

REGULATIONS

Regulations / Statement of VRcadium

Center with Virtual Reality - "VRcadium" with the website: www.vrcadium.pl, run by VRcadium Sp. z o.o., ul. Grzegórzecka 33/3, 31-532 Kraków; NIP: 6751694532

1. The Center provides simulation stations that allow the use of programs creating virtual reality and runs rental of VR devices.
2. The rules of using the Center and the services offered in it are set out in these Regulations. Before using the services of the Center, each Customer is obliged to read these Regulations and the Warning regarding Health and Safety of Use of the Equipment. Both documents are available on the website of the Center: www.vrcadium.pl and in the Center.
3. The use of stations is payable according to the current price list, published on the website www.vrcadium.pl and available at the Center.
4. The purchase of the service offered by the Center VRcadium is equivalent to the Customer's declaration that he has read the Regulations and the Warning regarding Health and Safety of Use of the Equipment and accepts their terms. The customer also declares that he has no health problems to use the services offered and is aware of the use of VR devices at his own risk.
5. Children under the age of 13 may use the Center only under the care of a parent or legal guardian. Children from 13 to 16 years of age are required to provide written consent of parents or legal guardians to use the services of the Center. The consent form is available on the Center website: www.vrcadium.pl. Youth from the age of 16 and adults use the Center services at their own risk.
6. The guardians are responsible for children under the age of 13 staying in the Center.
7. Persons wishing to use the Center services should make an earlier reservation online and pay for access on the Center website www.vrcadium.pl, or directly at the Center. The use of the Center services without prior reservation is possible only if there are vacancies and there are no reservations for them within the next 15 minutes.
8. The Center will wait 10 minutes for the client scheduled for a specific time, after which the reservation will be cancelled. It is recommended to arrive 10 minutes before the appointed time.
9. Only one person can stay on each simulation station. Accompanying persons should keep a safe distance from simulation stations, determined by the Center employee. Observe the total ban on approaching the player (including touching or threatening the player).
10. Every Center customer has the right to obtain information on how to use simulation stations.
11. The customer is obliged to use the equipment in a manner consistent with the regulations and with due care for its condition. Damage caused to the equipment caused by improper use is the responsibility of the person using the equipment.
12. When starting to use the simulation station, make sure that the goggles are correctly and securely fastened on the head.

13. The customer takes full responsibility for any negative effects on his health when using the equipment provided in the Center. The use of simulation stations requires movement, affects our labyrinth, the sense of spatial orientation, the sense of sight and hearing, which may result in the appearance of so-called simulation disease, epileptic seizure and other symptoms that are described in the Warning regarding Health and Safety of Equipment.
14. In the event of any disturbing symptoms, immediately stop using the equipment and notify the Center employee.
15. The Center is not responsible for any complications caused by the use of VR stations.
16. The ban on using simulation stations of persons under the influence of alcohol or other intoxicants is prohibited.
17. There is a total ban on smoking in the Center.
18. There is a strict ban on consuming food and beverages purchased outside of the VRcadium Center within the Center.
19. The Center is not responsible for items left by people using it.
20. Each participant is obliged to leave order in the Center.
21. The Center is not liable for damages suffered by the Customer as a result of non-performance or improper performance of services, caused, among others, by force majeure, sudden failure of telecommunication and energy networks or equipment of the Center.
22. Customers are obliged to comply with safety rules, health and safety regulations and fire regulations in force in the Center.
23. All persons located in the VRcadium Center are required to comply with these regulations and comply with the instructions of the Center employee.
24. Reservation refund policy:
 - a) Reimbursement of the payment for the paid reservation is possible in the case of not taking a VR session for reasons attributable to the VRcadium Center.
 - b) The return is made in the form of voucher.
 - c) On the basis of art. 38 points 12) of the Act on consumer rights, the right to withdraw from a contract concluded away from the business premises or at a distance is not available to the consumer in relation to the contract for the provision of services related to entertainment, sports or cultural events, if the contract indicates the day or period of service.
25. The store reserves the right to cancel or postpone the Customer's booking without the possibility of claiming damages for independent reasons, making it impossible or highly difficult to carry out secure delivery and use of VR Services. In this case, the Center agrees to propose a different date or refund the payment for the purchased admission.
26. Possible suggestions and complaints should be sent via e-mail to the following e-mail address: biuro@vrcadium.pl
27. Failure to comply with the Regulations of the VRcadium Center results in cancellation of the paid service, without the possibility to claim reimbursement of costs and the necessity to leave the Center.

Warning regarding the Health and Safety of Equipment at the VRcadium Center

1. **Before using VR devices, every customer of the center should read the following warning to avoid injury and discomfort.**
2. **If you have previously suffered from heart disease, convulsions or other epileptic symptoms, nervous system disease; psychiatric disorders (e.g. anxiety disorder or post-traumatic stress disorder); disorders affecting ability to safely take part in physical activity, or in case of pregnancy or old age, consult a physician before using VR devices.**
3. VR devices should not be used when ill, tired, under the influence of alcohol, other intoxicants or medications, or when feeling unwell, as they can worsen the condition.

General instructions and precautions

1. **Users of simulation stations must follow the following precautions and the instructions of the center's staff at all times.**
2. Content displayed using the device can be intense, absorbing and seemingly very likely and may cause the appropriate reactions of body and mind. Some types of content (e.g. including violence or highly exciting) can lead to side effects.
3. **If experiencing any of the following symptoms, immediately inform the center staff and stop the session: convulsions, involuntary movement, dizziness, elevated heart rate, sudden change of blood pressure, loss of consciousness, panic attack, anxiety attack, vision problems, loss of balance, nausea, headache or eye pain, symptoms resembling motion sickness or any other unusual symptoms.**
4. Symptoms of "post-simulation sickness" (including the above) can last for several hours after the end of session. If they last for too long or become stronger, immediately consult a physician.
5. These symptoms can increase risk of injury during activity in the real world - until they subside, do not drive a car, ride a bike or take part in other activity requiring undisturbed sense of balance and coordination of full mental ability.
6. **Convulsions:** some people (approximately 1 in 4000) may experience headaches, convulsions, epileptic convulsions or loss of consciousness caused by bright flashes and patterns. These convulsions are most common among persons less than 20 years old.
7. **Children:** take extra caution when children younger than 13 years old use the VR stations - sessions should take place in the presence of a legal guardian. Children from 13 to 16 years old are required to provide written consent of parents or legal guardians to use the services of the Center.
8. **Radio frequency interference:** the devices emit radio waves which may affect surrounding electronic devices, including heart pacemakers. If you have an implanted pacemaker or other medical device, do not use VR sets without previous consultation with a physician.

9. **Injury:** Excessively intense use of VR devices, mostly controllers, may cause injury of muscles or joints. If during use you experience related symptoms such as numbness, tingling or stiffness, stop using the device and rest.

Regulations regarding Gift Vouchers of the VRcadium Center

1. Gift Vouchers (hereinafter referred to as "Voucher") entitle the bearer to use the services of the Center in the dimension specified on the Voucher
2. Voucher specifies time of service and the VR station.
3. The Gift Voucher cannot be returned or exchanged for cash.
4. There is no possibility to return cash from Voucher, which amount is higher than the value of the services used.
5. There is a possibility of additional payment to the Voucher, if the recipient wants to use services whose value exceeds the value of the Voucher.
6. The period of validity of the Gift Voucher is maximum 6 months from the date of its sale, according to the date appearing on the Voucher document.
7. Failure to use the Voucher, in accordance with the date specified in the contents of the Voucher document, is equivalent to the loss of validity of the Gift Voucher and does not constitute grounds for the holder's withdrawal from the VRcadium Center with any claims in this respect.
8. The Voucher Holder is obliged to pre-book the date of the visit - the booking takes place online or in person in the Center (providing the Voucher code).
9. VRcadium Center is not responsible for loss or damage of Voucher.
10. The Buyer of the Voucher, as well as the Voucher's owner, are obliged to read and comply with these Regulations, the Regulations of the Center and the Warning regarding the Health and Safety of Equipment at the VRcadium Center.



**Consent of the legal guardian of the underage person
to use the services of the VRcadium Salon**

I agree that my child
will use the VRcadium Salon service, in VRcadium Salon based in Krakow, ul. Grzegórzecka 33/3,
on

I declare that I have read the Regulations of the Center and the Warning regarding the Health and
Safety of Equipment in the Vrcadium Salon, posted on the website www.vrcadium.pl .

I also agree to provide medical help if necessary.

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sign of legal guardian

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phone number of legal guardian