
- did not use the benefits of the loyalty programme or the card;
- misused the Operator's trademark or damaged its reputation.

Termination of participation in the loyalty programme, termination of the loyalty programme or cancellation of the customer account and deactivation of the card also means cancellation of all and any bonuses recorded in the relevant customer account without reimbursement.

Amendment of the conditions and rules:

The Operator reserves the right, if necessary, to change or amend the conditions and rules of the loyalty programme applying to the issued Cards.

The loyalty programme is conceived as a long-term project. However the Operator reserves the right to terminate this project at its own discretion at any time. Cardholders shall be informed of this fact by a sign displayed in the restaurant premises at least 1 calendar month in advance. After this date the card shall become void.

Date of last update: 27.8.2019.