

General Competition Terms and Conditions

I. Introductory Provisions

1.1 The subject of these general Competition conditions (hereinafter referred to as „Competition Terms and Conditions“) is to set out the binding rules on the basis of which the Competitions operated by the Organiser run.

1.2 Relations between the Organiser and the Competitors are governed by these Competition Terms and Conditions unless otherwise stated in the specific terms and conditions of the Competition.

II. Definition of used terms

2.1 The Competition is organized by Heroes Store s.r.o., with registered office Národní 63/26, PSČ: 110 00, Praha 1 – Nové Město, Česká republika, company registration number: 214 67 641, registered with the Commercial Register maintained by the Municipal Court in Prague, section C insert 402369 (hereinafter referred to as „Heroes Store s.r.o.“ or „Organiser“)

2.2 A Competitor is a person who has entered the Competition. By entering the Competition, the Competitors agree to the terms and conditions of the Competition in their entirety.

2.3 The winner of the Competition is the User(s), who has fulfilled the Competition Terms and Conditions of the particular Competition. The winner will be announced after the end of the Competition.

2.4 The announcement of the Competition is the notice of the result of the Competition published by the Organiser in accordance with the rules of the specific Competition and is governed by these Competition Terms and Conditions.

2.5 The Competition commencement date is the date specified in the Competition announcement as the Competition commencement date.

2.6 The Competition ends on the date specified as the end of the Competition in the Competition announcement.

2.7 A prize is an item marked as a prize in a particular Competition.

III. General rules

3.1 Competitions organized by the Organiser are open to all Users, who agree to these Competition Terms and Conditions, except for employees and associates of the Organiser and their family members.

3.2 Only a natural person over 18 years of age or a person under 18 years of age with the written consent of his/her legal representative in accordance with Section 32 of Act No. 89/2012, Coll., the Civil Code, as amended, may participate in the Competition.

3.3 By participating in the Competition, the Competitor agrees to the Competition Terms and Conditions in their entirety. Natural persons, which do not agree to these Competition Terms and Conditions can not participate in the Competition.

3.4 A person may enter a particular announced Competition by meeting the following general conditions: writing a review on Google Reviews or TripAdvisor; filling in his/her personal data and giving consent to the processing of personal data at the

Organiser's cash desk; and throws the purchased competition ticket into the appropriate draw box.

3.5 The prize is handed over by the Organiser for individual Competitions within 60 days of the Winner's identification, either by personal collection or by post to the contact address, which the Winner will enter during the communication about the prize by the Organiser. This condition fulfills the obligation to hand over the prize to the Winner.

3.6 Any prize won by a participant in the Competition that cannot be delivered for reasons not attributable to the Organiser shall be forfeited to the Organiser. The Organiser shall not be liable for any loss, damage, destruction, or non-delivery of the prize notification or for any loss, damage, destruction, or non-delivery of the prize itself due to reasons attributable to the Contest participant or the electronic communications service provider, postal service provider or other delivery service provider.

3.7 There is no legal entitlement to the prize and it cannot be exchanged for cash or claimer for any other consideration.

3.8 The prize cannot be enforced in a court of law.

IV. Competitor's rights and obligations

4.1 The competitor declares, that he/she is participating in the Competition voluntarily.

4.2 The winner is obliged to send the Organiser complete and truthful contact details that are important for the Competition.

4.3 The winner is obliged to respond to the Organiser's call within 7 working days. Otherwise, the right to the prize is forfeited.

4.4 The way of informing the Winner of the prize by the Organiser will be according to the rules of the specific Competition.

4.5 In the case that the winner does not respond within 7 working days, the prize will be forfeited to the Organiser. The Organiser reserves the right to appoint a replacement winner, who will be placed in the winning order of the original winner who did not respond to the challenge.

4.6 The Competitor is obliged to behave in such a way as not to violate the applicable laws of the Czech Republic and not to cause any harm to the Organiser or other Competitors.

V. Rights and obligations of the Organiser

5.1 The Organiser is obliged to inform the Winner of the fact that he/she has become a Winner within 14 working days of the end of the Competition by telephone and/or e-mail or otherwise according to the rules of the specific Competition.

5.2 The Organiser shall fulfill its obligation to deliver the prize to the Winner by handing it over, either by handing it over to the Winner in person at the Organiser's registered office or by sending it to the postal address provided by the Winner or by sending it by e-mail to the Winner's e-mail address provided in the competition.

5.3 The Organiser shall not be liable for any damage that the prize may cause to the Winner or other persons who come into contact with the prize.

5.4 The Organiser reserves the right to amend, suspend, or terminate the Competition without giving any reason in the case of serious and/or unexpected

events or force majeure. If such a situation arises, the Contestant shall not be entitled to any compensation or settlement.

VI. Personal data

6.1 By participating in the competition, the participant gives the Organiser of the competition Heroes Store s.r.o. consent to the processing of his/her personal data for the purposes of the organization of the competition and to the extent necessary for these purposes, including consent to the publication of his/her name on the Organiser's website, under Regulation (EU) 2016/679 of the European Parliament and the Council (GDPR) and Act No. 110/2019 Coll., on the processing of personal data. The personal data provided will be processed for the duration of the competition and a maximum period of three months after the end of the competition or until the consent is withdrawn.

6.2 The participant of the competition also grants the company Heroes Store s.r.o. the consent to send commercial communications about organized events, competitions, and other activities to his/her e-mail address, under Act No. 480/2004 Coll., on certain information society services. This consent is granted for three years or until revoked. The participant may revoke consent to receive commercial communications at any time via a link in the e-mail or by written request sent to the Organiser's address.

6.3 The participant has the right to access, rectify, delete, restrict processing, make the data portable, object to processing, or lodge a complaint with the supervisory authority (Office for Personal Data Protection). The provision of personal data is voluntary, and the participant has the right to withdraw his/her consent at any time without affecting the lawfulness of the processing based on the consent before its withdrawal. Withdrawal of consent will not affect participation in the Competition or entitlement to a prize if the participant has already been selected as a winner.

6.4 The Competition Organiser undertakes to protect the personal data of participants and will not disclose it to third parties, except where necessary for the Competition (e.g. delivery of the prize).

VII. Final provisions

7.1 These Competition Terms and Conditions have been created under applicable legislation, laws, and other legal regulations of the Czech Republic. By participating in the Competition, the User confirms that he/she has been demonstrably acquainted with these Terms and Conditions and undertakes to comply with them.

7.2 The Organiser has the right to amend and/or supplement these Competition Terms and Conditions and in such a case the Organiser will notify the changes by posting a notice on its website.

7.3 The Organiser reserves the right to change the rules and/or conditions of the Competition at any time, including changing the duration of the Competition, or to terminate the Competition at any time without compensation, effective from the date of publication on its website.

7.4 The competition is organized by Heroes Store, s. r. o. on its initiative.

7.5 These Competition Terms and Conditions are valid from 2.3.2025 to 31.5.2025. Winners will be drawn on 3.4.2025.