

TERMS AND CONDITIONS OF MEDIRECO CLINIC s.r.o. PROVISION OF SERVICES SUPPLEMENTARY TO HEALTH CARE

adopted on the day, month and year stated below

The company MEDIRECO CLINIC s.r.o., ID No: 25057065, with its registered office at Praha 2, Blanická 553/16, registered in the Commercial Register held by the Municipal Court in Prague, Section C, Insert 45927, (hereinafter referred to as **the "Provider"**) hereby issues, in accordance with Act No. 89/2012 Sb., Civil Code, as amended, the following Terms and Conditions, which regulate the mutual rights and obligations of the parties arising in connection with and on the basis of **the Agreement for the provision of services supplementary to health care, the** subject of which is the provision of services supplementary to health care to the Member for remuneration and on the terms and conditions set out below (hereinafter referred to as **the "Terms and Conditions"**).

I.

Basic terms

- a. **The contracting parties** are the Provider and the Client,
- b. **The Agreement** is a contractual relationship concluded between the Provider and the Client for the purpose of providing services supplementary to health care,
- c. **Services** are supplementary services provided by the Provider, which consist in the organisation and management of health care that are not included under the statutory scope of benefits to which the patient is entitled under public health insurance, with a special emphasis on prevention, accessibility, individual approach and comfort, this care may also include consultation services,
- d. **The Client** is the person who has entered into the Agreement with the Provider,
- e. **The Member** is a person entitled to use the Services, i.e. the person to whom the supplementary Services are provided. If the Client is not also the Member, the Agreement is concluded for the benefit of a third party, i.e. the Member receiving treatment,
- f. **Health Care facilities** are the Provider's facilities where the Services are provided and whose full list is provided on the Provider's website www.medirecoclinic.cz.
- g. **Health Care Disciplines** – these are those health care disciplines in which the Provider provides outpatient health care and whose overview is listed on the Provider's website www.medirecoclinic.cz.

II.

Provision of Services

1. The purpose of these Terms and Conditions is to determine the rules for the provision of supplementary health Services that are not covered by health insurance to Medireco Prime Members, the rights and obligations of the Parties and other authorised persons, i.e. Members.
2. By entering into the Agreement, the Client expresses his/her full and unconditional consent to these Terms and Conditions. The Terms and Conditions shall apply to the entire contractual relationship between the Provider and the Client, unless otherwise stated in the Agreement or in the Terms and Conditions.
3. The Provider shall provide Services to the Member in Health Care Facilities on an outpatient basis, on working days during the opening hours of each Healthcare Facility.
4. The Provider undertakes to provide the Services at the appropriate professional level in the relevant Health Care Disciplines.
5. The Provider shall designate the treating health care professional who provides the Services, unless the Provider and the Member agree otherwise.

6. The specific description and scope of the Services and procedures provided by the Provider to the patient, who is entitled to such Services and procedures within the scope of care or who purchases them individually, are set out in these Terms and Conditions.

7. The Client acknowledges that, at the Provider's health care facilities, health care covered by public health insurance is provided to the Member to the extent determined by the applicable legal regulations and the Provider's agreements with health insurance companies.

III.

Scope of Services provided

The annual Medireco Prime premium card includes:

1. Premium healthcare with an emphasis on prevention, rapid access, an individual approach and comfort.
2. Access to specialists without unnecessary waiting.
3. Coordinated health care provided via the call centre, reception and online form.
4. Arrangement of both planned and urgent consultations.
5. Laboratory tests carried out based on a doctor's indication at MEDIRECO CLINIC facilities.

Scope of care:

Preventive care

- Organisation of an extended annual preventive medical check-up with a general practitioner, beyond the scope of care covered by public health insurance
 - Scope: medical history (as part of the initial examination), clinical assessment, ECG, ABI, EEG (subject to medical indication), extended laboratory tests based on medical history, and final interpretation of results provided electronically
- One comprehensive ophthalmological assessment per year
- Carotid artery ultrasound
- Abdominal ultrasound (provided by a partner facility)
- Extract from medical records once per year upon the client's request and free confirmation of fitness for the issuance of a driving licence
- Arrangement of diagnostic ultrasound scans based on a GP referral
- Free influenza vaccination (administration and vaccine).
- Organisation and optimisation of appointments for follow-up medical assessments within the scope of the programme at MEDIRECO CLINIC facilities and partner health care facilities.
- Availability of medical emergency and dental emergency services for adults. The service includes the provision of emergency care without unnecessary waiting (up to 3 times a year).
- One free vitamin C infusion per year and additional vitamin C infusions with a 10% discount
- The Provider also arranges appointments for medical imaging, including X-ray, ultrasound and computed tomography (CT) in partner health care facilities
- Ambulance transport services may be arranged for planned medical procedures based on individual needs.
- The Provider shall arrange admission to a long-term follow-up care facility of Vysočina Hospital, according to the Client's individual needs.
- Gynaecological preventive care is not included in the programme. It may be added to the membership card for an additional fee according to the current price list.
- Dental care includes only the organisation of appointments at the partner facility Cliniq Dejvice.

IV.

Rights and Obligations of the Client or the patient

1. The Client acknowledges that all patients must be insured with a public health insurance company. The Parties further acknowledge and confirm that the Agreement shall in no way regulate or replace standard health care provided within the scope of legal regulations under public health insurance.
2. The Member is obliged to provide the Provider with the cooperation necessary for the provision of the Services, in particular the Member is obliged to follow the Provider's instructions in the treatment process and to comply with the Provider's recommendations. The Member is obliged to comply with the Provider's internal rules.
3. The Member shall make an appointment with a doctor via the Provider's client line, the Provider's website, or directly in person at the reception of the Health Care Facility.

V.

Rights and obligations of the Provider

1. The Provider is obliged to provide the Services on working days during the office hours of the relevant Health Care Facilities. If there is a change to the opening hours, the Client will be informed via the Provider's client helpline and/or through the Provider's website.
2. The Provider is entitled to terminate the provision of care to the patient and to terminate the Agreement without notice if:
 - a. the Member intentionally and repeatedly fails to comply with the proposed individual treatment plan
 - b. fails to comply with the internal regulations of the Provider's Health Care Facility and such behaviour is not caused by the Member's health condition,
 - c. has ceased to provide cooperation in accordance with Article IV, except in cases where the failure to provide such cooperation is related to the patient's health condition.
3. In the event of necessity or force majeure, the Provider may temporarily modify the scope of the Services provided under the Membership Card.

VI.

Price and payment terms

1. The Services provided to the patient under the Agreement are not covered by public health insurance in this case.
2. The Client is obliged to pay the Provider the price of the Services provided in accordance with the Provider's price list, which forms Annex 1 to these Terms and Conditions. The price is stated inclusive of all taxes, fees and other financial charges.
3. The Client is obliged to pay the price valid at the time the Agreement becomes effective. Until the Agreement becomes effective, the Provider is entitled to change the prices at any time and without stating reasons, of which the Client shall be informed by the Provider.
4. In the event of the Client's delay in settling any due and payable claim of the Provider, the Client is obliged to pay the Provider default interest at a rate of 0.05% of the outstanding amount for each day of delay.
5. Prices are subject to annual indexation, based on the annual consumer price index published by the Czech Statistical Office for the preceding calendar year. The indexation of fees shall take effect on the first day of the month immediately following the month in which such information is published.
6. Payment shall be made via a payment gateway, by bank transfer or payment card to the Provider's bank account, or in cash on the basis of an issued tax document at the reception desk of the Provider's Health Care Facility.
7. In the event of the Client's delay in payment of the price, the Provider is entitled to withdraw from the Agreement.

8. The Provider is entitled to unilaterally increase the price of the Services specified in the Agreement. This increase can only occur once a year, always on the anniversary of the execution of the Agreement. The price change shall take effect on the first day following the expiry of a 12-month period from the effective date of the Agreement. The Provider is obliged to inform the Client in writing at least 60 days prior to the date on which such price increase becomes effective. The Client will be notified electronically to the e-mail address specified in the Agreement or in writing via a postal service provider to the correspondence address specified in the Agreement.

VII.

Termination of the Agreement

1. The Agreement is entered into for a term of one year. This term may be extended or terminated early in accordance with these Terms and Conditions and the Agreement. Unless one of the Parties notifies the other Party in writing at least three (3) months prior to the first anniversary of the effective date of the Agreement that it does not wish to continue the Agreement, the Agreement shall automatically be extended for an indefinite period of time. Thereafter, either Party is entitled to terminate the Agreement by written notice of termination, subject to a three-month notice period, which shall commence on the first day of the calendar month following the month in which the written notice of termination is delivered to the other Party.

2. The Agreement may be terminated:

- a. by a written agreement between the Client and the Provider,
- b. by written notice of termination given by the Client if the Client does not agree with a unilateral increase in the price of the Services, no later than 30 (thirty) days prior to the expiry of the term of the Agreement.
- c. by written notice of termination given by the Client if the Client does not agree with a proposed amendment to these Terms and Conditions, no later than the effective date of the new Terms and Conditions.
- d. by withdrawal from the Agreement by the Provider or the Client for statutory reasons, or by withdrawal from the Agreement by the Provider if the Client fails to settle its due obligations to the Provider even within three (3) months from the due date of the relevant unpaid obligations. Any withdrawal from the Agreement must be made in writing and shall become effective upon delivery to the Client.

VIII.

Personal data protection

1. The Provider processes the personal data of the Client and the Member as a personal data controller within the meaning of Article 4(7) of Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (the “GDPR”) (hereinafter the “Data Controller”), on the basis of at least one of the following legal grounds:

- the contractual relationship formed by the Agreement and these Terms and Conditions, i.e. the legal basis pursuant to Article 6(1)(b) of the GDPR;
- Act No. 372/2011 Sb., on Health Services and the Conditions for Their Provision, as amended (the “Health Services Act”), i.e. the legal basis pursuant to Article 6

(1) (c) of the GDPR,

- consent to the processing of personal data (where such consent has been granted by the Client or the Member), i.e. the legal basis pursuant to Article 6(1)(a) of the GDPR.

2. The Data Controller is obliged to process and otherwise handle the personal data of the Client or the Member in accordance with the GDPR, Act No. 110/2019 Sb., on the Processing of Personal Data, the Health Services Act, and these Terms and Conditions and the Agreement, and to comply with all supervisory and security measures for the purpose of protecting personal data.

3. The Data Controller shall ensure appropriate technical and organisational measures to protect personal data, in particular by adopting all measures necessary to prevent unauthorised or accidental access to personal data, their alteration, destruction or loss, any other unauthorised processing, as well as any other misuse thereof. Such measures shall include, in particular, the precise definition of rules for cooperation carried out on the basis of the Agreement and these Terms and Conditions, the handling of documents containing personal data exclusively by designated employees of the Data Controller, and the obligation of confidentiality of persons involved in the processing of personal data within the framework of cooperation based on the Agreement and these Terms and Conditions.

4. Further conditions for the processing of personal data are set out in a separate document, namely: the Information on the processing of personal data ("Privacy terms"), which is also made available at „www.medirecoclinic.cz“, through which the Data Controller fulfils its information obligations towards the Client and the Member within the meaning of the GDPR.

Final provisions

1. The rights and obligations between the Provider and the Client are governed by the laws of the Czech Republic, the Agreement and these Terms and Conditions.

2. The Provider is entitled to unilaterally amend these Terms and Conditions. The Provider shall notify the Client in writing of any amendment to these Terms and Conditions at least one month prior to the effective date of the proposed amendment, by sending an e-mail to the Client's e-mail address stated in the heading of the Agreement, and within such period the Client must be given the opportunity to familiarise themselves fully with the content of the amended Terms and Conditions, or by publishing information about the amendment to the Terms and Conditions on the Provider's website www.medirecoclinic.cz.

3. Annex 1 – Price List is an integral part of these Terms and Conditions.

Done in Prague, on 15 April 2025



Medireco Prime Premium Programme – Price List

Annual membership CZK 21,600

Payment options:

- Annual payment CZK 21,600
- Six-month payment CZK 10,800
- Monthly payment CZK 1,800

Bonuses and Discounts within the Medireco Prime Premium Programme

- 10% discount on the purchase of an additional Medireco Prime card for a family member (maximum of three adults)
- 10% discount on paid services within the Movement Rehabilitation Centre
- One free vitamin C infusion once per year
- 10% discount on outpatient therapeutic vitamin C infusion
- 100% discount on the administration of vaccines not covered by health insurance