

General Terms and Conditions (GTC) for Mediora Memberships & Users

Version: August 2026



These General Terms and Conditions apply to all memberships concluded via the
Mediora online shop or directly with Mediora GmbH.

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1. Contracting Party

The contracting party is:

Mediora GmbH

Zieglergasse 2/2 | Mariahilferstrasse 90/2

1070 Vienna

ATU82358128

(hereinafter "Mediora")

By completing the order process, the customer submits a binding offer to conclude a Mediora membership.

2. Scope of Services

The Mediora membership entitles the member exclusively to use the **non-medical services** included in the respective membership package, within the Mediora Credit System.

This includes, in particular, the use of selected health, regeneration and prevention applications as well as the infrastructure provided for them.

The membership does not include, in particular:

- medical examinations,
- diagnoses,
- therapies,
- infusions,
- colon hydrotherapy,
- IV laser therapy,
- ozone therapy,
- and other invasive or medical services.

These services are provided exclusively by independently practicing physicians and are billed directly with the respective service provider.

3. Membership Packages

The scope of services depends on the respective membership model booked (e.g. Basic, Performance or Professional).

The respective number of monthly Credits included, additional services and booking benefits are set out in the respective product description in the online shop.

4. Temporary Unavailability of Applications and Devices

Mediora is entitled to temporarily take individual devices, applications or areas of the health center out of operation, in particular due to maintenance work, repairs, technical faults, security measures, software updates, refurbishments, or the replacement or new acquisition of equipment, as well as for other operational reasons.

There is no entitlement to the permanent availability of a specific device, a specific application or a specific manufacturer.

Mediora endeavors to keep restrictions to a minimum and, where possible, to offer equivalent alternatives.

Temporary restrictions on individual applications or devices do not give rise to any claim for a price reduction, damages, reimbursement of membership fees or Credits, nor to a right of extraordinary termination, provided that the contractual use of the health center as a whole is not materially impaired.

5. Credit System

At the beginning of each billing month, the member receives the number of Credits included in the booked package.

Credits are used exclusively to book the non-medical applications offered at the Mediora Center.

The number of Credits required per application can be viewed at any time in the Mediora app or in the member area.

Mediora is entitled to adjust the Credit requirement of individual applications as well as the range of services offered, where this is necessary due to new applications, changed operating procedures, technical developments or economic conditions. Previously acquired Credits retain their value as a means of payment within the Mediora Credit System.

6. Expiry of Credits

Membership Credits

Credits, which are credited monthly as part of a membership, are valid exclusively for the respective billing month and expire automatically at the end of that month. A transfer to the following month is excluded, unless these Terms and Conditions provide for an explicit exception.

Individually Purchased Credits

Credits, which are purchased independently of a membership via the Mediora online shop, are valid for **12 months from the date of purchase**. After this period expires, unredeemed Credits expire automatically.

A cash payout or refund of unused Credits is excluded.

7. One-Time Credit Transfer

Each member may, once per calendar year, transfer the unused Credit surplus of a freely selectable month to a person without an active Mediora membership.

The transferred Credits:

- cannot be redeemed for cash,
- may not be passed on further,
- must be used within 30 days,
- and expire automatically thereafter.

Before use, guest persons must accept all safety and data protection notices.

8. Appointment Booking

Appointments can only be booked via the Mediora app or the booking systems provided for this purpose.

How far in advance appointments can be reserved depends on the respective membership model.

9. Cancellations and No-Shows

Appointments can be canceled free of charge up to 24 hours before the start at the latest.

In the event of a later cancellation, up to 50% of the Credits provided for the appointment may be charged.

In the event of a no-show without cancellation ("no-show"), 100% of the Credits provided may be charged.

Mediora reserves the right to temporarily exclude members from online appointment booking in the event of repeated misuse of the booking system.

10. Health and Safety

All applications may only be used after prior instruction by Mediora.

The instruction is documented.

Mediora does not provide diagnoses, does not replace medical advice, and does not make any promises of healing.

In the case of health restrictions or existing medical conditions, Mediora may require medical clearance before the use of individual applications.

Members undertake to disclose health circumstances insofar as these are relevant to the safe use of individual applications.

11. Medical Services

Independently practicing physicians and medical service providers rent space within the Mediora Center.

Legally separate contractual relationships exist between Mediora and these service providers.

For all medical services, a treatment contract is concluded exclusively between the patient and the treating physician.

Mediora assumes neither medical responsibility nor billing for these services.

12. Contract Term

Unless otherwise stated, the minimum term of the membership is twelve months.

After the minimum term expires, the membership is automatically extended by a further twelve months at a time, unless it is terminated in writing at least one month before expiry.

The right to extraordinary termination for good cause remains unaffected.

13. Payment

Membership fees are collected monthly in advance in accordance with the payment method selected.

If a member falls into arrears with payments, Mediora is entitled to temporarily block access until full payment has been settled.

14. Price Changes

Mediora is entitled to adjust prices as well as Credit values of individual applications for objectively justified reasons.

These include, in particular:

- energy prices,
- maintenance costs,
- personnel expenses,
- technical developments,
- and changes to legal requirements.

Price changes will be announced at least 30 days before they take effect.

In the event of material changes, a statutory special right of termination applies.

15. House Rules

To ensure that all members can enjoy a pleasant stay, the following rules apply:

- Instructions from Mediora staff must be followed.

- All equipment may only be used as intended.
 - Mandatory equipment instruction must be completed before first use.
 - Hygiene regulations must be observed.
 - Equipment must be left clean and in proper condition.
 - Damage or malfunctions must be reported immediately.
 - Respectful conduct toward staff, physicians and other members is expected.
 - Aggressive, abusive or discriminatory behavior will result in immediate removal from the premises and may lead to extraordinary termination.
 - Smoking, alcohol and illegal substances are prohibited throughout the entire center.
 - Animals are not permitted, with the exception of legally recognized assistance dogs.
 - Mediora reserves the right to deny access to persons who violate safety, hygiene or conduct rules.
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16. Data Protection

Mediora processes personal data exclusively within the framework of applicable data protection laws, in particular the General Data Protection Regulation (GDPR).

The following are processed, in particular:

- master data,
- contact data,
- contract data,
- payment data,
- appointment and booking data,
- access data,
- and voluntarily disclosed health-related information, insofar as this is necessary for the safe use of individual applications.

Processing takes place exclusively for the purpose of contract performance, appointment organization, access control, invoicing, customer service, and ensuring safe operation of the center.

Personal data will only be disclosed:

- where required by law,
- where necessary for the performance of the contract,
- or on the basis of explicit consent.

As a general rule, Mediora does not disclose medical data to physicians unless there is explicit consent or a legal obligation to do so.

Data subjects have the right at any time to access, rectification, erasure, restriction of processing, data portability, and withdrawal of consent given, in accordance with statutory provisions.

17. Video Surveillance

To ensure the safety of persons, medical equipment and facilities, selected areas of the Mediora Center are monitored by video surveillance.

The following areas are not monitored:

- changing rooms,
- sanitary areas,
- and treatment rooms with particular privacy requirements.

Recordings are generally stored for a maximum of seven days, unless a longer statutory retention period is required.

18. Liability

To the extent permitted by law, Mediora is liable only for damages caused intentionally or through gross negligence.

For slight negligence, Mediora is liable only in the event of a breach of material contractual obligations, and limited to the foreseeable, typical damage.

For all medical services, liability rests exclusively with the respective treating physician or service provider.

19. Right of Withdrawal

Consumers are generally entitled to the statutory right of withdrawal.

The customer expressly agrees that Mediora may begin performing the contract before the withdrawal period expires, provided this occurs through the provision of Credits, the activation of a membership, or the activation of a user account.

Upon full performance of the contract before the withdrawal period expires, the right of withdrawal lapses in accordance with Section 18 of the Austrian Consumer Rights Act (FAGG), provided the customer has previously expressly consented and confirmed their awareness of the loss of the right of withdrawal.

20. Online Shop, App and Digital Services

To manage the membership, purchase Credits, and book appointments, Mediora provides an online shop, an app, and other digital services.

Mediora endeavors to provide these services with as little interruption as possible. However, maintenance work, software updates or technical outages may temporarily lead to restrictions.

Such temporary restrictions do not give rise to any claim for damages or reimbursement, unless they are due to intent or gross negligence on the part of Mediora.

As a general rule, booked applications and services are provided exclusively on-site at the Mediora health center.

21. User Account

The creation of a personal user account is required for certain services.

The member is obliged to:

- keep their access credentials confidential,
- report unauthorized access immediately,
- and promptly disclose changes to their personal data.

The user account is non-transferable.

22. Vouchers and Discount Promotions

Promotional codes, vouchers and discount promotions may be limited in time or quantity. A cash payout or subsequent credit toward already completed orders is excluded. As a general rule, multiple discount promotions cannot be combined unless explicitly stated otherwise.

23. Cookies and Website

The Mediora website uses cookies and comparable technologies to

- ensure the technical function of the website,
- provide the online shop,
- store user preferences,
- carry out statistical analyses,
- and improve marketing measures.

Cookies that are not technically necessary are only set with prior consent.

Further information can be found in the Cookie Policy and the Privacy Policy.

24. Intellectual Property

All content on the Mediora website and the Mediora app, as well as all logos, trademarks, images, texts, videos, graphics and concepts, are protected by copyright.

Use, reproduction or publication without the prior written consent of Mediora GmbH is not permitted.

25. Force Majeure

Mediora is not liable for delays or failures in performance caused by events beyond its control.

These include, in particular:

- natural disasters,

- pandemics,
 - official orders,
 - strikes,
 - war,
 - power or internet outages,
 - and technical faults at third-party providers.
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26. Changes to Opening Hours or Applications

Mediora is entitled to adjust:

- opening hours,
- equipment,
- applications,
- premises,
- appointment procedures, or
- organizational processes

insofar as this is necessary for operational, technical or safety-related reasons and reasonable for members.

There is no entitlement to the permanent availability of specific devices or applications.

27. Photo, Video and Film Recordings

Photo and video recordings may be made at events, lectures or other occasions.

Members will be informed of this on-site.

Publication will only take place in compliance with applicable data protection regulations. Close-up shots of identifiable individuals will only be published with corresponding consent.

28. Communication

Mediora is entitled to inform members by email, SMS, push notification or via the Mediora app about

- booked appointments,
- maintenance work,
- safety-related information,
- changes to the range of services, and
- contract-related communications

in order to keep them informed.

Marketing information is only sent on the basis of the consent given in each case.

29. Severability Clause

Should any provision of these General Terms and Conditions be or become wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.

In place of the invalid provision, the legally permissible provision that most closely reflects the economic purpose of the invalid provision shall be deemed agreed.

30. Final Provisions

Should individual provisions of these Terms and Conditions be or become wholly or partially invalid, the validity of the remaining provisions shall remain unaffected.

Austrian law applies, excluding the UN Convention on Contracts for the International Sale of Goods.

The place of jurisdiction for all disputes is, insofar as legally permissible, Vienna.

By completing the order, the member confirms having read, understood and accepted these General Terms and Conditions.