
GENERAL TERMS AND CONDITIONS

This English translation is provided for convenience only. In the event of any discrepancy, the Czech version of these Terms and Conditions shall prevail.

PART ONE – GENERAL PROVISIONS

Article 1 Operator and Contact Details

1.1 The operator of the Prague Armory shooting range is the company:

- **Business name:** Frankia Lov, s.r.o.
- **Registered seat:** Hněvkovská 2273/32, Chodov, 148 00 Prague 4, Czech Republic
- **Company ID (IČO):** 264 99 401, **VAT ID (DIČ): CZ26499401** (VAT payer)
- **Registration:** Commercial Register kept by the Municipal Court in Prague, File No. C 86021
- **Data box ID:** 8kv65f7
- **Bank account:** 222884323/0600

(hereinafter the “Operator”).

1.2 The Operator's establishments (hereinafter individually and collectively the “Range”); current opening hours and any temporary operating restrictions are published on the Operator's website:

- **Prague Armory** – indoor shooting range, Kolbenova 438/7, 190 00 Prague 9 – Vysočany. Opening hours: Sunday–Thursday 10:00–20:00, Friday–Saturday 10:00–22:00. Contact: e-mail info@praguearmory.cz, phone +420 245 501 255, web www.praguearmory.com.
- **Střelnice Mělník – the home of Claybusters** – outdoor clay shooting range, Chloumek, 276 01 Mělník. Opening hours: Wednesday, Thursday, Saturday and Sunday 10:00–18:00; closed Monday, Tuesday and Friday. Contact: e-mail info@strelnicemelnik.cz, phone +420 728 030 555, web www.claybusters.cz.

1.3 Other independent entities may also operate within the Střelnice Mělník premises; these Terms and Conditions apply exclusively to services provided by the Operator (under the Prague Armory and Claybusters brands) and not to services of other operators on the same premises.

1.4 The contact point for orders, enquiries, complaints and grievances for all establishments is e-mail info@praguearmory.cz and phone **+420 245 501 255**, unless the reservation confirmation states otherwise. Reservation system for holders of a firearms authorisation: is.praguearmory.cz.

1.5 The Operator holds a firearms licence and the relevant trade licences (in particular the concession for “operation of shooting ranges and instruction and training in shooting with a weapon”). The supervisory authorities are, in particular, the Czech Trade Inspection Authority, the competent trade licensing office, the Office for Personal Data Protection in the area of personal data, and, within the scope of the Weapons Act, the Police of the Czech Republic.

1.6 These General Terms and Conditions (hereinafter the “GTC”) govern the rights and obligations of the Operator and of persons using the services of the Range (hereinafter the “Customer”) and form an integral part of every contract for the provision of services concluded between the Operator and the Customer. By making a Reservation, purchasing a service or entering the premises of the Range, the Customer confirms that they have read and agree to these GTC and the Operating Rules of the relevant Range.

1.7 The Operator is not bound by any codes of conduct in relation to the Customer within the meaning of Section 1820(1)(n) of Act No. 89/2012 Coll., the Czech Civil Code.

Article 2 Definitions

- **Weapons Act** – Act No. 90/2024 Coll., on Weapons and Ammunition, as amended, and its implementing regulations.
- **FA (firearms authorisation)** – a firearms authorisation (zbrojní oprávnění) under the Weapons Act (general or extended), recorded in the Central Firearms Register; it also means authorisations acquired under previous legislation which remain valid under the transitional provisions of the Weapons Act.
- **CFR** – the Central Firearms Register (Centrální registr zbraní). The existence and scope of an FA is verified by remote access to the CFR on the basis of the Customer's identity document; no physical licence card is presented.
- **PCE** – the professional competence examination (zkouška odborné způsobilosti) of an applicant for a firearms authorisation under the Weapons Act, held at a registered examination shooting range before an examination commissioner.
- **Consumer (B2C)** – a Customer who is a natural person acting outside the scope of their business activity.
- **Business Customer (B2B)** – a Customer ordering a service within the scope of their business activity, in particular corporate events and group orders based on a purchase order, offer or contract.
- **Reservation** – a binding order of a service for a specific date; **Deposit** – a part of the price paid in advance to confirm the Reservation; **Balance** – the remaining part of the price payable at the latest on site before the service begins.

Article 3 User Account

3.1 The Customer may make Reservations in the Operator's reservation system from their user account; where the interface allows, Reservations may also be made without registration.

3.2 When registering and when making a Reservation, the Customer must provide all data correctly and truthfully and update it upon any change. Access to the account is secured by a username and password; the Customer must keep the access credentials confidential and may not allow third parties to use the account.

3.3 The Operator may cancel a user account, in particular if the Customer has not used it for more than **36 months** or if the Customer breaches their obligations under the contract or these GTC. The Customer acknowledges that the account may not be available continuously, in particular with regard to necessary maintenance of hardware and software.

Article 4 Reservations and Conclusion of the Contract

4.1 A Reservation may be made online through the reservation system on the Operator's website, by e-mail, by phone or in person at the Range reception.

4.2 The presentation of services on the Operator's website is for information only and does not constitute a binding offer; Section 1732(2) of the Czech Civil Code shall not apply. Before submitting an online Reservation, the Customer is able to check and change the entered data, including identifying and correcting input errors. The Customer submits a Reservation obligating them to pay by clicking a button clearly marked as such.

4.3 The Operator confirms the Reservation, usually by e-mail to the address provided by the Customer, stating the scope of the service, the price, payment instructions and the payment mode under Article 5; the current version of these GTC is attached to the confirmation. The contract is concluded upon the Operator's confirmation of the Reservation.

4.4 The contract, including the GTC, is archived by the Operator in electronic form; upon request, the Operator will make information about the Customer's Reservations available to them. The contract may be concluded in Czech and, in the case of foreign-language communication, also in English, German or Slovak; the Czech version of the GTC shall prevail.

4.5 The costs of means of distance communication (internet connection, telephone) are borne by the Customer at the basic rate of their provider; the Operator does not charge any special fees for distance communication.

4.6 A late arrival is at the Customer's expense; the service may be shortened proportionately and, if it can no longer be provided, it is treated as a no-show (cancellation under the terms of the relevant service).

4.7 If the Operator cancels a date (in particular for technical, capacity or safety reasons, due to adverse weather at outdoor ranges, or due to force majeure), the Operator will offer the Customer an alternative date; if the Customer does not accept it, the Operator will refund all payments made in full. Any further claims of the Customer are excluded to the extent permitted by law.

Article 5 Prices and Payment Terms

5.1 Prices are contractual and are stated inclusive of VAT and all related charges. The current price list is published on the Operator's website and at reception; changes to the price list do not affect Reservations already confirmed.

5.2 In accordance with Section 12a of Act No. 634/1992 Coll., on Consumer Protection, information about a price discount also includes the lowest price at which the Operator offered the service in the 30 days preceding the discount.

5.3 Where the Operator publishes Customer reviews, they originate from customers who have actually used the service; the Operator verifies their origin in particular by matching them with a completed Reservation or by taking over reviews from third-party platforms (e.g. Google, TripAdvisor) which apply their own verification mechanisms.

5.4 Payment modes. Depending on the type of service, the date and the size of the group, the Operator will set one of the following modes for the Reservation:

- **a) Deposit + Balance on site** – the Customer pays a Deposit in the amount and by the due date stated in the Reservation confirmation; the Balance is payable at the latest on site before the service begins,
- **b) Payment in advance** – the Customer pays the full price of the service in advance by the due date stated in the Reservation confirmation,
- **c) Payment on site** – only exceptionally, subject to the Operator's express confirmation; the full price is paid on site before the service begins.

5.5 If the Deposit or advance payment is not made duly and on time in accordance with the payment instructions, the Operator may cancel the Reservation; the Customer will be notified of the cancellation.

5.6 Accepted payment methods:

- **cash** in CZK and EUR (payments in EUR are converted at the exchange rate set by the Operator valid on the day of payment, available for inspection at reception),
- **payment card** on site or via the online payment gateway,

- **bank transfer** to the Operator's account based on payment instructions or an advance invoice or invoice (in particular for B2B orders); a transfer is deemed paid when credited to the Operator's account,
- **gift voucher** of the Operator under Article 6.

5.7 Additional purchases on site (extra weapons, ammunition, additional services) are possible subject to the current offer and capacity and are paid on site.

Article 6 Gift Vouchers

6.1 Gift vouchers may be purchased online or at reception. The validity period is always stated on the voucher; vouchers issued by the Operator are generally valid for 12 months from the date of issue, while the validity of vouchers sold through partner portals (e.g. Slevomat.cz) is governed by the date stated on the voucher and the terms of the relevant portal. Upon expiry, the right to performance and to a refund of the price lapses.

6.2 A voucher is redeemed by making a Reservation for a date falling within the voucher's validity period. The voucher is transferable, cannot be exchanged for cash, and no difference is refunded if a service of lower value is used. The cancellation terms of the relevant service apply to Reservations paid by voucher; if the Reservation is forfeited under the cancellation terms, the voucher is deemed used to the corresponding extent.

Article 7 Safety, Age and Health Conditions (Common to All Services)

7.1 Throughout their stay at the Range, the Customer must comply with the Operating Rules of the Range, the instructions of the instructor, the range officer and other staff, and use the prescribed protective equipment (hearing and eye protection).

7.2 By taking part in the service, the Customer confirms that they are medically fit to shoot and that they are not under the influence of alcohol, narcotic or psychotropic substances.

7.3 In the interests of protecting unborn children and nursing infants, shooting and entry into the range area are not open to pregnant or breastfeeding women. In line with the recommendations of health authorities (including the US CDC/NIOSH), the reasons are the risk of damage to the foetus's hearing from impulse noise, against which the mother's hearing protection cannot protect the foetus, and precautionary protection against exposure to even trace amounts of lead, which can cross the placenta and pass into breast milk. Range staff do not enquire into or verify pregnancy; by taking part in shooting or entering the range area, the participant confirms that this restriction does not apply to her. Other areas of the premises are not affected by this restriction. If a customer learns of her pregnancy only after making a Reservation, the Operator will accommodate her by rescheduling free of charge, transferring the Reservation to another person or extending the validity of a gift voucher.

7.4 Zero tolerance of alcohol and drugs. The Operator may at any time, before or during the service, require the Customer to undergo an indicative breath test and/or saliva test. A positive result, refusal or obstruction of the test results in refusal of entry or immediate termination of the service, without any right to a refund of payments made.

7.5 Shooting by minors is not subject to a fixed minimum age; the decisive factor is the physical and mental maturity of the individual minor. Shooting by a minor is possible exclusively accompanied by a legal guardian, under the direct supervision of an instructor and under the conditions laid down by the Operating Rules of the Range and the Weapons Act. The scope of a minor's shooting is determined primarily by their physical and mental capabilities: if a minor is unable, given their physical constitution, to control the weapon safely, or is unable to understand and respond to the instructor's commands, the instructor or the range officer may restrict the selection of weapons, adjust the course of the shooting, or interrupt or terminate the shooting entirely.

Such a decision is made solely in the interest of safety, is final and is supported by Section 18 of the Weapons Act, under which every person handling a weapon must comply with the operating rules of the shooting range and obey the instructions of the range officer aimed at ensuring the safe handling of weapons and ammunition. Unused ammunition may in such a case be consumed on site by the accompanying legal guardian, unless safety or legal reasons prevent this; a transfer of ownership of ammunition to a person not entitled to acquire it is not possible.

7.6 The Operator may refuse, interrupt or terminate the service for safety reasons; if this occurs due to a breach of the Customer's obligations, payments made are not refunded. The Customer is liable for damage caused by a breach of legal regulations, the Operating Rules or staff instructions. The Operator is liable for harm to the extent provided by law.

7.7 The language of safety briefings and instruction is Czech and English. Provision of the service in another language can be arranged only by prior written agreement with the Operator. If the Customer or the shooting participants are unable to understand the safety briefing or to respond to the instructor's commands, the Operator may decline to commence, interrupt or terminate the service without any right to a refund of payments made.

PART TWO – SPECIAL TERMS BY TYPE OF SERVICE

A. Services for Holders of a Firearms Authorisation

A.1 Scope of services. The Operator provides holders of an FA in particular with the rental of shooting lanes, the loan of weapons and the sale of ammunition, subject to available capacity, with or without a Reservation (walk-in).

A.2 Verification of authorisation. Upon arrival, the Customer presents a valid identity document; the existence and scope of the FA is verified remotely in the CFR. If the FA cannot be verified (e.g. due to unavailability of the CFR or suspension or termination of the authorisation), the Operator may refuse to provide the service; in such a case, payments made for the unprovided service are refunded unless the reason lies on the Customer's side.

A.3 Loan of weapons. Weapons are loaned only to holders of an FA of the corresponding scope; the type of weapon is determined by staff according to availability and safety. Loaned weapons may be used exclusively on the premises of the Range. The Customer is responsible for the entrusted weapon and its safe use; defects must be reported to staff without delay.

A.4 Sale of ammunition. Ammunition is sold exclusively to persons entitled to acquire it under the Weapons Act, after verification in the CFR and presentation of an identity document. Only ammunition permitted by the Operating Rules may be used at the Range. The Operator may refuse a sale in case of doubt as to entitlement, fitness or safety.

A.5 Own weapons. The use of the Customer's own weapons and ammunition is possible to the extent and under the conditions of the Operating Rules of the Range.

A.6 Changes and cancellation. A shooting lane Reservation may be cancelled or rescheduled free of charge no later than **12 hours** before the reserved time. In the event of later cancellation or a no-show, the payment made is forfeited or the Operator may charge a cancellation fee equal to the price of the reserved lane.

B. Experience Shooting

B.1 Scope of the service. Experience shooting packages are intended primarily for persons without an FA but may also be used by FA holders. They include entry to the Range, a safety briefing, protective equipment, the

loan of weapons, ammunition, the presence and direct supervision of an instructor, and evaluation of hits; optionally, additional services according to the current offer (e.g. transport, extra weapons or ammunition).

B.2 Conditions of participation. Shooting by persons without an FA takes place exclusively under the direct supervision of the Operator's instructor in accordance with the Weapons Act and the Operating Rules of the Range. Persons without an FA may not rent a shooting lane independently, borrow a weapon for independent shooting or purchase ammunition. Participants present a valid identity document.

B.3 Changes and cancellation – Consumers (B2C). A Reservation may be cancelled or rescheduled free of charge no later than **48 hours** before the reserved time; in such a case, payments made are refunded in full or may be transferred to a new date. In the event of cancellation **less than 48 hours** before the reserved time or a no-show, the cancellation fee is **100% of the price**; the Deposit and any advance payment are forfeited, and in the payment-on-site mode the Operator may charge the price of the service.

B.4 Changes and cancellation – Business Customers (B2B). For corporate and group events ordered by a Business Customer, changes of date and cancellations are governed by the terms agreed in the purchase order, offer or contract; such terms take precedence over these GTC. Unless agreed otherwise, the preceding paragraph applies mutatis mutandis.

C. Preparatory Courses and Professional Competence Examinations

C.1 Scope of services. The Operator organises preparatory courses for the PCE (theoretical and practical preparation, hereinafter a “Course”) and, as the operator of a registered examination shooting range within the meaning of Section 33 of the Weapons Act, organises PCE dates for which applicants for an FA register with the Operator. A Course and a PCE date may be ordered separately or as a package. Details are laid down in the separate Terms and Conditions for Preparatory Courses and Professional Competence Examinations; in the event of conflict, those special terms take precedence over these GTC.

C.2 Statutory framework of the PCE. The organisation of the PCE is subject to the Weapons Act: an applicant may be registered for only one PCE date at a time; the dates, their capacity and the appointment of the examination commissioner are subject to cooperation with the Police of the Czech Republic, and after the registration deadline the capacity of the date is bindingly blocked – a vacated place can no longer be filled by another applicant and the date cannot be changed at the Customer's request.

C.3 Conditions of participation in the PCE. As of the day of the PCE, the Customer must meet the conditions laid down by the Weapons Act, in particular have an entry in the CFR that they are entitled to demonstrate professional competence, and attend in person with a valid identity document. Compliance with the statutory conditions is solely the Customer's responsibility; non-compliance does not give rise to a right to a refund or to a free alternative date. Courses and the PCE are conducted exclusively in the Czech language, which is the only permissible language of instruction and examination; under the Weapons Act, the use of an interpreter, supporter or similar person at the examination is not permitted.

C.4 Cancellation of a Course. Participation in a Course may be cancelled or rescheduled free of charge no later than **24 hours** before the start of the Course (or its first block). In the event of cancellation less than 24 hours before the start or a no-show, the cancellation fee is **100% of the Course price**. For Courses held in several blocks, absence from an individual block is not compensated unless the parties agree otherwise.

C.5 Cancellation of a PCE. In view of the statutory locking of the date under this Part, participation in a PCE date may be cancelled free of charge no later than **21 calendar days** before the PCE date; payments made are refunded in full. In the event of cancellation **less than 21 calendar days** before the PCE date, a no-show, or non-admission to the examination for reasons on the Customer's side (including non-compliance with the statutory

conditions or a positive test under Article 7), the cancellation fee is **100% of the price**; payments made are forfeited.

C.6 Packages of courses or of courses and professional competence examinations. A package means a combination of several Courses, or a combination of a Course (Courses) and a PCE date, ordered together. Cancellation of a package is assessed separately for its individual parts: the Course cancellation terms apply to the parts corresponding to the individual Courses and the PCE cancellation terms apply to the part corresponding to the PCE date, in proportion to the prices under the Operator's price list.

C.7 Course of and result of the examination. Failure at the PCE does not give rise to a right to a refund. A repeat examination or a board examination is governed by the Weapons Act; any further participation in a PCE date with the Operator is paid according to the current price list.

C.8 Administrative fees. Administrative fees payable to the state (in particular the fee for accepting an application for a firearms authorisation) are not part of the price of the Operator's services and the Operator neither collects nor refunds them.

PART THREE - COMMON AND FINAL PROVISIONS

Article 8 Consumer Information on Withdrawal from Distance Contracts

8.1 The Operator's services (experience shooting, rental of shooting lanes, Courses and participation in a PCE date) are leisure or educational services provided on a specified date. In accordance with Section 1837(j) of the Czech Civil Code, the Consumer therefore **does not have the right to withdraw from a contract concluded at a distance within 14 days**; cancellation of a Reservation is governed exclusively by the cancellation terms of the relevant service (Part Two).

8.2 Where a service has already been provided in full, the right of withdrawal also lapses, in accordance with Section 1837(a) of the Czech Civil Code, for services not covered by the exclusion above; by making a Reservation, the Customer expressly requests and agrees that the Operator commence performance (in particular by blocking capacity or registering the Customer for a PCE date) before the expiry of the statutory withdrawal period.

8.3 A Consumer may withdraw from the distance purchase of a gift voucher without a fixed date within 14 days of receiving it, provided the voucher has not been redeemed in whole or in part. The Consumer may use the model withdrawal form available on the Operator's website; withdrawal is sent to info@praguearmory.cz. The Operator will refund the payments received within 14 days of withdrawal, using the same payment method, unless the parties agree otherwise.

Article 9 Complaints and Out-of-Court Dispute Resolution

9.1 Rights arising from defective performance may be exercised without undue delay by e-mail to info@praguearmory.cz or in person at the Range reception.

9.2 Upon a Consumer's complaint, the Operator will issue a written confirmation stating the date of the complaint, its content and the manner of settlement requested, together with contact details for information about its settlement. The complaint, including remedying the defect, must be settled and the Consumer informed no later than 30 days from its submission, unless a longer period is agreed; if this period expires in vain, the Consumer may withdraw from the contract or claim a reasonable discount. The Operator will issue a confirmation of the date and manner of settlement or a written justification of rejection. In the case of a justified complaint, the Consumer is entitled to reimbursement of costs reasonably incurred.

9.3 The body competent for out-of-court resolution of consumer disputes is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate – ADR Department, Štěpánská 796/44, 110 00 Prague 1, www.coi.cz, ADR platform: adr.coi.cz. Consumers may also use the online dispute resolution platform at ec.europa.eu/consumers/odr.

9.4 The contact point for consumers from other EU Member States is the European Consumer Centre Czech Republic, Štěpánská 796/44, 110 00 Prague 1, www.evropskyspotrebitel.cz, established under Regulation (EU) 2017/2394.

9.5 Grievances are handled by the Operator via info@praguearmory.cz; information about their resolution is sent to the Customer's e-mail. The Customer may also address a grievance to the competent supervisory authority under Part One.

Article 10 Delivery and Communication

10.1 Unless the parties agree otherwise, all correspondence relating to the contract is delivered electronically – to the Customer at the e-mail address stated in the Reservation or in the user account, and to the Operator at info@praguearmory.cz. A message is delivered upon receipt by the incoming mail server.

Article 11 Personal Data Protection

11.1 Personal data is processed in accordance with the GDPR and the principles published on the “Privacy” page of the Operator's website. The Operator further processes data of Range visitors to the extent and for the period required by the Weapons Act and the Operating Rules of the Range (in particular the register of persons and verification in the CFR); this processing constitutes performance of the Operator's legal obligation and cannot be refused if the service is to be provided.

Article 12 Final Provisions

12.1 Legal relations not expressly regulated by these GTC are governed by the law of the Czech Republic, in particular the Czech Civil Code and the Weapons Act, including where the relationship contains an international element; this is without prejudice to the Consumer's rights under generally binding legal regulations.

12.2 The Operator may amend the GTC; the version of the GTC effective at the moment of confirmation of the Reservation is decisive for that Reservation. The current version is published on the Operator's website and available at reception.

12.3 If any provision of the GTC is or becomes invalid or ineffective, the validity of the remaining provisions is not affected.

12.4 These GTC take effect on **29 July 2026** and replace the general terms and conditions dated 29 August 2025.