

## FREQUENTLY ASKED QUESTIONS AND ANSWERS (FAQ)

### What is X-CARD?

The X-CARD customer program allows you to enjoy our services in x-bionic® sphere even more advantageously. X-CARD is a portable card that you can use for fast and cashless payment for selected products and services throughout the resort. Just register, charge your X-CARD and you can pay with it not only for yourself, but also for your family or acquaintances.

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

- € 20 back for every minute € 100 in one month;
- Special offers only for X-CARD holders;
- Fast cashless payment;
- Sub-cards for family members / friends assigned to the main X-CARD;
- X-CARD application;
- X-Bike application - bicycle rental;
- You do not have to wait in line when buying inputs via the application

### How can I register?

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

### Where can I pick up the X-CARD?

When registering in person, you will receive an X-CARD directly during registration. In case of online registration or in the application, you will pick up your X-CARD at the next visit at any reception (x-bionic® aquatic sphere, x-bionic® wellness sphere, x-bionic® power sphere (Gym), hotel reception or in operation x -perience store at the hotel reception).

### Is there a charge for issuing an X-CARD?

There is no charge for the issue of a standard plastic X-CARD. A fee of € 5 is charged for the issue of a specific medium, which is currently on offer. Due to the loss or impairment of the carrier, it is necessary to issue a new carrier, for which a fee of € 5 is charged.

### **How can I top up my credit?**

You can top up your credit either by logging in to your customer account via the website [www.x-bionicsphere.com](http://www.x-bionicsphere.com), in the application or at individual cash registers, in cash or by credit card. The amount of credit charged is not limited.

### **Can I charge the X-CARD during the visit, during which I will pick it up at the box office?**

Your X-CARD is active as soon as your email address is confirmed. After successful registration, you will receive an e-mail with an activation link. After clicking on this link, you will be asked to set a password. At this point, your card becomes active and you can top it up with credit and start using it.

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

If you spend your credit at € 100 in one month, you will receive a € 20 credit as a bonus at the beginning of the following month. This credit is treated as a regular credit and its validity is not limited.

### **What happens if I do not have time to use the € 100 credit in one month?**

In this case, your remaining credit will be carried over to the next month. However, you lose your entitlement to a € 20 bonus credit and your consumption starts counting again from scratch.

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

No, the validity of the credit or the carrier is not limited in time.

### **What should I do if I want to return the credit I have charged?**

Credit refund is not possible.

### **What should I do if I forgot my X-CARD when visiting x-bionic® sphere?**

To take advantage of the X-CARD customer program, it is necessary to have the carrier physically with you.

### **Can my family members also use X-CARD?**

X-CARD is a portable card. In addition, each registered member of the X-CARD customer program can assign a so-called subordinate carriers (max. 5 persons), which have credit on the main card. You can easily assign these sub-carriers directly during on-site registration, in the X-CARD application or online at [www.x-bionicsphere.com](http://www.x-bionicsphere.com) by logging in to your customer profile.

### **Can I get an X-CARD for my child under 15?**

The condition for membership in the X-CARD customer program is a minimum age of 15 years. For children under the age of 15, it is possible to assign a slave carrier that draws the same credit as the main cardholder.

### **How can I assign sub-cards to my X-CARD account?**

Subcards (subordinate technical media) can be assigned directly during registration in the X-CARD customer program, additionally at any reception (x-bionic® aquatic sphere, x-bionic® wellness sphere, x-bionic® power sphere (Gym), hotel reception or in the x-perience store at the hotel reception), in the X-CARD application or in your profile at [www.x-bionicsphere.com](http://www.x-bionicsphere.com). If you have assigned a sub-card in the application or on the website, you will pick up the sub-cards at the next visit at any reception. You need to prove yourself with your customer number.

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

Log in to your customer profile via [www.x-bionicsphere.com](http://www.x-bionicsphere.com) or in the X-CARD application. The login name is your e-mail address, which you provided during registration. You set the login password when confirming the registration.

### **What if I provided incorrect contact information when registering X-CARD or I want to change the information?**

You can change your data in your profile by logging in to your account on the website or via the X-CARD application. If you change your email address, you must contact our Customer Center at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com).

**What should I do if I forgot my password?**

If you forget your password, simply request a password reset from [www.x-bionicsphere.com](http://www.x-bionicsphere.com) or the X-CARD application. An email with a link will be sent to the email address you entered, directing you to set a new password.

**What should I do if I did not receive an email with a link to confirm my email address?**

Please contact our customer center by email at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or by phone at +421 313 262 622.

**What should I do if X-CARD is lost, stolen or damaged?**

In the event of loss, theft or damage to the media, this fact must be reported immediately via our customer center by e-mail at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or by phone at +421 313 262 622.

**What should I do if I do not want to be sent marketing communications?**

You can unsubscribe from marketing communication directly in the sent newsletter. You can also revoke your consent online by logging in to your customer profile or in the X-CARD application. You can also contact our customer center by e-mail at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or by phone at +421 313 262 622, where they will record your request.

**Where can I go for further questions?**

Please contact our customer center by email at [x-card@x-bionicsphere.com](mailto:x-card@x-bionicsphere.com) or by phone at +421 313 262 622.