GENERAL TERMS AND CONDITIONS

These general terms and conditions (hereinafter "GTC") govern the rights and obligations of the contracting parties arising in connection with the provision of services of JUMP FUN sports and entertainment centers operated by BRIGHT INVESTMENT GROUP s.r.o., with its registered office at Ľudovíta Fullu 3125/36, 841 05 Bratislava, ID No.: 46 953 507 (hereinafter "Operator").

The Operator provides services in these premises:

JUMP FUN Nivy: Mlynské nivy 5/A, 821 08 Bratislava

JUMP FUN Pri Letisku: Ivánska cesta 30/D, 821 04 Bratislava – Jump Arena, Laser Zone and KidsHouse.

1. DEFINITIONS

Operator: BRIGHT INVESTMENT GROUP s.r.o.

Consumer: A natural person who is not acting within the scope of their business or profession.

Customer: A person concluding a Contract, making a Reservation, or ordering a Service/Voucher.

Visitor: A person utilizing JUMP FUN services.

Reservation: Booking a specific date and time online, by phone, e-mail, or at the reception.

Service: Time-limited access to JUMP FUN facilities (trampolines, games, sports).

Voucher: Electronic or physical gift voucher for services.

Contract: Agreement between Operator and Customer for Services or Vouchers.

2. SCOPE AND VALIDITY OF GTC

2.1. These GTC govern the provision of Services, ticket/voucher sales, and legal relations.

2.2. They form part of the Contract.

2.3. Distance Contracts arise upon the Operator's order confirmation.

2.4. In-person Contracts arise upon acceptance and payment.

2.5. Time-bound Services last until the provision of the Service ends.

2.6. Services are provided at the JUMP FUN locations listed above.

3. REGISTRATION

3.1. Registration may be required for certain Services.

3.2. Mandatory data: name, surname, date of birth, e-mail.

3.3. Minors require identification and safety data.

3.4. Customers must provide accurate data.

3.6. Registration confirms agreement with GTC and Operating Rules.

3.7. Data processing is governed by the Privacy Policy document.

4. RESERVATIONS AND TICKET PURCHASES

4.1. General: Access is during the purchased/reserved time. KidsHouse does not require reservations.

4.2. Online: Customer provides booking details and confirms obligation to pay. Confirmation is sent via e-mail. Payment is via a gateway.

4.3. On-site: Tickets can be purchased at the reception (cash/card).

4.4. Pricing: Current prices (incl. VAT) are on the website and reception. Prices for future orders may change.

5. GIFT VOUCHERS

5.1. Vouchers can be purchased online or in person.

5.5. Valid at both locations unless specified otherwise.

5.6. Valid for 12 months from purchase.

5.8. Non-refundable and not exchangeable for cash.

5.10. Vouchers do not automatically reserve a time slot.

6. USE OF JUMP FUN CENTER

6.1. Operating Rules: Binding for all Visitors. Safety rules and staff instructions must be followed. Minors must be supervised. Accidents must be reported. No animals or smoking. The Operator is not liable for items left outside lockers. Visitors may be expelled for rule violations without a refund.

6.2. Individual Responsibility: Visitors must use equipment as intended. Signing waivers does not strip mandatory legal rights.

7. COMPLAINTS AND LIABILITY

7.1. Operator is liable for defects in Services as per the law.

7.3. Complaints can be filed at the reception, via e-mail, or by post.

7.6. The Operator will process the complaint according to legal regulations.

8. ALTERNATIVE DISPUTE RESOLUTION

8.1. Consumers may request a remedy if their rights are violated.

8.3. If rejected or ignored for 30 days, ADR options apply via the Slovak Trade Inspection.

9. WITHDRAWAL FROM CONTRACT

9.1. Consumers have statutory withdrawal rights for distance contracts.

9.2. Exception: Leisure services provided at a specific time/date cannot be cancelled via standard withdrawal.

9.3. Vouchers bought online have withdrawal rights; on-site purchases do not.

9.4. Withdrawals must be sent clearly to the Operator's contacts.

10. CHANGES AND CANCELLATIONS

10.1. Registered Customers can change ticket times at least 1 day prior, subject to availability.

10.3. Party reservations can be changed 48 hours prior.

10.4. Rescheduling does not automatically grant a refund.

11. PRIVACY POLICY

11.1. Governed by GDPR and Act No. 18/2018 Coll.

11.2. Details are in the separate Privacy Policy on the website.

12. CHANGES TO GTC

12.1. Operator may amend these GTC.

12.2. Changes apply to Contracts concluded after the effective date.

13. FINAL PROVISIONS

13.1. Effective from 17.9.2026.

13.4. Unregulated matters are governed by Slovak law (Civil Code, Consumer Protection Act).

BRIGHT INVESTMENT GROUP s.r.o.

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Effective Date: 17.9.2026