

# General Terms and Conditions

Version: March 2026

## 1. Scope

These General Terms and Conditions apply to all offerings, events, sessions and services provided at Health Space Zug. The provider and contractual partner is Health Space AG, Grienbachstrasse 17, 6300 Zug, Switzerland. The offerings are designed to support regulation, regeneration, prevention and personal development. They do not constitute medical diagnosis or treatment and do not replace medical care. No specific health-related or personal outcome is guaranteed. This document is a translation of the German original. In the event of any discrepancy between the German and English versions, the German version shall prevail.

## 2. Booking

Bookings are made via the booking system (e.g. Eversports) or on site. A binding contract between the participant and Health Space AG is concluded upon booking. Health Space AG accepts no liability for any disadvantages arising from technical disruptions, particularly in the booking system, to the extent permitted by law.

## 3. Prices and Payment

The prices published at the time of booking shall apply. All prices are quoted in Swiss francs (CHF). Payment is made via the booking system or the payment methods available on site. Price changes for active subscriptions will be communicated in writing or by email at least 30 days in advance. In the event of a price increase, the participant is entitled to terminate the subscription with effect from the date of the price change.

## 4. Cancellation

Different cancellation and rebooking conditions may apply depending on the format of the booked offering. The applicable conditions are displayed in the booking system or at the respective event and form part of the booking. If a cancellation or rebooking is not made within the specified period or a participant does not attend, the booking may be forfeited in whole or in part. For bookings with multi-passes, subscriptions or credits, a late cancellation or no-show may result in a unit or credit being deemed redeemed.

## 5. Late Arrival

Participants are requested to arrive on time. In the event of late arrival, access to a session already in progress may no longer be possible for organisational or safety reasons. In such cases, there is no entitlement to a refund. Health Space AG reserves the right to reassign reserved places or equipment in the event of significant lateness.

## 6. Conditions of Participation

Participation in all offerings is voluntary and at the participant's own responsibility. Participants are required to realistically assess their state of health and to seek medical advice before participating if there are any health concerns. Participation is generally restricted to persons aged 18 and over. For specifically designated offerings, minors may also participate; in such cases, the consent of a legal guardian is required.

Participants are required to treat other participants, staff and the premises and equipment of Health Space AG with respect. Premises and equipment must be left clean and tidy. Street shoes are not permitted in the practice rooms; towels or mats must be used when using couches and equipment.

Mobile phones must be set to silent during sessions. Photography or filming of persons or sessions is generally not permitted. The consumption of alcohol, tobacco or illegal substances is not permitted on the premises of Health Space Zug. Escape routes and emergency exits must be kept clear at all times; in case of emergency, the instructions of the team must be followed.

Health Space AG reserves the right to exclude persons from participation or to ask them to leave the premises if this is necessary for safety, health or organisational reasons. In the event of repeated or serious violations, a permanent ban may be imposed.

## **7. Use of Regulation Technologies**

Various technologies are used at Health Space Zug to support regulation, relaxation and regeneration (e.g. breathing, light, frequency or other supportive technologies). The use of equipment or technologies is only permitted following a prior introduction by the Health Space AG team or a qualified professional. Use without prior introduction is not permitted.

## **8. State of Health**

By booking, participants confirm that they feel physically and mentally able to participate in the booked offerings. In the case of existing medical conditions or health restrictions, it is the responsibility of the participant to obtain medical clearance prior to participation.

## **9. Extended Limitation of Liability**

Participation in sessions, workshops or similar formats as well as the use of equipment is at the participant's own risk. Health Space AG accepts no liability for health-related reactions, physical or psychological complaints or other consequences that may arise in connection with participation in offerings or the use of technologies, unless such consequences are attributable to intentional or grossly negligent conduct on the part of Health Space AG. Mandatory statutory liability provisions remain reserved. The offerings may trigger physical or emotional processes. Participants are responsible for respecting their own physical and psychological limits and for discontinuing exercises or treatments at any time. Health Space AG accepts no liability for personal belongings, in particular valuables.

## **10. Offerings by Independent Professionals**

Offerings at Health Space Zug may be provided by independent therapists, speakers or coaches. These professionals act on their own responsibility and are not employees of Health Space AG. Health Space AG accepts no liability for their services. A separate contractual relationship is established between the participant and the respective professional. Health Space AG ensures that all independent professionals operating at Health Space Zug hold valid professional liability insurance.

## **11. Changes to Offerings**

Health Space AG may adjust or change offerings, times or speakers for organisational reasons. Events may be postponed or cancelled as required.

## **12. Termination for Good Cause**

For subscriptions or multi-passes, the contract may be terminated by either party at any time for good cause. Good cause includes in particular a permanent health restriction that makes participation impossible (medical certificate required), or a material change to the offerings by Health Space AG that goes beyond organisational adjustments within the meaning of clause 11 and significantly reduces the scope of services for the participant. In the event of a justified extraordinary termination, Health Space AG shall provide a pro-rata refund of the amount already paid.

### **13. Amendment of the General Terms and Conditions**

Health Space AG reserves the right to amend these General Terms and Conditions at any time. Amendments will be communicated to participants in a suitable form (e.g. by email or via the booking system) at least 30 days before they take effect. If a participant objects to the amended terms, they are entitled to a special right of termination.

### **14. Liability of Participants for Property Damage**

Participants are liable for damage to equipment, facilities and premises of Health Space AG caused through their own fault. Health Space AG may invoice the corresponding repair or replacement costs.

### **15. Governing Law**

Swiss law shall apply exclusively. The place of jurisdiction is Zug.

### **16. Severability Clause**

Should any provision of these General Terms and Conditions be or become invalid in whole or in part, the validity of the remaining provisions shall not be affected.