

## GENERAL TERMS AND CONDITIONS

### KYKO med s.r.o.

Registered office: Tišická 396/1, Čimice, 181 00 Prague 8

Company ID: 28433939

Registered in the Commercial Register under File No. C 141198 maintained by the Municipal Court in Prague  
(hereinafter referred to as the "Provider")

In accordance with Section 1751(1) of Act No. 89/2012 Coll., the Civil Code (hereinafter referred to as the "CC"), the Provider sets forth the following General Terms and Conditions (hereinafter referred to as the "GTC") for the provision of services at its facility:

---

### I. Definitions and Abbreviations

#### 1.1. Definitions:

The following terms used in this document shall have the following meanings:

Term	Definition
Price List	Part of the service offering provided by the Provider as defined in Article III of the GTC, made available at the reception desk as the price list for non-covered services and supplementary services (both also referred to as the "price list," unless stated otherwise).
Covered Services	Healthcare services covered under Section 13 and subsequent provisions of Act No. 48/1997 Coll., on Public Health Insurance; i.e., services reimbursed by the Provider's contracted health insurance companies for their insured clients, in compliance with applicable legal regulations, including implementing regulations and contracts entered into with the Provider.
Client	A natural person who is a patient of the Provider within the meaning of Act No. 372/2011 Coll., on Healthcare Services.
Service Offering	The scope of services provided by the Provider as outlined in Article III of the GTC.
Non-Covered Services	Healthcare services not reimbursed by public health insurance under Section 15 of

	Act No. 48/1997 Coll., on Public Health Insurance, and also health care services not covered by the Provider's contracted health insurance companies based on applicable legal regulations and/or contracts entered into with the Provider.
Health Insurance Company	A health insurance provider with which the client is insured under Act No. 48/1997 Coll., on Public Health Insurance, and which has a contract with the Provider.
Provider	The company KYKO med s.r.o., with its registered office at Tišická 396/1, Čimice, 181 00 Prague 8, Company ID: 28433939.
Facility	The medical facility operated by the Provider at Tišická 396/1, Prague 8.
Reception	The Provider's contact point at its facility for interaction with clients during published hours.
Publication	Dissemination of information or documents on the Provider's website ( <a href="http://www.kykomed.cz">www.kykomed.cz</a> ) and/or via the reception desk.

---

## II. Conditions for the Provision of Healthcare Services

2.1. The Provider operates a non-state medical facility and offers healthcare services, either covered by public health insurance pursuant to contracts with contracted health insurance companies or non-covered services. Care is provided upon the client's request for its provision by the Provider. The Provider may refuse the client's request for care if such refusal does not violate the Healthcare Services Act.

2.2. The client has the right to refuse care and/or not request it at all.

2.3. The client must disclose to the attending physician all relevant information that may affect the provision of care.

2.4. The Provider does not condition the client's right to covered services or free choice of physician on registration fees, additional payments, purchasing other services, or donations, nor does it demand any additional payment for covered services.

---

## III. Service Offering

3.1. The Provider offers healthcare services based on the client's request, within the scope of its operations and expertise, and subject to its current service offerings and capacity. Covered and non-covered services are provided in compliance with applicable laws, particularly Act No. 372/2011 Coll. on Healthcare Services and Act No. 48/1997 Coll. on Public Health Insurance, including implementing regulations.

3.2. Price List: The price list is part of the Provider's service offering as defined in Article III of the GTC. It is made available at the reception desk as the price list of non-covered and supplementary services (both referred to as the "price list" unless stated otherwise).

3.3. Covered Services: Healthcare services covered under Section 13 and subsequent provisions of Act No. 48/1997 Coll. on Public Health Insurance, paid for by the Provider's contracted health insurance companies on behalf of their insured clients, in accordance with applicable laws and contracts.

3.4. Non-Covered Services: Healthcare services not covered by public health insurance under Section 15 of Act No. 48/1997 Coll. and services not reimbursed by the Provider's contracted health insurance companies, in accordance with applicable regulations and/or contracts.

3.5. Client: A natural person who is a patient of the Provider within the meaning of Act No. 372/2011 Coll. on Healthcare Services.

3.6. Health Insurance Company: The health insurance provider with which the client is insured and which has a contract with the Provider.

3.7. Facility: The medical facility operated by the Provider at Tišická 396/1, Prague 8.

3.8. Reception: The Provider's contact point at its facility for client interaction during published hours.

3.9. Publication: Information or documents published on the Provider's website ([www.kykomed.cz](http://www.kykomed.cz)) and/or via the reception desk.

---

#### **IV. Provider's Fees for Services**

4.1. The fees for services under Articles 3.3 and 3.4 of the GTC are set by the Provider in the price lists of non-covered and supplementary services. The Provider reserves the right to update these price lists per Article V of the GTC.

---

#### **V. Changes to the GTC and Price Lists**

5.1. The GTC and price lists are available at the reception desk. Clients will be informed of their contents when arranging services at the reception.

5.2. The Provider reserves the right to unilaterally amend the GTC and price lists, with changes made available at the reception desk.

5.3. Clients may reject changes to the GTC and price lists and terminate services without cause.

5.4. Changes will be published at least 30 days before their effective date. Upon the effective date, the previous GTC version becomes void, and the updated GTC replaces it.

---

## **VI. Final Provisions**

6.1. Rights and obligations are governed by applicable laws, particularly the Civil Code and regulations on healthcare services.

6.2. These GTC become valid and effective on April 1, 2024.