

## **Internal Rules of the Joker Club**

### **General provisions:**

1. The Internal Rules of the Joker Club apply to all visitors of the Joker Club.
2. Definitions of terms:
  - 2.1. Client — a natural person or legal entity visiting the Joker Club;
  - 2.2. Club — the venue where the service is provided;
  - 2.3. Enterprise — the owner of the Joker Club.
3. The Club premises have CCTV to ensure safety of the Club and its staff. Video recordings are used for the aforementioned purposes only.
4. The Club does not assume any liability for valuables left at changing rooms or elsewhere.

### **Open and visiting hours:**

5. The Club is open:
  - 5.1. weekdays: 7.00–22.00;
  - 5.2. Saturdays: 7.30–22.00;
  - 5.3. Sundays: 9.00–22.00.
6. Open and visiting hours of service provision areas:
  - 6.1. **Bowling**
    - 6.1.1. On Wednesdays, Thursdays, Fridays from 17:00 to 22:00;
    - 6.1.2. Upon prior reservation – from 14:00;
    - 6.1.3. On Saturdays and Sundays from 12:00 to 22:00.
  - 6.2. **Squash**
    - 6.2.1. weekdays: 7.00–22.00;
    - 6.2.2. Saturdays: 9.00–22.00;
    - 6.2.3. Sundays: 10.00–18.00.
  - 6.3. **Gym**
    - 6.3.1. weekdays: 7.00–22.00;
    - 6.3.2. Saturdays: 9.00–20.00;
    - 6.3.3. Sundays: 10.00–18.00.
  - 6.4. **Water Relaxation Centre**
    - 6.4.1. weekdays: 10.00–22.00;
    - 6.4.2. Saturdays, Sundays: 12.00–22.00.
  - 6.5. **Group sessions**
    - 6.5.1. as per schedule.
  - 6.6. **Water aerobics**
    - 6.6.1. as per schedule.
7. Hours of use of the Water Relaxation Centre (hereinafter — the WRC) services:
  - 7.1. The Water Relaxation Centre (hereinafter – the WRC) service may be used for 3 h, including the time spent in the changing room. For any additional time, the Customer shall pay EUR 6 per one hour.
  - 7.2. During water aerobics classes and swimming lessons for children the receipt of the WRC service is limited (for more information, consult the Administration).

- 7.3. After water aerobics class the Customer may use the WRC for 45 min.
8. At the time when water aerobics classes and kids swimming lessons are on, the availability of the WRC services is limited (inquire at the reception).
9. After the water aerobics class, the Client may use the WRC for 45 minutes.

**Types of membership, validity and conditions of use:**

**10. Water Relaxation Centre for adults:**

- 10.1. 10x on weekdays until 17.00 - 6 months;  
10.2. 10x any time - 6 months.

**11. Water Relaxation Centre for children:**

- 11.1. 10x any time - 6 months.

**12. Toddlers' (2-5 years) swimming lessons:**

- 12.1. 6x - 3 months;  
12.2. 10x - 6 months.

**13. Children's (5-10 years) swimming lessons:**

- 13.1. 6x - 3 months;  
13.2. 10x - 6 months.

**14. Water aerobics:**

- 14.1. 6x any time - 2 months;  
14.2. 10x any time - 4 months.

**15. Squash:**

- 15.1. S membership until 16.00 – 10 h, 3 months;  
15.2. M membership any time – 10 h, 3 months;  
15.3. L membership until 16.00 – 20 h, 6 months;  
15.4. Extra L membership any time – 25 h, 6 months;

**16. Group sessions:**

- 16.1. 6x at any time – 1 month;  
16.2. 10x at any time – 3 months;  
16.3. Morning until 11:00 – 1 month;  
16.4. Any-time membership:  
16.4.1. 1 month;  
16.4.2. 3 months;  
16.4.3. 6 months;  
16.4.4. 12 months.

**17. Yoga:**

- 17.1. 8x - 1 month;  
17.2. 8x - 2 months;  
17.3. Beginners yoga - 1 month.

**18. Gym:**

- 18.1. 10x at any time – 3 months;  
18.2. Morning/evening from 7:00 to 10:00/ 20:00 – 22:00 – 1 month;  
18.3. During day until 16:00:  
18.3.1. 1 month;  
18.3.2. 3 months;  
18.3.3. 6 months;  
18.3.4. 12 months;

- 18.4. Any-time membership:
  - 18.4.1. 1 month;
  - 18.4.2. 3 months;
  - 18.4.3. 6 months;
  - 18.4.4. 12 months;
- 18.5. Weekend membership\* – 1 month;
- 18.6. A gym membership may be used for a group training class during validity period of the relevant membership.
- 19. **Combined:**
  - 19.1. any sport session (except for squash and yoga classes) and the water relaxation centre – 1 month.
- 20. The membership start date is the date of purchase of the membership or, at the Client's request, the membership activation date specified at the time of purchase of the membership.
- 21. The membership can be used by its owner only and cannot be transferred to other persons. In case of doubt, the administration may ask to produce an ID.
- 22. Gym members must start using the service:
  - 22.1. Matinee memberships — before 10.00;
  - 22.2. Day memberships — before 16.00.
- 23. Any time gym memberships can be used without time restrictions.
- 24. By purchasing a gym membership, the Client is entitled to a free-of-charge introductory training session, with demonstration and explanation of exercises, taking into account the health and physical condition of the client, as well as suitable to the client's gender and physical fitness.
- 25. By purchasing a squash membership, the client can use the gym cardio equipment 15 minutes before the squash game.
- 26. Upon arriving at the Club, the membership card must be produced each time before the visit.
- 27. When registering the membership for the first time, the Client must show an ID (a passport or ID card (eID)) to the Club administration.
- 28. **Memberships with fixed visit count:**
  - 28.1. not more than 2 visits per day can be deducted from one membership;
  - 28.2. the membership owner may take along one other person, for whom one visit will be deducted from the membership owner's visit count.
- 29. **Monthly memberships:**
  - 29.1. not more than 1 visit per day can be deducted from one membership;
  - 29.2. a second same day visit:
    - 29.2.1. to aerobics: EUR 4;
    - 29.2.2. to the gym: EUR 5.
- 30. The membership can be suspended/extended upon the Client's request, as well as in case the Enterprise fails to provide the service:
  - 30.1. 1–3 month memberships — not more than once for/by up to 2 weeks;
  - 30.2. 4 month memberships — not more than twice for/by up to 2 weeks;
  - 30.3. 6 month memberships — not more than 3 times for/by up to 2 weeks;
  - 30.4. 12 month memberships — not more than 6 times for/by up to 2 weeks.
- 31. Memberships cannot be suspended/extended retroactively.
- 32. Expired memberships are not valid (even if not used at all/ partially used up).

33. The Enterprise is entitled to annul the Client's membership without a warning, if the Client has violated the "Internal Rules of the Joker Club".
34. The Enterprise retains the rights to refuse the sale of a membership without explaining the reasons of refusal.
35. Membership cannot be exchanged for cash.
36. If the membership card is lost, the card renewal fee is EUR 3. A lost card that is found after the renewal card is issued will not be renewed and the money is not refunded to the Client.

**Squash regulations:**

37. A squash game must be booked 2 months in advance.
38. Advance bookings are available only to clients having a membership or clients, who have purchased a single-visit coupon before the booking.
39. If the Client cannot arrive at the booked time, the booking must be cancelled not later than 8 h before the booked time.
40. If the Client fails to turn up for / cancels the booking later than up to 8 h before the booked time:
  - 40.1. 1 visit is deducted from the Client's membership;
  - 40.2. the single-visit coupon loses validity.
41. The squash court at the defined price can be used by up to 2 players; the price per extra player is 5 EUR.

**The Client must:**

42. Leave the premises of the Club before the closing time.
43. Observe the "Internal Rules of the Joker Club", as well as be polite towards other Clients and the staff of the Club.
44. Continuously keep track of one's own health condition.
45. Immediately stop the class if during the class they experience unpleasant pains, dizziness, discomfort, and seek help from the instructor or Club administration.
46. Put the bracelet (magnetic key) received from the Club administration around the wrist and keep it around the wrist throughout the class.
47. Refrain from such conduct that might endanger one's own life or health or that of others.
48. Observe the requests of the administrator and the monitor of order to ensure the fulfilment of internal regulations.
49. Inform the instructor and/or administrator about damages to equipment/inventory.
50. Move on stairs slowly and carefully.
51. Avoid touching sauna heating equipment.
52. Before using the shower, make sure that after opening the tap, the water is not too hot.
53. When in the pool, do not swim in the part where the depth exceeds the Client's height, unless the Client has acquired swimming skills.
54. Keep changing rooms tidy.
55. Personal property and clothing must be kept in lockers in the changing room.
56. If the locker key / magnetic key is lost, a key replacement fee of 10 EUR must be paid. In case the previous key is found, no refunds will be made.
57. Observe personal hygiene and tidiness at the premises of the Club.
58. Take a shower before and after swimming in the pool.
59. Attend sessions in suitable footwear (to be changed into) and clothing.

60. After exercising, for the purposes of personal hygiene, disinfect one's mat, exercise equipment, using a disinfectant and paper towels.
61. Observe instructions of use shown on equipment.
62. Replace the inventory after using. *Technogym* weight plates may only be used on the smooth bars.
63. Use towels:
  - 63.1. to sit down on the sauna shelf;
  - 63.2. to place on training equipment during exercise.
64. Parents or other persons in charge of children may not leave children under 16 unattended, except for:
  - 64.1. individual training sessions with an instructor;
  - 64.2. with written consent of the child's parents.
65. When attending the pool, use personal care products and a bathing suit/swimming trunks, pool slides.
66. When receiving change, count it before leaving the register.
67. Smoke only in designated areas.
68. Compensate for losses inflicted upon the Enterprise's property.
69. Use the services of the Club according to the conditions of the purchased membership.

**Client is entitled to:**

70. Turn to personnel of the Club for help in case of feeling unwell, injury etc., and ask to immediately call qualified medical personnel.
71. Park his or her vehicle in the parking lot of the Club free of charge while using the Club services, if the Customer has an active membership:
  - 71.1. During working days – 3 h;
  - 71.2. During weekends and holidays – 4h.
72. Receive a towel free of charge when using a membership-based service.
73. Use his or her own towel.
74. Submit a complaint and receive a reply to it:
  - 74.1. In a form of letter by post sent to the Company's office at Katrīnas iela 12, Riga;
  - 74.2. Via e-mail: [joker@joker.lv](mailto:joker@joker.lv);
  - 74.3. Via telephone: 67321251 during working days from 8:00 to 16:30.

**The Client is responsible for:**

75. Their health condition, i.e. that their health condition is adequate for the purchased service.
76. The safety and health condition of children accompanying them to the Club.
77. Personal property.

**The Client may not:**

78. Be at the club beyond the working hours, except for individual bookings.
79. Take photos, record videos and make audio recordings at the premises of the Club.
80. Place advertising flyers, leave business cards and similar items at the Club premises without receiving written consent from the Club management.
81. Hold a private (individual) coaching session without agreeing upon it with the Enterprise.

82. Deliberately turn on, turn off, and adjust music centres, TVs, saunas and ventilation equipment.
83. Use the swimming pool or sauna if the Client has skin fungal infections or purulent wounds.
84. Use a mobile phone during group sessions.
85. Damage or unduly handle the Club inventory, equipment or premises.
86. During exercise, when stretching, step with feet on exercise equipment and benches.
87. Use perfume before the training session.
88. Wear outerwear and/or street footwear at the aerobics hall, gym, squash courts, water relaxation centre.
89. Use the gym barefooted or topless.
90. Shave legs, beard, armpits, dye hair etc., leave items of hygiene or in any other way violate the rules of hygiene at the Club premises, including, in changing rooms and showers.
91. Pour water or other liquids on the heating elements of the sauna.
92. Use honey, coffee grounds, or other body scrubs in the sauna.
93. Attend the Club under the influence of alcohol, narcotic or other intoxicating substances.
94. Take drugs and other intoxicating substances.
95. Implement business interests.
96. Stay in the territory adjacent to the Club without outerwear and in footwear used during exercise sessions.
97. Behave aggressively, inadequately, loudly, offensively or in other way that disturbs other Clients and staff.
98. Bring in glass crockery or objects in the VIP, sauna or pool area.
99. Jump into the pool.
100. Consume drinks and food brought in from outside.
101. Enter the Club with animals.

**The Enterprise is entitled to:**

102. Change:
  - 102.2. The open hours of the Club;
  - 102.3. the schedule and/or timetable of sessions;
  - 102.4. service priceswithout giving prior individual warning to the Clients. All changes are published on the website of the Club at [www.jokerklubs.lv](http://www.jokerklubs.lv).
103. If necessary, lock certain premises of the Club.
104. Expel a Client from the Club if the Client violates “Internal Rules of the Joker Club” or in any other way interferes with the club operations.
105. Refuse entry to the Club, if the Client has violated “Internal Rules of the Joker Club”.