

## Hamleys Pass Terms and Conditions

### 1. Basic provisions

1.1. These terms and conditions govern the rights and obligations relating to the Hamleys Pass product

(hereinafter referred to as "Pass").

1.2. The company Inexad s.r.o., the operator of the Hamleys toy store (hereinafter referred to as the "Operator"), offers consumer the Pass product, which entitles the consumer to enter and use all listed attractions and services in Hamleys store. The consumer undertakes to pay the purchase price for the Pass. By paying the purchase price, the consumer expresses his consent to these terms and conditions.

### 2. Definition of attractions and purchase price

2.1. The list of attractions and the scope of their use is published directly at the Hamleys store.

At the day the issuance of these terms and conditions, it refers to the following services:

2.1.1. Butterfly house (right of entry)

2.1.2. Laser game (right of entry)

2.1.3. DIVR arena (right of entry)

2.1.4. Game City (entitlement to a Game City card with pre-loaded credits)

2.1.5. Photos with a green background (so-called Green Screen)

2.1.6. Mirror Maze (right of entry)

2.1.7. Venetian Carousel (right of entry)

2.1.7. Hamleys attraction card with pre-loaded credits, which can be used to enter:

2.1.7.1. Venetian Carousel (credits from Hamleys card for attractions)

2.1.7.2. Mirror Maze (credits from Hamleys attraction card)

2.1.7.3. Mini Excavators (credits from Hamleys attraction card)

2.1.7.4. Remote Control Cars (credits from Hamleys card for attractions)

2.2. Due to maintenance, reconstruction or unexpected operational failure, the Operator has right to postpone the consumer's right to enter the concerned attraction.

Operator has an obligation to inform the consumer about this postponement directly in the establishment and on its website ([www.hamleys.cz](http://www.hamleys.cz) or <https://www.facebook.com/hamleyscz>) without undue delay.

2.3. The purchase price must be clearly communicated to the consumer at the Hamleys store. The price is final and no additional payments are required.

### 3. Using the Pass



3.1. The consumer receives a physical Hamleys Pass after paying the purchase price. To use the services of specific attractions, the consumer must take Pass to attraction reception, where the attendant notes that the service has been exhausted in the given range. At this moment, the consumer is entitled to use the attraction.

3.2. The Pass can be used gradually throughout its validity period. Validity is 12 months from the date purchase. The date of purchase is marked on the Pass immediately after payment of the purchase price. / Validity is 12 months from the date of receipt of the product at the store. The date is written on the Pass upon receipt, together with hologram and signature.

3.3. Hamleys attraction card and Game City card are pre-loaded cards through which the consumer can use the services and attractions of his choice, but only up to the pre-charged amount credits. Possession of the card alone does not guarantee the right to visit all possible attractions. The consumer thus acknowledges that after using up the pre-loaded credits, he has no further services due to possession of one of the mentioned cards.

3.4. Any services covered by the Pass are services only and cannot be given away in any way exchange for money or buy goods with it. This also applies to credits on the Hamleys card to attractions, where the credits are only for use at the attractions, not as a means of payment for the goods.

3.5. The Pass is transferable and all services associated with the Pass can be used by any holder.

#### 4. Problems with using the Pass

4.1. In case an attraction stops at a Hamleys store during the validity of the Pass function, the consumer has the right to contact the Operator with a request for compensation.

If possible, the Operator will arrange a visit to the same attraction at another location.

Only if it will not be possible to ensure the use of the attraction at another location, the Operator will return that part of the purchase price, which corresponds to the given unused attraction.

4.2. In the event that the operator of the attraction incorrectly marks the Pass, e.g. marks a different attraction than his own, the operator must call a Hamleys store manager who will either carry out an authorized repair, if possible, or replace the Pass with a new one and mark it correctly. Any other repair is invalid and any complaints will not be taken into account.

4.3. If the operator of the attraction refuses to admit the consumer on the basis of a validly purchased Pass to the attraction or refuses to provide him with the services that are part of the Pass, consumer should to notify a Hamleys store manager who will remedy the situation.

4.4. In case of consumer doubt, whether they are on the Hamleys card for attractions or card Game City loaded the correct number of credits, notify the Hamleys store manager.

The operator has obligations to prove to the consumer how many credits have been used up and for what, respectively, what was the initial and final state.

4.5. For the avoidance of doubt, exactly what the physical Pass card looks like and what hers look like security features, a sample Pass is shown below. Without security features (hologram and signature) the Pass is invalid and no rights or obligations arise on its basis.