

MEDUSACARD GENERAL TERMS AND CONDITIONS

1 Definitions

App	the MedusaCard mobile app
Restaurant	the catering facilities and establishments of MEDUSA RESTAURANTS, s.r.o., registered in the Commercial Register of the Bratislava I District Court, insert number: 27956/B, section: Sro, registered office: Svätoplukova 2A, 821 08 Bratislava, company ID: 35 849 592, which belongs to the MEDUSA Group
Member	a natural person who has become a member of the Programme
Status	the MedusaCard has four statuses (card levels) – basic card, bronze card, silver card and gold card. The statuses are assigned based on the fulfilment of the purchase conditions of each level.
Proof of Identity	an ID card, passport, driving licence or other similar document issued abroad
Card	the MedusaCard
Online Account	a Member's online account available on the Website or via the App
Notice	information about important facts of the Programme available in the catering facilities, the Website or otherwise communicated to a Member
Personalised Offer	<p>information addressed to a specific Member or group of Members regarding the benefits of the Programme, communicating in particular the amount of the coefficient, the range of goods and services for which points are credited, and the types of rewards that apply to that Member or group of Members, communicated to that Member or group of Members primarily electronically (e.g. SMS, email), by post or via the Online Account;</p> <p>The personalised offer is tailored to individual preferences identified mainly by analysis of previous purchases, participation in the Programme, and the use of the Website by a particular Member or group of Members (for more details, see the Privacy Policy of Medusa Restaurants s.r.o.)</p>
Terms	General Terms and Conditions of the MedusaCard programme
Offer	<p>(a) Personalised Offer</p> <p>(b) general information for all Members regarding the benefits of the Programme, communicating in particular the amount of the turnover coefficient, the range of goods and services for which points are credited, and the types of rewards, communicated in any or all of the following ways: electronically (e.g. SMS, email), by post, by a notice in the catering facilities, on the Website, in the media or in any other similar way</p>
Programme	the MedusaCard programme

Medusa or Company	MEDUSA RESTAURANTS, s.r.o., registered in the Commercial Register of the Bratislava I District Court, insert number: 27956/B, section: Sro, registered office: Svätoplukova 2A, 821 08 Bratislava, company ID: 35 849 592, which belongs to the MEDUSA Group
Medusa Restaurants, s.r.o.	
Website	the website, which is part of the Medusa Restaurants, s.r.o. internet domain, available at www.medusacard.sk
Change	a change to the Terms

2 Programme

2.1 The programme is intended for restaurant customers who are natural persons. If such a customer becomes a Member, he/she is entitled to take advantage of the benefits of the Programme.

2.2 These Terms govern, in particular, the creation and termination of membership in the Programme, the different types of Member benefits, and the methods of their use or provision.

3 Membership in the Programme

3.1 Creation of Membership

3.1.1 Only a natural person who has reached the age of 18 may become a member. Membership in the Programme is created

a) by properly completing the application (entry form) for the Programme electronically by registering for an Online Account on the Website or in the App; or

b) by a proper verbal application to the Programme at the Customer Service Centre.

3.1.2 As part of completing and submitting the application form for the Programme, the customer may also register a Card received from the restaurant staff. A customer who has received a Card from the restaurant staff prior to its registration under these Terms is the authorised cardholder (hereinafter referred to as the "Cardholder") in respect of that Card. If a Cardholder's Card has not been registered, that Cardholder is not eligible to redeem points for rewards and other benefits of the Programme, but only eligible to collect points. If membership is created by completing and submitting an application (entry form) to the Programme via registration for the Online Account on the Website or in the App, the Member will automatically be provided with a digitally generated Card along with a Card number at the time of membership creation; if, while submitting an application to the Programme, a Card obtained from the restaurant staff was not registered, the Member may, after becoming a member of the Programme, associate the Card with his/her account by email or by logging into his/her Online Account or by using the Customer Service Centre.

3.1.3 An application is deemed to be duly completed and submitted if the following information is truthfully provided: name, surname, email address, telephone number. Information about gender, mailing address, date of birth, child's date of birth, marital status is voluntary in relation to the creation of membership in the Programme, but in the interest of proper and effective communication with Medusa, it is recommended to provide it. The mailing address can only be the address of a place located in Slovakia.

3.1.4 The customer expresses and confirms his/her acceptance of these Terms by clicking on the appropriate box on the electronic application form as set out in clause 3.1.1 point a), or by granting consent in the case of a verbal application pursuant to clause 3.1.1 point b).

3.2 Termination of Membership

3.2.1 Membership terminates for all Members

a) on the date of delivery of a written notice from the Member stating that he/she is terminating membership in the Programme (a written notice is also deemed a notice sent by email to the Customer Service Centre);

b) on the date of death of the Member or the date determined by the court in the declaration of death as the date of death;

c) on the day following the day on which two years have elapsed from the end of the calendar year in which the last transaction was made; a transaction is defined as the crediting of points or the redemption of points for a reward;

d) on the date of the Member's exclusion from the Programme.

3.2.2 A Member who is a user of the App on a mobile device may also terminate his/her membership in the Programme by selecting the option to cancel his/her Online Account in the App. By cancelling and deleting the Online Account in the App, membership in the Programme automatically terminates without any further action required. By agreeing to cancel the Online Account in the App, the Member may no longer take advantage of any benefits of the Programme. However, it may take some time to process a request to cancel the Online Account and terminate membership in the Programme.

3.2.3 Medusa Restaurants, s.r.o. may exclude a Member from the Programme if the Member has committed an illegal act in connection with his/her membership in the Programme or in relation to Medusa Restaurants, s.r.o., in particular if he/she has

a) infringed the rights to trademarks used by Medusa Restaurants, s.r.o.;

b) caused damage or other harm to Medusa Restaurants, s.r.o. or another Member;

c) obtained a benefit in breach of these Terms;

d) allowed another person to obtain a benefit in breach of these Terms.

In this case, the membership terminates on the date of the decision of Medusa Restaurants, s.r.o. on the exclusion, which will be notified to the Member.

3.2.4 Upon termination of membership, the Card of that Member becomes invalid. The Member loses all rights and benefits of membership, in particular the right to redeem the accumulated points for rewards.

3.2.5 Medusa Restaurants, s.r.o. may temporarily block a Card if it investigates facts that could lead to the exclusion of a Member from the Programme, or for other important reasons; in case of a blocked Card, the Member may not take advantage of the Programme benefits. Medusa Restaurants, s.r.o. notifies the Member when the Card is blocked.

4 Card

4.1 Each Member may receive and use only one valid Card. The Card is non-transferable and may only be used by the Cardholder. The Card is the property of Medusa Restaurants, s.r.o. The Card is not a payment card or other similar means of payment. The Card may only be used in accordance with these Terms.

4.2 The Cardholder shall protect the Card against loss and theft. The Card may not be left in a place that is not sufficiently secure against theft. The Card may never be left in a vehicle, even if locked or parked in a secure car park. The Cardholder shall protect the Card against mechanical, chemical or other damage.

4.3 The Cardholder shall immediately report the loss or theft of the Card to the Customer Service Centre (the Cardholder's full name, mailing address, date of birth and, if applicable, the Card number must be provided). When all necessary information has been provided, the Customer Service Centre does not confirm telephone and email messages retrospectively. The Cardholder may request a new Card through the Customer Service Centre after reporting the loss or theft of the original Card. There is no need to fill out a new application form when receiving a new Card. The amount of points accumulated by the Member up to the date of reporting the loss or theft of the Card will be retained. If the Cardholder is not interested in continuing to use the Card in plastic form, he/she may start using the Card in digital form via the App; in this case, the Cardholder shall request the Customer Service Centre to assign the point balance to the new Card. Any transactions with the Card made after the Card has been lost or stolen will not be valid, except in cases where points are debited from the Card before the Card has been reported lost or stolen. Medusa Restaurants, s.r.o. is not liable in such a case for the unauthorised use of the Card as a result of a late report of the loss or theft of the Card. Any damage and liability for points deducted from a lost or stolen Card is borne by the Cardholder. In the event of a stolen or lost Card, the Member

may be temporarily (until a new Card is assigned to his/her account) restricted in his/her ability to take advantage of some of the benefits of the Programme (in particular, the ability to redeem points for rewards).

4.4 In the event of damage to the Card, the Cardholder shall proceed in the same manner as in the event of loss or theft of the Card, and the Cardholder shall, as a precautionary measure, destroy the damaged Card by cutting it in half.

4.5 In case of using a Card registered in the list of Cards that cannot be used for any transaction (the Blacklist), the restaurant staff may retain and destroy the Card.

4.6 Digital card

In addition to the Card in plastic form, the Member may also use the digital form of the Card, which is available in the App via a mobile device or on the web interface. In order to activate and use the digital Card, the Member shall download and use the App and, where applicable, follow the other instructions set out in the Notice. The use of the digital form of the Card is not subject to those provisions of these Terms which, by their nature, are intended to apply only to the use of the plastic Card (e.g. clause 4.5). In relation to the mobile device through which the Member uses the digital Card, the Member shall comply with the obligations set out in clauses 4.2 and 4.3.

5 Member benefits

5.1 A Member may, to the extent and subject to the terms and conditions specified in the relevant Offer,

- a) collect points when purchasing certain goods or services provided by Medusa Restaurants, s.r.o. or third parties;
- b) earn points in connection with another fact;
- c) use the service or obtain other performance provided by Medusa Restaurants, s.r.o. or third parties;
- d) use a discount when purchasing certain goods or services provided by Medusa Restaurants, s.r.o. or third parties;
- e) receive a reward in exchange for points;
- f) receive a reward partly in exchange for points and partly in return for additional payment.

5.2 The reward is in particular

- a) goods or services provided by Medusa Restaurants, s.r.o.;
- b) a voucher for goods or services provided by third parties;
- c) a discount on goods or services provided by Medusa Restaurants, s.r.o.;
- d) a discount on goods or services provided by third parties;
- e) accelerated point collection – for status members;
- f) concierge services – for status members;
- g) other status benefits that are current and available at:
www.medusarestaurants.sk/medusacard/vyhody/specialne-statusove-vyhody-za-body/.

5.3 Medusa Restaurants, s.r.o. informs Members of the benefits in the Offers.

6 Collecting points

6.1 Buying in Restaurants

6.1.1 Point collection starts as soon as the Card is obtained. Every Cardholder has the benefit of collecting points. Points collected via the Card when making purchases in Restaurants in Slovakia are recorded in the central points database, unless a Change occurs. The process of collecting points is also subject to the terms and conditions of the MedusaCard programme.

6.1.2 The amount of points a Member earns and how this amount is determined (the coefficient) depends on the type of goods and services for which points are credited when they are purchased. In the case of goods or services, it is either the product of the turnover coefficient and the turnover made by the Member by purchasing the goods or services, or the quantity coefficient and the quantity of the goods or services purchased by the Member.

6.1.3 The type and amount of the coefficient and the range of goods and services for which points are credited are specified in the relevant Offer. Medusa Restaurants, s.r.o. may change (a) the amount of the coefficient and (b) the range of goods and services for which points are credited. Members will be informed of the above change in advance via the current Offer. Points cannot be collected for the purchase of tobacco products.

6.1.4 Medusa Restaurants, s.r.o. reserves the right not to credit points for purchases of selected goods and services, and for purchases made by means other than bank payment cards (e.g. MedusaCard business cards). Point crediting may be limited in the case of special events organised by Medusa Restaurants, s.r.o. to promote the sale of goods and services. Members will be notified in advance of any limitations and changes through the Offers or Notices.

6.1.5 The Card must be presented to the staff handling the cash register before making the purchase. Late submission of the Card does not allow for points to be credited. A Member who does not have or forgets to present his/her Card to the staff when paying in a Restaurant cannot earn points even if the receipt is presented afterwards.

6.1.6 Purchase points can be credited a maximum of 10 times per day.

6.1.7 Any points credited for purchases in a Restaurant must be covered by the Member's purchase.

6.1.8 In the event of a failure of a Restaurant system, the staff will issue the Member with a receipt corresponding to the purchase. The Member then sends an email request to the Customer Service Centre to be credited with points. These points will be credited within 30 days.

6.1.9 The current point status of each Cardholder in the central points database can be checked at any time in a Restaurant upon presentation of the Card to the staff handling the cash register, or by logging into the Online Account; however, this status may not include points credited in the previous 72 hours. This transaction is not tied to the purchase of goods or services.

6.2 Other ways of earning points

It is also possible to earn points when purchasing goods and services outside a Restaurant, or if another circumstance is met, all within the scope and subject to the conditions set out in the Offer.

6.3 Cases of non-crediting of points

6.3.1 Points will not be credited to a Cardholder in the following cases:

- a) the points have not been earned in accordance with these Terms;
- b) the points have been earned in breach of the law or good manners;
- c) points are linked to a transaction (e.g. purchase of goods in a Restaurant) that has been cancelled for any reason or refunded in some other way.

6.3.2 Unless the Cardholder, upon request of Medusa Restaurants, s.r.o., proves the legitimacy of the crediting of points with a receipt for the purchase of goods or services in the amount corresponding to the credited points, Medusa Restaurants, s.r.o. may disallow such points. However, Medusa Restaurants, s.r.o. can only exercise this right within 6 months from the points being credited.

7 Provision of a service or other performance

Medusa Restaurants, s.r.o. may provide a Member with the option to use a service or receive other performance provided by Medusa Restaurants, s.r.o. or third parties, subject to membership in the Programme or other qualifying conditions, as applicable. These options and the conditions of their provision will be set out in the relevant Offer.

8 Discount

Medusa Restaurants, s.r.o. may provide Members with a discount

- a) when purchasing certain goods or services from a Restaurant or
- b) when purchasing certain goods or services provided by a third party,

which will be subject to membership in the Programme or other qualifying conditions, but without the possibility to exchange points for the entitlement to this discount. The discount and the conditions for entitlement to the discount will be set out in the relevant Offer.

9 Rewards

9.1 General

9.1.1 Only a Cardholder who has become a Member may request to redeem points for rewards. Points are generally credited to the account and can only be redeemed for rewards after 72 hours have elapsed from the time of the transaction for which the Member is entitled to points. The Member loses the right to redeem points for a reward two years after the end of the calendar year in which they were credited.

9.1.2 Points can only be redeemed for the rewards set out in the currently valid Offer. Points cannot be exchanged for money.

9.1.3 A current Offer includes (a) a description of the reward, (b) information on whether the reward can be obtained directly from a Restaurant or otherwise, (c) the point value of the reward, and (d) in the case of a reward necessitating an additional payment, the amount of the additional payment. Only those accessories listed in the Offer are included in the reward.

9.1.4 Rewards are available for the duration of the relevant Offer or until stocks are depleted or sold out, if earlier. Medusa Restaurants, s.r.o. reserves the right to replace any reward that is not available in a given period, in particular due to stock depletion (sell-out) or force majeure. Medusa Restaurants, s.r.o. reserves the right to permanently or temporarily withdraw any reward from the Offer. Information on this step will be provided in the Notice.

9.1.5 If the reward is a voucher for the provision of goods or services, it is valid until the date indicated on the voucher. If no such date is indicated on the voucher, the voucher validity is not time limited.

9.2 Request for the provision of a reward

9.2.1 A Member may request a reward only at a Restaurant in Slovakia. In this case, the Member shall present his/her Card to the Restaurant staff, indicate the name of the reward and, if applicable, describe it. The Restaurant staff will write off the corresponding amount of points belonging to the Member and recorded in the central points database. In the event that a reward of at least 2,000 points is provided and the Restaurant staff is in doubt as to the Member's identity, the Restaurant staff may ask the Member to present a Proof of Identity for inspection in order to verify the Member's identity.

9.2.2 A Member may also request mail order rewards through the Online Account or by calling the Customer Service Centre.

9.3 Rewards that can be used or redeemed at a Restaurant in Slovakia

9.3.1 A Member may only receive goods or services in a Restaurant that are currently available in that Restaurant.

10 Online Account

10.1 The Online Account allows Members to (a) check transaction history (i.e. check the status of points credited and the history of redeemed rewards), (b) manage the Card (i.e. report a damaged, lost or stolen Card), (c) view Personalised Offers, (d) transfer points earned to another Member's account, and (e) make changes to personal data.

10.2 Each Cardholder may register for an Online Account only once, either together with the completion and submission of the Programme application form, or at a later date after membership has been created. To use the Online Account, the Cardholder shall register and follow the instructions published in the form available on the Website or in the App. For security reasons, the Online Account will be blocked for 24 hours after multiple unsuccessful login attempts.

10.3 The Cardholder shall keep the password for logging into the Online Account confidential and prevent third parties from learning it; the password must not be marked in any way on the Card itself or written or printed elsewhere. The Cardholder is liable for and shall bear the damage caused by the use of the Online Account by another person who has access to the Online Account using a password or other security features chosen by or assigned to the Cardholder, if obtained by a third party as a result of the Cardholder's culpable breach of his/her obligations. The Cardholder is liable for damage caused to Medusa Restaurants, s.r.o. or to third parties by the unauthorised use of the password, which is due to the failure to comply with the obligation of confidentiality regarding the password.

10.4 Medusa Restaurants, s.r.o. may, for any reason and at any time, (a) change the format of the Online Account, (b) modify the content, appearance and technical structure of the Online Account, or (c) temporarily suspend the use of the Online Account for maintenance, repair or improvement. Medusa Restaurants, s.r.o. may cancel the Online Account for the reasons for which it may exclude a Member from the Programme pursuant to clause 3.2.3; the provisions on restriction or cancellation of access to the Online Account in the App pursuant to the specific conditions of use of the App are not affected by this.

11 Customer Service Centre

11.1 The Customer Service Centre provides the following services exclusively by telephone, written and email contact with customers: providing information about the Programme and other services of the Restaurant network, providing information about Card registration, solving Members' operational problems (in particular loss, theft, damage to the Card, reward complaints), receiving grievances, suggestions and comments from Members, and handling requests to redeem points for rewards.

11.2 Agents are available to customers on weekdays generally between 8.00 am and 5.00 pm on 0800 777 007 or via email communication. Customers can also contact the Customer Service Centre by email: info@medusacard.sk.

12 Alternative dispute resolution

Any Cardholder or Member who believes that Medusa Restaurants, s.r.o. has violated his/her consumer rights, has the right, in order to protect his/her consumer rights, to turn to the alternative dispute resolution entity, which in the Slovak Republic is the Slovak Trade Inspection with its registered office at Prievozská 32, 827 99 Bratislava 27. The Cardholder or Member may file a petition for alternative dispute resolution if Medusa Restaurants, s.r.o. (a) has responded in the negative, or (b) has not responded at all even within 30 days from the date of dispatch to his/her request for redress sent on the grounds that the Cardholder or Member was not satisfied with the manner in which Medusa Restaurants, s.r.o. had handled his/her complaint, or because he/she believed that Medusa Restaurants, s.r.o. had violated his/her rights.

13 Information on personal data protection

13.1 On the basis of Article 6(1)(b) of Regulation (EU) 2016/679 of the European Parliament and of the Council 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), (hereinafter referred to as the "Regulation"), Medusa Restaurants, s.r.o. may process the Member's personal data provided in the application form for the Programme, including the date of membership creation and the method of application, as well as data on purchases made by the Member and rewards redeemed, which Medusa Restaurants, s.r.o. receives during the Member's membership in the Programme, for the purpose of operating the Programme, i.e. providing rewards and fulfilling other obligations or exercising the rights of Medusa Restaurants, s.r.o. under the Programme, and related communication with the Member. Providing the following personal data is compulsory and necessary for

membership: name and surname, email address and telephone number. The provision of the personal data referred to in the preceding sentence is a contractual requirement; unless all such data is truthfully provided in the application form, the data subject will not be eligible for membership in the Programme. The provision of personal data to the extent of gender and, where membership is created pursuant to clause 3.1.1 point b), also the date of birth (day, month and year), mailing address (street, conscription/orientation number, city, postcode), child's date of birth, marital status are voluntary in relation to the creation of membership in the Programme. However, if the Member provides it to Medusa Restaurants, s.r.o., they will be processed on the basis of Article 6(1)(b) of the Regulation for the purpose of correct and effective communication with the Member related to the operation of the Programme (for example, gender data will be processed in order to address the Member in the correct form). Non-provision of this information will have no consequences for the Member in relation to the membership. The provision of a telephone number as personal data is necessary for the purpose of contacting the Member; this personal data will be processed on the basis of Article 6(1)(b). Failure to provide this information will result in the inability to deliver the mail order reward to the Member.

13.2 If the Member has given his/her consent pursuant to Article 6(1)(a) of the Regulation by ticking the relevant box in the online application form or has given his/her explicit consent verbally, Medusa Restaurants, s.r.o. may (a) process his/her personal data provided in the application form also for the purpose of direct marketing – sending advertisements and other similar communications of a general nature, and (b) send to the Member by post or electronic mail, including short message service, advertising and marketing information of a general nature. The Member grants this consent voluntarily and for an indefinite period of time, with the right to revoke it at any time by (a) sending a written notice by post to the registered office of Medusa Restaurants, s.r.o., (b) contacting the Customer Service Centre, (c) indicating his/her opt-out from receiving this information in his/her Online Account, or (d) using the form available on the Website. In this way, the Member may change (limit) the method of sending the above marketing information by selecting from the following: email, postal service, SMS, App and Website.

13.3 If the Member has given his/her consent pursuant to Article 6(1)(a) of the Regulation by ticking the relevant box in the online application form or has given his/her explicit consent verbally, Medusa Restaurants, s.r.o. may (i) process (a) his/her personal data provided in the application form, (b) data on purchases made by him/her (including data on products purchased, value, time and place of each purchase and the method of payment used), (c) data on the rewards redeemed by him/her (including data on the nature and number of rewards redeemed, the number of points exchanged for bonuses, the frequency and time of the redemption of points for rewards), (d) data on the method and location of redemption of offers for discounted purchases, (e) data on the use of the Website and the App (including data on the web links/connections he/she has selected, the number of logins to his/her user profile, his/her location based on his/her IP address or use of the App, and data on how he/she responds to emails from Medusa Restaurants, s.r.o.), (f) data on his/her participation in promotions organised by Medusa Restaurants, s.r.o., as well as (g) data on his/her responses to questions asked in various surveys conducted by Medusa Restaurants, s.r.o.; for the purpose of direct marketing – sending Personalised Offers to the Member based on his/her previous purchases and use of the Website and the App, and (ii) send such Personalised Offers to such a Member by post or electronic mail, including short message service. The Member grants this consent voluntarily and for an indefinite period of time, with the right to revoke it at any time by (a) sending a written notice by post to the registered office of Medusa Restaurants, s.r.o., (b) contacting the Customer Service Centre, (c) indicating his/her opt-out from receiving Personalised Offers in his/her Online Account, or (d) using the form available on the Website. In this way, the Member may change (limit) the method of sending Personalised Offers by selecting from the following: email, postal service, SMS, App and Website.

13.4 Withdrawal of consent given by a Member under clauses 13.2 and 13.3 will not affect the lawfulness of the processing of the Member's personal data prior to the withdrawal of consent.

13.5 Medusa Restaurants, s.r.o. will provide, where necessary and to the extent necessary for the operation of the Programme, the personal data of Members to third party recipients (hereinafter referred to as the "Recipients"). For the purposes of providing personal data, Recipients are also understood to include authorised employees of Medusa Restaurants, s.r.o. and recipients who come into contact with the personal data of Members within the scope of their employment or similar relationship. As some of the Recipients are located in third countries that do not guarantee an adequate level of protection of personal data, transfers of personal data to these countries occur. In these cases, however, Medusa Restaurants, s.r.o. provides adequate safeguards to Members. Categories of Recipients and adequate safeguards provided by Medusa Restaurants, s.r.o. for the transfer of personal data to third countries that do not guarantee an adequate level of protection are set out in point 4 (Who has access to your data?) of the Privacy Policy of Medusa Restaurants, s.r.o.

13.6 Medusa Restaurants, s.r.o. is responsible for compliance with the principles of personal data processing pursuant to Article 5(1) of the Regulation. However, each person shall provide only correct and truthful personal data on the application form.

13.7 Each Member shall immediately inform the Customer Service Centre in writing, by telephone or email about any change of the data provided in the application form (change of first or last name, mailing address, contact telephone number, etc.), or shall change these data in his/her Online Account him-/herself.

13.8 Information on how long Medusa Restaurants, s.r.o. retains Members' personal data related to membership in the Programme and financial transactions made is available in point 5 of the [Privacy Policy of Medusa Restaurants, s.r.o.](#)

(How long do we keep your personal data?).

13.9 As a person whose personal data is processed by Medusa Restaurants, s.r.o., the Member has the data subject rights set out in Article 15 et seq. of the Regulation, and the right to lodge a complaint with a supervisory authority. For a detailed list of these rights and for further information on the right to lodge a complaint with a supervisory authority, please click on the [Privacy Policy of Medusa Restaurants, s.r.o.](#), specifically points 6, 7 and 8 of this Privacy Policy of Medusa Restaurants, s.r.o. The Member may exercise the aforementioned rights in writing by letter delivered to the address of the registered office of Medusa Restaurants, s.r.o., via the form provided in point 13 of the Privacy Policy of Medusa Restaurants, s.r.o. or via the Customer Service Centre. The Member may also contact the responsible person with a question, complaint or other request. The contact details of the responsible person are published in the [Privacy Policy of Medusa Restaurants, s.r.o.](#)

13.10 Where an application for the Programme is made by telephone pursuant to clause 3.1.1 point b) and consent to the processing of personal data is given verbally by the Member, the Member acknowledges that Medusa Restaurants, s.r.o. or its processors may make an audio recording of the telephone conversation.

14 General provisions

14.1 Membership in the Programme and the rights associated with it are non-transferable and terminate not later than the death of the Member, therefore membership and the rights associated with it cannot be subject to inheritance. Points do not constitute a means of payment, are also non-transferable with the exception of the provisions on the Family Plan, and are not subject to inheritance.

14.2 Medusa Restaurants, s.r.o. reserves the right to change these Terms by way of a Change. The Change may be made by notice of the changed provisions or by the issuance of a new version of these Terms. The Change will be published on the Website. Medusa Restaurants, s.r.o. has the right to notify Changes also in other ways. The Change takes effect on the date specified therein, and if no such effective date is specified.

14.3 The Programme has been prepared by Medusa Restaurants, s.r.o. with a long-term objective. However, Medusa Restaurants, s.r.o. reserves the right to terminate the Programme. The date of termination of the Programme will be announced by means of a Notice at least one month in advance. No further points will be credited after this date. Points accumulated up to the MedusaCard expiry date will be redeemable for rewards for two months after that date. The implementation of the Programme under the above conditions will be carried out in accordance with the Notice.

14.4 These Terms apply to Members whose Cards are registered and issued in Slovakia. The terms of operation of the MedusaCard programme abroad are governed by the regulations of the local Medusa companies or their contractual partners.

14.5 This version of these Terms comes into force and effect on 16 January 2023.