

## FREQUENTLY ASKED QUESTIONS (FAQ)

### What is X-CARD?

X-CARD is your ticket to the world of sports, entertainment and relaxation in the entire x-bionic® sphere resort. You can use it for cashless payments for selected products and services. Simply charge your card with a credit in any amount and pay comfortably throughout the entire x-bionic® sphere.

### What are the advantages of X-CARD?

The main advantage of X-CARD is the possibility for simple and convenient cashless payments throughout the entire x-bionic® sphere. Moreover, if you spend at least €100.00 in one calendar month, we will give you €20.00 back in the next month.

### How can I register for the X-CARD customer program?

You can register your X-CARD online via the website [www.x-bionicsphere.com](http://www.x-bionicsphere.com) or personally at one of our receptions (x-bionic® aquatic sphere, x-bionic® wellness sphere, Gym or in x-perience store next to the hotel reception).

### Where can I pick up my new X-CARD?

If you have registered personally at our reception, you will receive your X-CARD immediately once the registration process has been completed. In case of an online registration, you can simply pick up your X-CARD during your next visit at any reception (x-bionic® aquatic sphere, x-bionic® wellness sphere, Gym or in x-perience store next to the hotel reception).

### Is the issuing of X-CARD subject to any fees?

The issuing of a standard X-CARD is free of charge. Wooden X-CARDS are subject to a fee of €5.00. In case of loss or damage of the carrier, you will be charged €5.00 for the issue of a new carrier.

### How and where can I charge my X-CARD credit?

You can charge your credit by logging in to your customer profile [www.x-bionicsphere.com](http://www.x-bionicsphere.com) or at any cashier at the x-bionic® sphere (except hotel reception). The amount of the charged credit is not limited.

### **Can I charge my X-CARD immediately after the registration?**

Your X-CARD becomes active and ready to charge and use immediately after you verify your email address. In order to do so, you need to click on the activation link you received in the email confirming your registration. Upon clicking on this link, you will be asked to log in to your customer profile and set a new password. Your X-CARD becomes active after this process is completed.

### **How does the bonus credit work?**

The bonus credit behaves just like the usual credit. If your consumption during a single calendar month exceeds €100.00 (and multiples of this sum), a bonus amounting to €20.00 (and multiples of this sum) will be assigned to your account on the first day of the next month. The only prerequisite is paying for our services using your charged X-CARD.

### **What happens if I don't spend €100.00 within one calendar month?**

In this case, your credit will be carried over to the next month. However, you lose the opportunity to get a €20.00 bonus credit, and your consumption counter resets to zero.

### **Is the validity of the credit/carrier limited?**

No, the validity of the credit and carrier has no time limitation.

### **How do I proceed to refund the charged credit?**

Once you charged a credit on your X-CARD, is it not possible to refund it.

### **What if I forget to bring my X-CARD when visiting x-bionic® sphere?**

To enjoy the benefits of the X-CARD customer program, it is necessary to carry the card with you.

### **Can I share my X-CARD with other family members?**

Every registered member of the X-CARD customer program can assign to his/her account sub-users (up to 10 people) who dispose over the main credit. These sub-users can be easily

assigned during the registration process at the reception or online via the website [www.x-bionicsphere.com](http://www.x-bionicsphere.com) after logging into the customer profile.

### **Can I also get an X-CARD for my child who is under 15 years of age?**

X-CARD customer program members must be at least 15 years old. Children under 15 years of age can be assigned a sub-user status and dispose over the same credit as the main X-CARD holder.

### **How do I log in to my customer profile?**

You can log in to your customer profile via the website [www.x-bionicsphere.com](http://www.x-bionicsphere.com). Login name is the email address you provided when registering. Your password has been set manually when confirming the registration.

### **What if I entered incorrect contact information when registering for X-CARD?**

Please contact our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622.

### **What if I forgot my password?**

If you forgot your password, you need to request a password restore via the website [www.x-bionicsphere.com](http://www.x-bionicsphere.com). After filling in your email address, you will receive an email containing a link to restore your password. By clicking on this link, you will be asked to set a new password.

### **What if I didn't receive the confirmation e-mail?**

Please contact our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622.

### **What if my X-CARD got lost, stolen or damaged?**

In case of loss, theft or damage of the carrier, this fact should be reported immediately via our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622.

### **Where can I opt out of receiving marketing communication?**

Please contact our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622. You can also opt out personally at one of our receptions or online by logging in to your customer profile at [www.x-bionicsphere.com](http://www.x-bionicsphere.com). By opting out, you'll lose the opportunity to enjoy the benefits and special offers that X-CARD holders are exclusively informed about.

### **How can I change my personal data (surname, phone number, address, email, etc.)?**

In case of a change of your personal data, please contact our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622.

### **Where can I ask for further questions?**

Please contact our Customer Centre at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or at +421 313 262 622.