



GENERAL TERMS AND CONDITIONS IMPACT HUB

These General Terms and Conditions (hereinafter the **"GTC"**) govern the mutual relationship between the Operator and the following entities: Member, Customer, Guest, in connection with the use of the Services. These GTC set out the rules governing the relationship in connection with the use of the Services. The parties may agree on rights and obligations that differ from these GTC.

1. Definitions of Terms

In these GTC, the expressions listed below shall have the following meaning, unless expressly stated otherwise:

- The term **"Price List"** means the currently valid price list of the Services (or certain Services) on the Website.
- The term **"Member"** means a natural person using the Services defined in and provided under the Membership Agreement.
- The term **"Membership Agreement"** means an agreement on the use of Impact Hub premises and services concluded between the Customer and the Operator through the Member Portal, on the basis of which Members are enabled to use the Services and Additional Services.
- The term **"Member Bar"** means the area of the Premises marked in the Premises Plan, where refreshments are provided by the Operator.
- The term **"Member Portal"** means the internal information system of Impact Hub available for login, which enables, in particular, the conclusion of the Membership Agreement, the networking of Members, and the ordering and reservation of Additional Services.
- The term **"Home Premises"** means the specific Impact Hub Premises in which the Member is registered on the basis of the Membership Agreement.
- The term **"Additional Services"** means services provided by Impact Hub (other than the Services), which are listed in Part 5 of these GTC.
- The term **"Guest"** means a natural person who comes to the Premises for the purpose of visiting a Member.
- The term **"Impact Hub"** or also the **"Operator"** means the business company Impact Hub Czechia, a.s., Company ID No.: 02418321, with its registered office at Drtinova 557/10, 150 00 Prague 5. The Operator's contact details are available on the Website (for the individual premises).
- The term **"Non-shared Spaces"** means the spaces of a part of the Premises, specified in more detail in the Premises Plan, which are accessible only to one or more Members who have been allowed to use certain Non-shared Spaces on the basis of the corresponding Tariff in the Membership Agreement.
- The term **"OZ"** means Act No. 89/2012 Coll., the Civil Code, as amended.
- The term **"Order"** means an individual order of Services.
- The term **"Customer"** means a natural or legal person whose billing details are used for the invoicing of the Tariff or the invoicing of the rental of conference and meeting rooms. More than one Member may relate to one Customer. The provisions of these GTC and of the Membership Agreement concerning the Member shall also apply to the Customer if the Customer is also a Member. If the Customer is not also a Member, these provisions shall apply to the Customer mutatis mutandis, unless their nature and purpose preclude this or unless expressly provided otherwise.



- The term **“Open Space”** means a shared working space in the Premises, specified in more detail in the Premises Plan, containing several workstations that are not assigned to any specific Member.
- The term **“Premises Plan”** means a graphic representation of the spaces of specific Premises, which is available at the reception and on Impact Hub Wiki.
- The term **“Space Rules”** means the rules of conduct in the space of specific Premises, which are available on Impact Hub Wiki.
- The term **“Spaces for Rent”** means meeting rooms, conference rooms or parking spaces in the Premises that the Operator provides for rent to a Member and/or Customer.
- The term **“Premises”** means the space used or owned by Impact Hub, generally consisting of an Open Space, Common Areas, a Member Bar, conference and meeting rooms and Non-shared Spaces or other spaces.
- The term **“Services”** means the main services provided by Impact Hub, in particular the provision of coworking space, Spaces for Rent and event spaces.
- The term **“Agreement”** means a Membership Agreement or an Order confirmed by the Operator.
- The term **“Common Areas”** or **“Common Area”** means the spaces of a part of the Premises, specified in more detail in the Premises Plan, which are accessible to all Members and Guests who have the right to enter the specific Premises.
- The term **“Tariff”** means one of several variants that determine different scopes of Members’ rights in relation to the Services and that are specified below, in Article 4.6, in the section **“Tariffs”**.
- The term **“Website”** means the Impact Hub website at the domain <https://impacthub.cz/>.
- The term **“Impact Hub Wiki”** means the wiki (database of information) accessible through the Member Portal.

2. Impact Hub

The Operator is a business company whose principal activity is the provision of coworking centre services – a shared workspace, i.e. a workspace used in accordance with the GTC by various entities. The Premises are located in several cities and their spaces may therefore differ. The main spaces of the Premises are generally:

- Open Space (shared working spaces);
- Member Bar;
- Common Areas; and
- Spaces for Rent.

The purpose of Impact Hub is to create a working and social space for work, interaction, meetings, innovation, business development and the networking of its Members within the global network of “Impact Hub” Premises, all while observing the fundamental values upheld by the member community. Compliance with these values is expected from all entities using the Services.

3. Agreement

The relationship between the Operator and the Customer arises upon the conclusion of an Agreement for Spaces for Rent. The provisions concerning the Membership Agreement shall apply *mutatis mutandis* to the Order.

On the basis of the Agreement, the Operator shall provide the Customer with the Services to the extent corresponding



to the agreed Tariff or the specific agreed terms.

The Customer shall pay the Operator remuneration for the Services under the Agreement to the extent set out in the Price List.

The Customer may order Additional Services.

The Price List is generally published on the Website or is available upon request directly from Impact Hub. The Operator may change the Price List, whereby the provisions on amendments to these GTC shall apply mutatis mutandis to any change of the Price List.

The GTC shall apply to the relationships between the Operator and the Member and/or Customer regardless of whether the Member and/or Customer is or is not a consumer. This shall not apply if it follows from the relevant provision or its context that it applies only to a Member and/or Customer who is or is not a consumer or an entrepreneur. A consumer shall always mean a consumer within the meaning of Section 419 of the OZ, and an entrepreneur shall always mean an entrepreneur within the meaning of Section 420 of the OZ. The provisions of these GTC shall apply to contractual relationships with a consumer to the extent that they are not contrary to mandatory provisions of consumer protection legislation.

3.1 Liability of the Member

All rules set out in these GTC shall apply mutatis mutandis to each Member, Guest and any other person present in the Premises on the basis of an authorisation derived from a Member or Customer. A Member may allow their Guest to enter the Premises. In such case, the Member shall familiarise their Guest with the Space Rules and these GTC. The Member assumes full liability for their Guest and the Guest's conduct. If the Customer is not themselves a Member, or if more than one Member is linked to the Customer, the Customer shall also be liable for the actions of their Members, including with respect to contractual penalties and other legal consequences of any breach of the GTC. Upon approval of the GTC by the Member, the Member also undertakes to comply with the GTC; however, the Customer's liability for their Members pursuant to the preceding sentence shall remain unaffected.

3.2 Profile Photograph

The Member may provide the Operator with a profile photograph for the purpose of its use and publication in the Member Portal and for the purpose of identifying the Member in the Premises. The processing of the Member's personal data shall be governed by the Impact Hub Personal Data Processing Policy available on the Website. By providing, communicating or uploading the photograph, the Member grants the Operator a worldwide, non-exclusive, revocable authorisation unlimited as to territory, time and subject matter, to use the photograph within the meaning of Section 12 of the Copyright Act, and consent to store, copy, combine with another work, include in a collective work, reproduce, transmit, process, modify, make available to the public and display the photograph, for the purposes of providing the Services and for purposes arising from the Member Portal, i.e. in particular displaying the photograph in the Member Portal to the extent customary on the Member Portal with regard to the nature of user content. The Operator is entitled to use the photograph without indicating authorship. By providing the photograph, the Member represents and undertakes that (i) they have sufficient rights to the photograph; (ii) they are entitled to grant the Operator the authorisation pursuant to this paragraph of the GTC; (iii) by publishing, storing, processing or otherwise using the photograph within the Member Portal or pursuant to the GTC, the Operator will not infringe the rights of the Member, third parties or generally binding legal regulations; and (iv) the Member has settled all legal grounds, consents to the capturing of likeness and any other obligations under the GDPR or generally binding legal regulations with any third parties depicted in the photograph. The Member grants the Operator the authorisation under this paragraph free of charge. The provisions applicable to the photograph under this paragraph shall apply analogously also to any other content that the Member uploads to the Member Portal or otherwise provides to the Operator.



3.3 Representations of the Customer

By concluding the Agreement, the Customer represents that they are aware of the current condition of the Premises and the Spaces for Rent.

The Customer further represents that:

- they are aware that the Premises are a shared community space and, in addition to Non-shared Spaces, also include Common Areas, the use of which is by its nature shared and is also subject to the Operator's operational rules;
- they acknowledge the purpose of the Premises as an environment intended in particular for the performance of work and the development of the community, and that this corresponds to the requirement for considerate, honest conduct in accordance with good morals by all persons using the Premises;
- they have familiarised themselves with the Space Rules and shall familiarise all Members, Guests and other persons using the Premises under their name or in connection with their participation with the Space Rules;
- they are responsible for ensuring that Guests, Members and other persons using the Premises under their name or in connection with their participation comply with the GTC, the Space Rules and the Operator's instructions, including rules on safety, fire protection and the protection of property and third-party rights;
- they shall ensure that Guests, Members and other persons using the Premises under their name or in connection with their participation do not act in a manner that could disrupt the operation of the Premises, restrict or disturb other users, endanger health or safety, damage the Operator's good name, interfere with third-party rights or otherwise adversely affect the working and community environment, in particular by inappropriate, aggressive, harassing, discriminatory, excessively noisy or otherwise disruptive conduct, misuse of shared facilities, breach of hygiene rules, unauthorised making of recordings, unauthorised access to designated parts of the Premises or any other conduct contrary to the purpose of the Premises; the Customer themselves shall also comply with these obligations;
- events, meetings and other activities organised by the Operator or third parties in accordance with the Space Rules may take place in the Common Areas, and such activities may be associated with increased activity, a higher noise level and an increased number of persons, and for this reason the Customer has no claims against the Operator, and shall not assert any such claims, arising from a limitation of the usual comfort of using shared spaces;
- the availability of specific Spaces for Rent may vary and depends on current operations, occupancy and reservations, and the Operator does not guarantee their continuous availability unless expressly agreed otherwise in the Agreement;
- Additional Services may be temporarily limited, interrupted or unavailable, in particular for operational, capacity, technical, safety or hygiene reasons, or for reasons on the part of third-party suppliers, and the Operator is not liable for the inability to provide them;
- they shall familiarise themselves with the current scope of the Services and Additional Services according to the Price List, the Website or the Operator's communication and acknowledge that the Operator is entitled to change, to a reasonable extent, the scope, regime and conditions for the provision of the Services and Additional Services;
- they acknowledge the Operator's authorisation to adopt reasonable measures to ensure the proper operation of the Premises and the protection of the rights of other users, including restricting access to selected parts of the Premises, temporarily closing part of the Premises, setting operational rules and issuing instructions, and that they shall comply with them and shall also ensure that they are respected by persons acting under their name, including Guests and Members.

3.4 Membership Benefits

By concluding the Membership Agreement (not an Order), the Member obtains the following benefits:



- membership in the global Impact Hub network (global membership);
- preferential prices for Spaces for Rent;
- regular news from Impact Hub by e-mail;
- free admission to designated events organised by Impact Hub;
- access to the Member Portal;
- discounts on partner products.

The benefits of global membership are listed on the Website. The benefit of global membership within the Czech Republic is the possibility of using the Tariff also in Premises other than the Home Premises, where, however, the Member undertakes to comply with the Space Rules of the relevant Premises and their opening hours.

In accordance with their Tariff, the Member may use part of their prepaid hours in Premises other than their Home Premises, but only up to a maximum of 30% of the hours under the relevant Tariff per month, or 30 hours under the “Dedicated Desk” and “Unlimited Access” Tariffs. If the Member is interested in using hours under the global membership, the Member shall register at <https://impacthub.net/passport/>.

The Member acknowledges that the scope and content of membership benefits are variable. Each Member shall inform themselves independently of any changes to the scope and content of membership benefits arising from the status of Member; information on such changes need not be sent to Members.

4. Provision of Services

The opening hours of each Impact Hub differ and are always stated at the Premises and on the Website of the relevant Premises. Different opening hours may apply to Members with the “Unlimited Access” Tariff.

The scope, manner and conditions of the Member’s access to the Premises depend on the Tariff selected by the Member. Under the “Office” and “Dedicated Desk” Tariffs, the Member is assigned a specific workstation according to their preferences and the current possibilities of the Premises, which is not shared and is used exclusively by the Member with one of these Tariffs. In the case of all other Tariffs, the Member is entitled to use any workstation in the Open Space that is not currently occupied.

For the duration of the rental, the Spaces for Rent are accessible exclusively to the Member, or the Customer, who has rented them as an Additional Service. Further information on the use of the Spaces for Rent is set out in Article 5.1 of these GTC.

Within the scope of access to the Premises and the selected Tariff, the Member may also use the Additional Services under the conditions set out in these GTC.

4.1 Rules of Conduct

The Member acknowledges that the Premises are a shared place for the performance of work and social interactions, and that work is performed in close contact with other Members who may be in a competitive relationship. In view of this fact, the Member is obliged to ensure compliance with their own obligations concerning confidentiality or other matters arising from the form of work performance within a group of other Members. Each Member is obliged to maintain confidentiality and secrecy with respect to any facts of which they become aware as a result of their work or other activities in the Common Areas. The Operator is not liable for any unauthorised disclosure of a Member’s confidential information.



The Premises are a shared workspace where diverse Members work; therefore, each Member is obliged to behave respectfully towards any other Members and Guests in the Premises and, for this purpose, is obliged to refrain in particular from using vulgar or offensive language, intimidation, insults, ridicule, disparagement, harassment of any kind, excessive noise, or destruction of another's property. In the event of repeated or material breach of the stated prohibitions, even after notice from the Operator, such Member shall be expelled from the Premises, and the Operator shall have the full right to terminate the Agreement without a notice period. In such case, the Operator is entitled to require the Member and/or Customer to pay a contractual penalty of CZK 50,000 (in words: fifty thousand Czech crowns), and if, at the time of the unlawful conduct giving rise to the Operator's claim, the Customer and/or Member is a consumer, then a penalty of CZK 10,000 (in words: ten thousand Czech crowns).

Use of access to the Premises for a purpose that would be contrary to the principles of Impact Hub shall, for the purposes of these GTC, be deemed a gross breach of the Membership Agreement.

Each Member acknowledges that the placement of their belongings, or belongings for which they are responsible, in the Premises is not connected with the operation of the Premises and the Operator is not liable for the loss of or damage to such belongings. The provision of the preceding sentence shall also apply to any car park reserved for use by Members, if the Premises have one.

4.2 Access to the Premises

The Member has the right to access the Premises from the moment specified in the Membership Agreement and only during opening hours, unless their Tariff allows unlimited access to the Premises. A Member with unlimited access is not entitled to use the Premises for any purpose other than that for which they are operated by the Operator. The Premises may not be used for accommodation, overnight stays, cooking, except for the ordinary use of the Member Bar for the purpose of preparing food during a work break, or for unethical, unlawful purposes or purposes incompatible with the principles of "Impact Hub". No entertainment, manufacturing or other similar equipment may be operated in the space, unless it is an administrative office device. The Member has the right to use the Services and Additional Services according to their Tariff only in accordance with generally binding legal regulations, in particular those regulating hygiene, health and fire safety, so as not to cause harm to the health or property of the Operator, Members or anyone else.

If the Operator is unable to provide the Member with the Service under the Tariff from the date agreed in the Membership Agreement, for any reason caused by another Member or by another unforeseeable technical circumstance, the Operator shall not be liable for this.

4.3 Unlimited Access

A Member with unlimited access shall receive keys, or a chip or code, to the Premises. The keys, chip and code are non-transferable and the Member is liable for their possible loss or misuse by a third party. The Member is obliged to notify the Operator in writing without delay of the loss of a key, chip or other similar device that enables the Member's access. The keys and chip are the property of the Operator, who may require the provision of a reasonable refundable deposit for them.

Upon termination of the Membership, the Member is obliged to return the keys or chip to the Operator in faultless condition; in such case, the Operator shall return the deposit to the Member. If the Member fails to return the keys or chip in faultless condition or reports their loss, the Operator is entitled to retain the deposit as a lump-sum reimbursement of the costs of their acquisition.

4.4 Limitation of the Provision of Services

Access to the Premises may exceptionally be prevented in whole or in part, for example in the event of the need for modifications, reconstruction, in the event of holding an event requiring access to the entire Premises, or in other exceptional



cases requiring the Premises to be vacated. The Operator is obliged, to the best of its ability, to inform Members of any interruption of the access to the Premises or limitation of the Services or Additional Services.

4.5 Additional Arrangements

At any time during the term of the obligations under the Membership Agreement, the Operator is entitled to unlimited access to all areas of the Premises, including Non-shared Spaces, in connection with the provision of the Services, ensuring repairs, inspections or servicing, ensuring safety and security, or in urgent cases that do not allow delay. Except for Non-shared Spaces, the Operator is entitled to temporarily arrange the furniture and equipment of the Premises differently.

The Member is obliged to refrain from using any equipment or organising any event in the Premises that would be observable or audible from outside the Premises, or that would disturb any Member or Guest in the use of the Premises, or third parties generally, by excessive noise or other emissions. The Member must in particular refrain from excessive use of the radio, sound-producing instruments or other audio equipment.

The Member is obliged, at their own expense, to restore their workstation or other part of the Premises, including the equipment of the Premises, to its original condition, taking into account ordinary wear and tear, if the Member has caused excessive wear or damage to their workstation or another part or equipment of the Premises.

The use of bicycles, scooters or other personal transport devices in the Premises is not permitted unless expressly stated otherwise in the Space Rules. The Premises are non-smoking. Smoking shall also include the use of electronic cigarettes, cigarettes using heated tobacco or vaporisers.

The Member is not entitled to place any items in the Premises; this shall not apply to their workstation or to places designated for this purpose by the Operator. In the event of a breach of the parking rules, the Operator is entitled, at the Member's expense, to remove from the car park items of the Member or Guest by which the parking rules are breached.

The Operator is entitled to expel from the Premises anyone who shows signs of intoxication or influence by alcohol or an addictive substance and/or behaves inappropriately or disruptively in the Premises.

It is prohibited to place or use any steam, gas or other similar equipment, such as a boiler, in the Premises unless approved in advance in writing by the Operator in individual cases. The use of any flammable substances or volatile substances or substances capable of affecting an individual's state of health is prohibited.

A Member who is in the Premises outside opening hours is obliged to proceed according to the instructions received, in accordance with the manual published on the Website and according to the Space Rules in the Impact Hub Wiki section. The Member shall in particular behave in such a way that no other persons enter the Premises without Operator's consent. In particular, the Member must properly close the entrance door behind them. If they are the last person to leave the Premises, they shall set the alarm code or lock the Premises. If, as a result of the act or omission of such Member, the security service of the Premises is called out, the Member is obliged to reimburse the Operator for the call-out fee on the basis of the re-invoicing of this fee by the security service.

4.6 Tariffs

The Operator offers the Tariffs listed below, the prices of which are determined by the Price List. Each of the Tariffs provides specific options to meet the needs of individual Members. Not all types of Tariffs may be available at specific Premises. Information on which types of Tariffs are available at which Premises is provided on the [Website](#).



Details of the Tariffs

Impactmaker (tariff)	Benefits of the impact maker community according to the information on the Website.
Day Pass	Allows a one-off daily entry to the Premises during opening hours. Use of the Day Pass must be reported in person to the Premises staff on the day of use. The Day Pass allows the Member to spend in the Premises all time remaining until the closing time of the Premises on the day on which the Member entered the Premises and reported the use of this Tariff. The price of the Day Pass is payable upon its use. This tariff includes the right to order Additional Services and to use the Open Space and Common Areas. Under this tariff, the Member does not obtain the membership benefits specified in Article 3.4, nor the entitlement to establish a registered office of a company.
30 hours per month	Allows the Member to use the Open Space and Common Areas for 30 hours in one calendar month during the opening hours of the Premises. The Tariff includes the right to use Additional Services; it allows the establishment of a registered office.
60 hours per month	Allows the Member to use the same benefits as the Hub 30 Tariff, but for 60 hours in one calendar month; it allows the establishment of a registered office.
100 hours per month	Allows the Member to use the same benefits as the Hub 30 Tariff, but for 100 hours in one calendar month. The Member also has the right to their own lockable locker in their Home Premises; it allows the establishment of a registered office.
Unlimited Access	Allows the Member to use the Open Space and Common Area for an unlimited number of hours in one calendar month, including outside opening hours. The Member also has the right to their own lockable locker in the Home Premises. The Tariff includes the right to use all Additional Services; it allows the establishment of a registered office.
Student tariff	Allows a Member with the Student Tariff to use the Open Space and Common Area free of charge for 30 hours in one calendar month during opening hours. This tariff includes the right to use Additional Services; it does not allow the establishment of a registered office of a company. The Student Tariff may not be available to all students, or it may be limited to students of specific schools (more information on the Website or from the Operator). The Operator reserves the right to verify by reasonable means that the relevant Member is a student.
Dedicated Desk	Allows the Member to use a specific assigned workstation and the Common Area for an unlimited number of hours in a calendar month, including outside opening hours. The Member also has the right to their own lockable locker in the Home Premises. This tariff includes the right to use Additional Services; it allows the establishment of a registered office.
Office	Allows the Member to use a specific assigned office and the Common Area for an unlimited number of hours in a calendar month, including outside opening hours. This tariff includes the right to use Additional Services; it allows the establishment of a registered office.

The Operator has the right to change the Tariffs and to introduce special temporary or limited tariffs with specific conditions. The introduction of such tariffs, as well as their conditions, is communicated mainly through the Website, and these GTC shall apply to them mutatis mutandis unless stated otherwise.

If any of the Tariffs “Dedicated Desk”, “Unlimited Access”, “100 hours per month”, “60 hours per month” or “30 hours per month” is agreed at such time before the end of a calendar month that it is clear that the Tariff cannot be used up in that calendar month, the Customer shall pay the Operator the price calculated as the average daily price for this Tariff multiplied by the number of days on which the Tariff could be used until the end of the relevant calendar month.

The Operator may allow Members to change the Tariffs themselves. In such case, the Member may themselves modify



the selected Tariff for the following calendar month. However, the Member must make this modification no later than by the 20th day of the preceding calendar month. The numbers of hours under individual Tariffs are agreed as a lump sum for a calendar month, and unused hours in the relevant calendar month cannot be carried over to another calendar month.

If the Member uses the Services beyond the scope of their Tariff, they shall pay the price for these Services according to the hourly or daily rate specified in the Price List.

4.7 Invoicing and Payment

The Operator is obliged to bill the Customer for the prices of all Services, including Additional Services used and other products offered by the Operator and purchased/consumed by the Member, in the corresponding calendar month in accordance with the Price List that was valid at the time the relevant product or Service was taken. The relevant tax documents shall generally be issued in the second half of the calendar month. Tax documents are payable within 14 days of their issue. VAT at the statutory rate as at the date of taxable supply shall be added to the price for the Services and products taken. In addition to the price of the Services taken, the tax document shall also include the selected Tariff for the following calendar month; the selected Tariff is payable in advance for the following month, while other Services are payable in arrears.

When renting Spaces for Rent, in particular conference rooms, the Operator reserves the right to provide these spaces to the Customer only after payment of an advance invoice for 50% of the price of the relevant service according to the Price List.

Payment of the price billed on the tax document shall be made:

- by transfer to the account specified on the tax document, whereby the Customer is obliged to state the number of the tax document as the variable symbol;
- by payment card;
- in cash at the cash desk of the Premises; or
- by direct debit, whereby the payment shall be automatically debited by the 10th day of the month being invoiced.

The details for setting up direct debit shall be provided to the Customer by the Operator upon request at any time.

In the case of payment of the price by direct debit from a payment card using the Global Payments WebPay payment gateway, the Customer hereby expressly agrees to recurring payments for this purpose.

5. Additional Services at Impact Hub

In addition to the Services, the Operator also provides the following Additional Services to Members at the Premises:

- rental of Spaces for Rent;
- registered office placement;
- access to the Internet and other media;
- Member Portal;
- Member Bar with refreshments;
- provision of printing and scanning;



- lockable lockers;
- office supplies; and
- other services by individual agreement.

Some of the Additional Services are included in the Member's status benefits, some are provided for the price set out in the Price List, and some are provided as an Additional Service linked to a specific Tariff. Additional Services not listed in the Price List are provided free of charge.

The Member is entitled to use any Services or Additional Services exclusively in connection with the use of the Tariff. The Services and Additional Services may be used, in accordance with these GTC and the Agreement, by the Member and a Guest on the Member's account.

All Additional Services are provided subject to the Operator's operational capacities and may not be continuously available. The list of Additional Services set out in these GTC is illustrative and subject to change depending on the Operator's decision. The current list of services is available on the Website and from the staff at the Premises, and may also be sent by e-mail at the Member's request.

5.1 Rental of Spaces for Rent

The Customer or Member has the right to rent Spaces for Rent, which may be reserved through the Member Portal, on the basis of a reservation by e-mail, by telephone using the contact details published on the Website, or in person at the Premises. Reservations made by e-mail or telephone must be confirmed by the Operator; otherwise, they are not binding. Until the reservation is confirmed by the Operator, the Customer is entitled to cancel the reservation at any time. Upon confirmation of the reservation, it becomes a binding Order. Cancellation of the Order is governed by the cancellation policy.

In the event of the provision of Spaces for Rent, the Operator may require the Customer to pay a deposit of up to 50% of the expected price of the Order.

The Customer is entitled to cancel the Order for Spaces for Rent in accordance with the cancellation policy, which forms part of the confirmation of the Order sent by e-mail. Cancellation of the Order shall also include a reduction in the quantity or number of reserved Spaces for Rent within the time limit set out in the cancellation policy.

The Customer is obliged to inform the Operator of the cancellation of the Order in writing. The cancellation fee is payable within 14 calendar days of the cancellation of the Order.

The Customer is entitled to cancel the Order even after the expiry of the time limit set out in the cancellation policy; however, in such case, the Customer incurs an obligation to pay the Operator a withdrawal fee in the amount of the deposit paid. The contractual parties have agreed that, in such case, the Operator shall retain the deposit paid by the Customer, which shall thereby be deemed to constitute payment of the withdrawal fee.

5.2 Registered Office Placement

The Operator provides a service of placement of the Customer's registered office, which is entered in the public register, at the address of the Premises, but exclusively as an Additional Service intended for Members with a Tariff that allows it.

The rights and obligations of the Operator and the Customer in connection with the use of the registered office placement service shall be governed by a separate agreement concluded by the parties for that purpose.



5.3 Access to the Internet and Other Services

The Operator provides the following at the Premises: supply of electrical power at 230 V and 400 V, cold drinking water, hot utility water, sewage, waste disposal, security, Internet connection, coffee machine and cleaning.

The Member is obliged to comply with the conditions of Internet access. Internet access is possible via LAN (Local Area Network) or via the WiFi protocol. The WiFi protocol divides Internet access into several areas and bands. More detailed information on Internet connection is available from the Operator. Depending on operating conditions, the Operator is entitled to change the Internet provider as well as the connection speed.

The Member is not entitled to interfere with the settings of the LAN or WiFi routers, or to overload them beyond the scope of normal use, for example by downloading or uploading an unreasonably large volume of data. The Member is not entitled to use the Operator's Internet in order to establish their own network. The Member is not entitled to use the Internet connection at the Premises for unlawful, immoral or otherwise objectionable activities.

5.4 Member Portal with Booking System

The Operator shall establish access to the Member Portal for each Member. The Member shall then be granted access to all functions of the Member Portal, including the possibility of booking Spaces for Rent, checking invoices and payments, completing the member profile, and connecting with other Members within the Operator's internal network.

5.5 Member Bar with Refreshments

If the relevant Premises allow it, the Member has, within the scope of access to the Premises, the possibility of using the services of the Member Bar, which operates without staff. Payment for consumption at the Member Bar may be made by chip or by (debit or credit) card. The Member is responsible for ensuring that the Member Bar is left, after use, in the same condition in which it was before use.

5.6 Provision of Printing, Copying and Scanning

The Member may use the Operator's printers for copying and for colour or black-and-white printing. The printers are laser printers in A4 and A3 format and are equipped with a scanner. The fees for printing and copying are set out in the Price List.

5.7 Lockable Lockers

Depending on the selected Tariff, the Member may be entitled to a lockable locker, which is intended exclusively for the temporary storage of clothing, office supplies and other ordinary items related to the usual performance of work at the Premises, while the Member acknowledges that the locker is not intended for the storage of money, payment instruments, personal documents, keys, computers, mobile phones, electronics, jewellery or other valuables or items of extraordinary value and that, if the Member stores such items in the locker, they do so exclusively at their own risk. The Operator is not liable for the loss, theft, damage to, or deterioration of items left in the locker, unless the damage was caused intentionally by the Operator.

It is also prohibited to store in the lockable locker any dangerous, flammable, explosive, toxic, corrosive or otherwise hazardous substances or items, regardless of their state, as well as any items that may endanger health, safety or the property of the Operator or third parties, or cause contamination or odour, while the Member is liable for any breach of these obligations and shall compensate the Operator for all damage and costs arising therefrom.



5.8 Other Additional Services

Impact Hub may agree with the Member on the provision of further Additional Services not specified in these GTC. Any fee for other Additional Services under the preceding sentence shall be governed by the agreement of the parties, or by the current Price List of Impact Hub. Unless the agreement contains different rights and obligations, the GTC shall continue to apply mutatis mutandis to such Additional Service, having regard to the nature of such Additional Service.

6. Rights and Obligations of the Member

In accordance with the principles of the Impact Hub concept and for the purpose of enabling the Operator to provide the services properly, the Member is obliged in particular to:

- cooperate with the Operator and provide it with all necessary assistance so that the Operator may properly provide the Services and ensure the safe and undisturbed operation of the Premises;
- provide the Operator with true, complete and up-to-date information necessary for the conclusion and performance of the Agreement, the provision of the Services and invoicing, and notify the Operator of any changes thereto without undue delay;
- obtain, before commencing any activity in the Premises, all permits, consents, licences and other authorisations required by legal regulations, and, at the Operator's request, prove their existence, while the responsibility for their existence and compliance therewith shall be borne by the Member;
- comply with the GTC, the Space Rules of the relevant Premises and all operational, safety, hygiene and organisational instructions of the Operator, even if communicated orally or by being posted in the Premises or through internal information systems;
- use the Premises and the Services only for purposes customary for a coworking and community space and exclusively to the extent corresponding to the agreed Tariff and any Orders, and refrain from any circumvention of access rules, capacity limits or reservation rules;
- refrain from any conduct that may disturb, restrict or harass the Operator, other Members, Guests or third parties, endanger safety, health or property, disrupt order, hygiene or the good name of the Operator, or be contrary to the purpose of the Premises or the principles of the Impact Hub concept, in particular aggressive, harassing, discriminatory, excessively noisy or otherwise disruptive conduct, pollution, damage to equipment and spaces, unauthorised handling of shared resources, smoking in the Premises, or handling dangerous substances or items;
- observe ethical standards in their activities in the Premises and refrain from activities that are capable of harming the Operator, the community or other Members, causing complaints or interventions by public authorities, or otherwise endangering the proper functioning of the Premises;
- protect their belongings against loss, damage or theft and not leave them unattended, while the Member acknowledges that the Operator is not liable for belongings left in the Premises unless legal regulations or the Agreement expressly provide otherwise;
- act so as to prevent harm to the health or property of the Operator, other Members, Guests and third parties, prevent damage, promptly notify the Operator of any imminent damage, defect or danger, and provide assistance in averting harmful consequences;
- inform the Operator without undue delay of any facts on the Member's part that may have a negative effect on the provision of the Services or the smooth operation of the Premises, in particular safety incidents, injuries, loss of access devices, breaches of rules or suspicion of unlawful conduct;
- inform the Guest of the rights and obligations arising from these GTC and ensure that the Guest complies with the GTC, the Space Rules and the Operator's instructions, while the Member shall be liable for the Guest's conduct and breaches of obligations as if they were the Member's own conduct;



- use exclusively the spaces and services corresponding to their Tariff and refrain from unauthorised entry into designated parts of the Premises, unauthorised use of Non-shared Spaces, Spaces for Rent or other capacities, as well as refrain from any interference with the technical equipment, security and IT infrastructure of the Premises;
- handle waste and contamination exclusively in the manner specified by the Operator, maintain order and refrain from contaminating the Premises with waste of any kind, while all waste must be placed only in containers designated for that purpose;
- comply with reasonable operational, safety and organisational measures introduced by the Operator, in particular for the fulfilment of legal obligations, the protection of persons and property, and ensuring the proper operation of the Premises.

The Member is liable for any harm suffered by the Operator as a result of a breach of the Member's obligations set out above, as well as other obligations arising from the Membership Agreement and these GTC.

The Member is liable for harm caused to the Operator by allowing third parties access to the Premises in breach of the terms of these GTC or the Membership Agreement.

The Member has the right to use access to the Premises and to use Additional Services within the scope of their Tariff, for the price set out in the Price List.

Members with their own key or chip to the Premises are obliged, after the end of opening hours, to close the entrance to the Premises, even if they continue to remain in the Premises. If the Member is the last person to leave the Premises, they are obliged, in addition to closing the Premises, also to set the alarm in the security system of the Premises, if the relevant Premises allow it.

7. Compensation for Harm

Without prejudice to the Member's liability, the Customer undertakes to compensate the Operator for any material harm incurred by the Operator as a result of a breach of the Member's obligations arising from the Agreement, these GTC or generally binding legal regulations.

In the event of enforcement of claims against the Member, the Customer is obliged to pay the Operator all costs associated therewith, including the costs of legal representation.

8. Limitation of the Operator's Liability

The Member expressly acknowledges that the Operator shall not bear any liability for:

- damage caused to the Member by the conduct of other Members or third parties;
- the conduct of third parties that prevents or delays the provision of services to the Member, in particular non-compliance with contractual obligations by external suppliers, such as an Internet, electricity, water or heating outage, if the Operator, taking into account the circumstances of the case, has taken measures necessary to avert the damage or mitigate it;
- loss, destruction or damage to the Member's belongings that the Member has left unattended and without adequate protection in the Premises;
- lost profit, loss of business opportunities or any other related damage or loss arising from the Member's conduct in the Premises;



- any harm to health that was not caused by intentional conduct of the Operator and could have been prevented by increased attention on the part of the injured person.

9. Duration of the Agreement, Validity and Effectiveness of the Agreement and Amendments to the GTC

The Agreement becomes valid and effective on the date of its signature by the last of the contractual parties or on the date of its conclusion if concluded through the Website (click-wrap Agreement).

Unless stated otherwise in the Membership Agreement, it is concluded for an indefinite period, with the proviso that it may be terminated in writing by either contractual party by the 20th day of a calendar month. In such case, the notice shall become effective on the last day of that calendar month for all Tariffs, except for the "Office" and "Dedicated Desk" Tariffs. For the "Office" and "Dedicated Desk" Tariffs, the notice becomes effective at the end of the second month following delivery of the notice.

If the Customer and/or Member is a consumer and the Agreement was concluded remotely by means of communication (i.e. online, outside business premises), the Customer and/or Member has the right, in accordance with Section 1829 of the OZ, to withdraw from the Agreement within 14 days from the date of conclusion of the Agreement, provided that it is sufficient for the withdrawal notice to be sent to the Operator within this period. In such case, the Customer or Member is also obliged to pay the Operator a proportionate part of the agreed price for performance provided by the Operator up to the moment of withdrawal from the Agreement. For withdrawal from the Agreement, the Customer or Member may use the model form attached as Annex No. 1 to these GTC. However, the Member and/or Customer acknowledge that the Agreement cannot be withdrawn from in the cases set out in Section 1837 of the OZ, and if the Agreement is concluded remotely, the Member and/or Customer agrees that the Operator may commence its performance immediately after the conclusion of the Agreement, i.e. before the expiry of the withdrawal period.

The Operator is entitled to unilaterally terminate the Agreement with immediate effect as of the date of delivery of the termination notice if the Customer or Member:

- has materially breached the Agreement;
- is in default with payment of their monetary obligations towards the Operator arising from the Membership Agreement for more than 2 consecutive invoicing periods;
- damages, by their conduct, the good name of the Operator, the Premises or the Impact Hub concept.

The Operator is entitled to unilaterally amend the GTC, as well as all other annexes to the Agreement, to a reasonable extent. The Operator shall notify in writing the Member affected by the change in rights and obligations of any amendments to the GTC. If the Member does not agree with the new wording of the GTC, they have the right to reject the amendment to the GTC, which shall be deemed to constitute termination of the Agreement. The contractual parties agree that failure to deliver the Member's timely termination notice pursuant to the preceding sentence, or failure to deliver the Member's timely consent to the amendment to the GTC, shall constitute the Member's consent to the amendment to the GTC. Amendments to the GTC made in this manner shall become effective upon the expiry of 1 month from the date of delivery of the Operator's notice of amendment to the GTC to the Member. The new version of the GTC shall be effective from the date specified therein.

Early termination of the Agreement shall not affect the provisions of the Agreement and these GTC which, having regard to their content or nature, are intended to survive the termination of the Agreement.

10. Assignment

The Customer is entitled to assign their rights and obligations arising from the Membership Agreement to a third party only



with the Operator's prior written consent. The Operator is entitled to assign the rights arising from the Agreement or the entire Agreement to a third party, even without the consent of the Member and/or Customer. However, if the Customer or Member is a consumer, their contractual position must not be worsened.

11. Personal Data Processing

Information on the processing of personal data and the personal data policy is available on the [Website](#).

12. Contact Details, Sending of Communications and Legal Acts

Each Customer who is not a natural person is obliged to notify the Operator in writing of the identification details of one natural person who will be their contact person. The Customer is obliged to notify the Operator of any change of this contact person. Each Customer is responsible for the up-to-dateness and accuracy of the data entered in the list of Members maintained by the Operator.

13. Complaints

The Customer's rights arising from defective performance shall be governed by the relevant legal regulations. The Operator is liable for ensuring that the Services are provided without defects.

The Customer shall not be entitled to rights arising from defective performance, inter alia, if:

- (a) they knew or should have known of the defect before the performance was provided;
- (b) they caused the defect themselves, in particular by acting contrary to the Agreement, the GTC or the Operator's instructions.

If the Customer is a consumer, they are obliged to exercise their rights arising from defective performance within a reasonable time after they discovered the defect or, with due care, should have discovered it. If the Customer is an entrepreneur and notifies the defect later than without undue delay, they shall not be entitled to rights arising from defective performance.

The Customer may exercise rights arising from defective performance at the e-mail address of the Home Premises, further at the Premises or at the Operator's registered office. The Operator recommends that the Customer use the above e-mail address to notify defects. The Operator recommends that the Customer inform the Operator in advance of the complaint being asserted by telephone, e-mail or in writing. The Operator recommends that the Customer send the supporting documents to the address of the Home Premises.

If the Customer is a consumer and the Operator's performance is provided defectively, the Customer shall be entitled to rights arising from defective performance under the relevant provisions of the OZ. The Customer may request removal of the defect or a reasonable discount from the price; if the defect cannot be removed or if the Operator does not remove it within a reasonable time, or if there is a material breach of the Agreement, the Customer may withdraw from the Agreement. The Customer shall choose the right arising from defective performance when notifying the defect or without undue delay after the Operator notifies them of the manner in which the defect will be handled; the Customer may not change the choice made without the Operator's consent, unless they requested removal of a defect that proves to be irremovable. This shall not affect any other rights of the Customer arising from the law.

The moment of exercising a right arising from defective performance shall be deemed to be the moment when the occurrence of the defect was notified to the Operator by the Customer together with the exercise of the right arising from defective performance.

Upon the exercise of a right arising from defective performance, the Operator shall issue the Customer a written confirmation containing the date of the complaint, the content of the complaint, the method of handling the complaint requested by the Customer and the Customer's contact details. The Operator is not obliged to issue the confirmation under the preceding sentence if the Customer is an entrepreneur.



The Operator shall confirm receipt of the complaint to the Customer. The complaint, including the removal of the defect, shall be handled without undue delay, no later than 30 days from the date of the complaint. Within this period, the Operator is also obliged to inform the Customer, if the Customer is a consumer, in writing or electronically of the outcome of the complaint. The Operator shall issue the Customer a written confirmation of the date and method of handling the complaint, or a written justification for rejecting the complaint. This shall not apply if the Customer is not a consumer.

If the Operator is in default with the handling of the complaint and the Customer is a consumer, the Customer shall have, on the first day on which the period under the preceding paragraph expires in vain, the right to withdraw from the Agreement or to a reasonable discount from the price paid according to the Price List.

The Customer has the right to reimbursement of reasonably incurred costs in exercising a complaint regarding a Service. However, the Customer must exercise the right to reimbursement of these costs within one month after the expiry of the period within which rights arising from defective performance must be exercised. A Customer who is an entrepreneur hereby waives the right to reimbursement of costs.

A Member who is not the Customer, and therefore does not pay for the Services or Additional Services, has no rights arising from defective performance pursuant to Section 1914 et seq. of the OZ, because the Member uses the Services or Additional Services free of charge, or for consideration paid by the Customer. This shall not affect the possibility for the Customer to assert such defect.

14. Special Provisions for Consumers

If the Customer and/or Member is a consumer, the provisions of this Article shall also apply to their legal relationship with the Operator, to the extent applicable to them having regard to the nature of the Agreement, the Services and the Additional Services.

The Operator provides the Services and Additional Services within the scope of its business activities on the basis of the relevant trade licence. Trade licensing supervision is carried out, within its competence, by the competent Trade Licensing Office. Information on the Operator is available in the public section of the Trade Licensing Register.

The Operator is not bound by law, in relation to the consumer, by any codes of conduct. However, the Operator complies with its code of ethics published on the [Website](#).

Information on the Services and Additional Services, their price, method of payment, duration of the Agreement and the conditions for its termination is set out in particular in these GTC, in the Price List and on the Website. The consumer's right to withdraw from an Agreement concluded remotely or outside business premises and the conditions for exercising such right are governed by Article 9 of these GTC and Annex No. 1 to these GTC.

The consumer's rights arising from defective performance and the conditions for exercising them are governed by Article 13 of these GTC. If the Member is not also the Customer, the rights arising from defective performance shall be exercised by the Customer to the extent set out in these GTC and legal regulations.

Consumer complaints that do not constitute the exercise of rights arising from defective performance under Article 13 of these GTC shall be received and handled by the Operator through the contact e-mail address specified in these GTC or other contact details published on the Website. The Operator shall generally send information on the handling of the complaint to the consumer's e-mail address from which the complaint was sent, or to another contact detail provided by the consumer.

Supervision over compliance with obligations under consumer protection legislation is carried out, to the extent provided by legal regulations, by the Czech Trade Inspection Authority.



In the event that a consumer dispute arises between the Operator and the consumer from the Agreement which cannot be resolved by mutual agreement, the consumer may submit a proposal for out-of-court settlement of such dispute to the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Gorazdova 1969/24, 120 00 Prague 2, e-mail: adr@coi.gov.cz.

15. Special Provisions on the Office Hub Trnitá Premises

For Customers and Members whose Home Premises are Office Hub Trnitá, at Trnitá 16, 602 00 Brno–střed, it shall apply that:

- they register in the Member Portal only for the purpose of their registration in the Impact Hub system and access to membership benefits pursuant to Article 3.4, without thereby concluding a Membership Agreement with the Operator;
- these GTC shall apply mutatis mutandis to their contractual relationship with the Operator, taking into account that no Membership Agreement is concluded pursuant to the preceding paragraph;
- they may, in accordance with their Tariff or Agreement, use the Open Space and Common Areas of the Premises at Cyrilská 7, 602 00 Brno.

16. Miscellaneous Provisions

If any provision of these GTC or the Membership Agreement becomes invalid or ineffective, the remaining provisions shall remain valid and effective. At the same time, they shall be interpreted as if they did not contain the invalid or ineffective provisions in question. In such case, the contractual parties shall agree without undue delay on replacing such provisions so as to fulfil, to the greatest possible extent, the purpose of these GTC or the Membership Agreement and the intent and purpose of the regulation of the rights and obligations of the contractual parties.

The Membership Agreement constitutes the entire agreement of the contractual parties and supersedes all prior arrangements between them, whether written or oral. The Membership Agreement may be changed, modified and supplemented only by written arrangements signed by each of the contractual parties, except in the case of amendments to these GTC, the Price List or other documents referred to in these GTC.

In addition to the above provisions of these GTC, the application of Sections 557, 558(2), 1732(2), 1740(3) and 1748 of Act No. 89/2012 Coll., the OZ, is excluded. If the Customer is an entrepreneur, the contractual parties also exclude the application of Sections 1799 and 1800 of the OZ.

The contractual parties acknowledge that the primary purpose of the Agreement is the provision of the Services and Additional Services. The Open Space, Spaces for Rent and Common Areas are not made available for exclusive use within the meaning of Section 2201 et seq. of the OZ and the contractual parties therefore do not consider their contractual relationship, in the context of their use, to be a lease. To the maximum extent permitted by generally binding legal regulations, also having regard to the mutual position of the contractual parties, i.e. whether or not the Customer is a consumer, the contractual parties exclude the application of the provisions of the OZ on leases to the Agreement.

These GTC, their interpretation and the legal relationships arising from them shall be governed by the law of the Czech Republic, in particular the OZ.

If the Customer or Member is an entrepreneur, the contractual parties have agreed that all disputes arising from the Agreement and these GTC or in connection therewith, including disputes concerning its validity, interpretation, performance or termination, shall be resolved by the Municipal Court in Brno or the Regional Court in Brno, depending on subject-matter jurisdiction.

These GTC are effective from 1st of May, 2026



The following annexes form an integral part of these GTC:

Annex No. 1	Model withdrawal form (see Article 9 of these GTC, provided that the agreement was concluded remotely)
Annex No. 2	Written information on risks for visitors and external companies (OHS)
Annex No. 3	Fire Alarm Directive

Annex No. 1

Addressee: Impact Hub Czechia, a.s.,
Company ID No.: 02418321
with its registered office at Drtinova 557/10, 150 00 Prague 5
Home Premises: Impact Hub Praha, Drtinova 557/10

NOTICE OF WITHDRAWAL FROM THE AGREEMENT

(pursuant to Section 1820(1)(i) of the Civil Code and Government Regulation No. 29/2023 Coll.)

I/we hereby notify you that I/we withdraw from the agreement dated _____

Date of order / date of confirmation of the service order:

Order or invoice number:

Name and surname of the Customer/Customers:

Address of the Customer/Customers:

Please send the price paid to me, in accordance with the General Terms and Conditions, to bank account No. _____, maintained with _____

(If I/we do not specify any bank account in the withdrawal notice, I/we agree that the service provider shall send the stated amount to the account from which the funds were transferred for payment of the price.)

Signature of the Customer/Customers:

Date: