



## HIŠNI RED OMEGA GYM

### 1. Veljavno članstvo

Vstop v fitness je omogočen samo članom z veljavnim članstvom v skladu z izbranim članskim programom (enkratni obisk, mesečna karta, letna karta...).

Omega gym je za uporabo vsak dan odprt od glede na trenutno veljaven urnik objavljen na vhodu in na internet strani [www.omega-gym.si](http://www.omega-gym.si).

Omega gym si pridržuje pravico do spremembe urnika vadb brez predhodne najave, enako določilo velja tudi za spremembo cen vadbe.

Denarja za vplačane karte/programe ne vračamo.

V primeru kakršnihkoli težav ali vprašanj, se vadeči lahko obrne na osebje recepcije Omega gym ali po ostalih komunikacijskih poteh.

Knjigo pritožb in pohval stranka dobi na recepciji. Vpis v knjigo ni omejen, omejitev velja samo za pregled knjige pritožb in pohval, ki je dovoljena samo pristojnim osebam Omega gym.

### 2. Varščina

Vadeči je dolžan izročiti receptorju varščino v višini po veljavnem ceniku, v naslednjih primerih:

- za izposajo posameznega rekvizita,
- za ključ garderobne omarice, v kolikor nima vadbene kartice,
- vadečemu se vrne varščina ob vrnitvi nepoškodovanega rekvizita ali ključa.

### 3. Vstop v fitness

- Vstop v fitness je dovoljen samo ob prijavi na recepciji, kjer osebje preveri veljavnost članstva, ali pa v primeru dovoljenega avtomatskega vstopa. Receptor je upravičen preveriti vadbene kartice pred vsako vadbo vadeče stranke. Vadbina se plača pred začetkom vadbe,
- V kolikor se stranka ne želi identificirati, ali krši hišni red Omega gym ji Omega gym ni dolžan dovoliti dostop v vadbene prostore, pri tem stranka ni upravičena do povračila vplačil ali predplačil,
- Osebje Omega gym lahko odkloni obisk naključnemu obiskovalcu v času dejanske ali predvidene zasedenosti prostorov, ko imajo prednost redni člani. - vsaki osebi, tudi rednemu članu, ki ne spoštuje hišnega reda in vadbene kodeksa (čista športna oprema, osebna higiena, neprimerno vedenje, neporavnane obveznosti,...),
- Vadbena kartica ni prenosljiva in je vezana zgolj na osebo, ki je poravnala vadbino in kateri je bila izdana. V primeru izgube ali poškodbe vadbene kartice se stranki izdelava novo in zaračuna izdelavo le-te po veljavnem ceniku,
- V garderobe in v vadbene prostore je dovoljen vstop samo vadečim osebam in osebju Omega gym,
- Gostom, otrokom, gledalcem in ostalim obiskovalcem je dovoljen vstop le po predhodni najavi in dovoljenju lastnika Omega gym,
- V vadbene prostore in garderobe ni dovoljen vnos hrane in pijače,
- V primeru večje zasedenosti fitnesa, vas prosimo za potrpežljivost.



#### 4. Vadba

- Vadeči je dolžan skrbeti za vzdrževanje reda in čistoče v vseh vadbenih prostorih Omega gym,
- Vadeči s svojim obnašanjem ne ovira ali moti ostalih vadečih,
- Vadeči po uporabi napravo za seboj očisti oz. zapusti v urejenem stanju,
- Vadeči po uporabi rekvizite vsakokrat pospravi na za to predvidena mesta,
- Opravljanje molitvenih obredov znotraj prostorov športnega centra ni dovoljeno,
- Člani fitnesa z dopoldansko karto morajo telovadnico zapustiti do 15 ure,

Spoštujte tudi ostale člane centra:

- ne zadržujte se predolgo le na eni napravi (največ 20 minut),
- ne bodite preglasni,
- skrbite za osebno higieno,
- ne predvajate naglas svoje glasbe,
- pospravljajte in čistite za sabo,
- V prostorih centra je strogo prepovedana uporaba, preprodaja in promocija nedovoljenih športnih dodatkov in poživil. V primeru kršitve ima Omega gym pravico kršitelju prepovedati nadaljnji vstop v prostore centra.

#### 5. Karte

Vse karte so časovno omejene.

Zamrznitev mesečnih kart ni mogoča razen ob predložitvi zdravniškega opravičila. Karto zamrznemo za največ 14 dni in najmanj 7 dni, s tem da se zavezujete, da jo boste ponovno aktivirali v 15 dneh od zamrznitve.

Karte s popusti (3 mesečne, 6 mesečne, letne in karte v akciji), veljajo za točno določeno obdobje in se jih ne da zamrzniti.

#### 6. Ustrezna oprema

V fitnesu lahko trenirate samo ustrezno oblečeni in obuti.

Med vadbo nosite čista oblačila primerna za trening, kar ne vključuje kavbojk ipd. in športne copate (ostala obutev zaradi varnosti ni dovoljena!).

Ne vadite pomanjkljivo oblečeni ali bosí.

#### 7. Brisača

Med vadbo v fitnesu in na vodenih vadbah je obvezna uporaba brisače. Brisačo si je mogoče izposoditi tudi na recepciji fitnes centra.

#### 8. Pijača

Pijača mora biti v plastenki ali steklenici. Kozarci – niti plastični – niso dovoljeni.

Alkoholne pijače v Omega gym niso dovoljene.

#### 9. Prtljaga

Razen brisače, plastenke/steklenice in drobnih osebnih predmetov, ki jih nosite v žepih, v prostor za trening ni dovoljeno nositi druge krame. Torbe, plašče, čelade in podobno pustite v garderobi.

#### 10. Varnost treninga

Fitnes ni vrtec in naše osebje ne bo skrbelo za vašo varnost: to je vaša odgovornost.

Ko trenirate, se ves čas zavedajte, da imate opravka s težko opremo in da je



previdnost na mestu. Če morate trenirati na meji svojih moči, trenirajte s partnerjem, ki vas bo varoval. Vedno uporabljajte varnostne zaponke na utežnih palicah, raze v primerih v katerih je varneje da jih ne uporabljate. Če ne veste, kako se kakšna naprava uporablja, vprašajte v recepciji.

### **11. Parkiranje na napravah**

Naprave so namenjene delu, ne pa odlaganju brisače in plastenke/steklenice. Prav tako ni dovoljeno »parkiranje«. Naenkrat lahko uporabljate eno napravo. Če super serije zahtevajo, da ste na več postajah hkrati, to lahko počnete, če ni gneče. Z drugimi člani se dogovorite in menjujte naprave tako, da boste vsi lahko normalno delali. S članstvom niste kupili abonmajskega sedeža na vam ljubih napravah.

### **12. Pospravljajte**

Pospravljajte uteži, plošče, palice, sponke in vse ostalo za sabo. Če pri vas doma to namesto vas počne mama ali partner, to ni tako v Omega Gym.

### **13. Poškodovanje opreme**

Trenirajte uvidevno do opreme in drugih trenirajočih. Treniranje na način, ki bo poškodovalo prostor, opremo ali druge ljudi, je strogo prepovedano. Še posebej je prepovedano metanje ročk, uteži, plošč in utežnih palic na tla! Če morate odvreči utež, se prepričajte, da jo nadzorujete in tako zmanjšate udarec po tleh.

### **14. Magnezij, tekoče krede**

Uporaba magnezija in tekoče krede na napravah in opremi je strogo prepovedana.

### **15. Izguba, poškodba, škoda**

V primeru izgube ali poškodbe vadbene kartice se stranki izdelava novo in zaračuna izdelavo le-te po veljavnem ceniku,

V primeru poškodovanja in izgube garderobnega ključka se zaračuna škoda po veljavnem ceniku,

V primeru naklepne poškodovanja (rekvizita ali ostale opreme, kar sodi v last Omega gym), poškodovanja iz malomarnosti, ali zaradi neupoštevanja pravilnika in navodil osebja, povzročene poškodbe/škode oz. stroške poškodbe/škode lahko Omega gym vadečemu zaračuna in od njega uveljavlja celotno odškodnino, vključno z morebitnim izgubljenim prihodkom Omega gym (od 500€ do 3000€).

Za izgubo ali krajo osebnih in drugih predmetov Omega gym ne odgovarja. Vadeči ali zgolj obiskovalec Omega gym lahko za čas trajanja vadbe ali obiska Omega gym shrani predmete pri receptorju in jih dvigne po koncu vadbe ali obiska Omega gym. To določilo ne velja za osebna vozila ali predmete, ki presegajo velikost 0,25 m<sup>3</sup>, Najdene predmete v Omega gym hranimo 7 dni, po preteku navedenega roka grede predmeti v komisijsko uničenje ali odstranitev s strani pristojne organizacije (npr. Snaga Ljubljana).

### **16. Zdravstvene omejitve**

Z izpolnitvijo vpisnega lista, s katerim se stranka včlani v Omega gym, je obenem podana izjava vadečega, da nima nikakršnih omejitev ali navodil s strani zdravnika in da nima drugih težav, zaradi katerih mu je fizična vadba prepovedana, omejena, oziroma da narava bolezni, poškodbe terja prilagojeno vadbo,

Osebe Omega gym lahko odsvetuje posameznemu uporabniku storitev ali vadečemu določeno vadbo ali športno aktivnost v izjemnih primerih, ko obstaja očitna in neposredna nevarnost za zdravje ali življenje vadečega pa lahko takemu uporabniku



storitev tudi prepove nadaljnjo vadbo oz. uporabo določene storitve ali infrastrukture v Omega gym,

V kolikor stranka podatke o zdravstvenem stanju zamolči, priredi, prikrije, pa nastanejo poškodbe in/ali poslabšanje zdravja gre le-to na njeno lastno odgovornost.

### **17. Odgovornost**

- Vadeči vadi v Omega gym na lastno odgovornost,
- Vadeči mora izvajati vadbo v Omega gym v skladu s splošnimi pravili vadbe, določenimi za posamezno obliko vadbe,
- Omega gym in/ali njegovi zaposleni in/ali so pogodbeniki, ki izvajajo vadbo ali pomoč pri vadbi in/ali uporabi storitev centra, ne morejo prevzeti nobene odgovornosti iz naslova poškodb, poslabšanja zdravja ali drugih negativnih posledic, ki nastanejo pri vadbi, ali kot posledica vadbe v centru in/ali uporabi storitev centra tudi v primeru, da je (so) bil (bili) seznanjen(i) z omejitvami, zdravstvenimi težavami ali posebnimi zdravniškimi navodili posameznega vadečega oz. uporabnika storitev.

### **18. Mladoletne osebe**

- Za mladoletno osebo jamčijo in odgovarjajo njegovi starši ali skrbniki,
- Vadba poteka izključno in samo po navodilih, ki jih poda osebje Omega gym,
- Mladoletna oseba ni upravičena do popusta pri plačilu vadbine zaradi omejene uporabe določenih rekvizitov ali prostorov,
- Mladoletna oseba je dolžna upoštevati vse alineje tega pravilnika,
- Osebam mlajšim od 14 let ni dovoljeno zadrževanje tako v fitnessu kot tudi v dvorani za vodene vadbe (razen v primeru vodenih vadb za otroke), osebe med 14 do 16. letom starosti lahko vadijo v spremstvu staršev ali trenerja,
- Osebe med 16. in 18. letom starosti lahko vadijo pod pogojem, da starši izpolnijo in podpišejo vpisni list (osebno na recepciji Omega gym).

### **19. Prepoved vadbe, koriščenja prostorov ali storitev**

- Osebje Omega gym lahko na podlagi tega hišnega reda z ustno utemeljitvijo prepove vadečemu vadbo in sicer bodisi posamezno vadbo oz. v primeru hujših ali ponavljajočih se kršitev (dve kršitvi ali več v obdobju 6 mesecev) vadbo tekom celotne sezone oz. do konca začete sezone, brez povrnitve stroškov ali neizrabljenih kart,
- Vadeči oz. uporabnik storitve v primeru prepovedi vadbe ni upravičen do vračil vplačil, predplačil, predplačil ali drugih stroškov vadbe,
- Najem vadbenih prostorov za podjetja, športne klube/društva in trenerje se ureja s pogodbo, oziroma nakupom storitve najema prostora,
- Omega gym prepoveduje najem in uporabo infrastrukture Omega gym v obliki podnajema drugim uporabnikom Omega gym v celoti ali delno,
- V kolikor se pravilnik izobešen na oglasni tabli Omega gym vsebinsko ne ujema s pravilnikom objavljenim na internetni strani Omega gym, se smatra za veljavnega prvi navedeni. Vsakega novo ali ponovno vpisanega člana Omega gym se seznanjajo s hišnim redom Omega gym.
- Član je v primeru omogočanja nezakonitega vstopa v prostor tretji osebi dolžan plačati kazen v višini 200€.

**Aktivnosti v prostorih Omega gym se izvajajo na LASTNO ODGOVORNOST.**



**OMEGA GYM SI PRIDRŽUJE PRAVICO DO PRILAGAJANJA IN SPREMEMB HIŠNEGA REDA. SPREMEMBE IN DOPOLNITVE PRAVIL VELJAJO TISTI DAN, KO SO NA VOLJO V RECEPCIJI OMEGA GYM IN OBJAVLJENE NA SPLETNI STRANI.**

DIREKTOR OMEGA GYM  
Primož Likar

MEDVODE, 1.3.2023

### IZVENSODNO REŠEVANJE POTROŠNIŠKIH SPOROV

Skladno z zakonskimi normativi ne priznavamo nobenega izvajalca izvensodnega reševanja potrošniških sporov kot pristojnega za reševanje potrošniškega spora, ki bi ga potrošnik lahko sprožil v skladu z Zakonom o izvensodnem reševanju potrošniških sporov. Omega gym d.o.o. , ki kot ponudnik blaga in storitev omogoča spletno trgovino na območju Slovenije, na svoji spletni strani objavlja elektronsko povezavo na platformo za spletno reševanje potrošniških sporov (SRPS). Platforma je na voljo potrošnikom na povezavi TUKAJ (<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage>).

Navedena ureditev izhaja iz Zakona o izvensodnem reševanju potrošniških sporov, Uredbe (EU) št. 524/2013 Evropskega parlamenta in Sveta o spletnem reševanju potrošniških sporov ter spremembi Uredbe (ES) št. 2016/2004 in Direktive 2009/22/ES.

### HOUSE RULES OMEGA GYM



## 20. Veljavno članstvo

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Knjigo pritožb in pohval stranka dobi na recepciji. Vpis v knjigo ni omejen, omejitev velja samo za pregled knjige pritožb in pohval, ki je dovoljena samo pristojnim osebam Omega gym.

## 21. Valid Membership

Access to the fitness center is only available to members with a valid membership in accordance with the selected membership program (one-time visit, monthly ticket, annual ticket...).

Omega gym is open for use every day from according to the currently valid schedule published at the entrance and on the website [www.omega-gym.si](http://www.omega-gym.si).

Omega gym reserves the right to change the training schedule without prior notice, the same provision also applies to changing training prices.

We do not refund money for paid tickets/programs.

In case of any problems or questions, the trainee can contact the Omega gym reception staff or through other communication channels.

The customer receives a book of complaints and compliments at the reception.

Enrollment in the book is not limited, the restriction applies only to the examination of the book of complaints and praises, which is allowed only to authorized persons of Omega gym.

## 22. Security

The trainee is obliged to hand over to the receptionist a security deposit in the amount according to the applicable price list, in the following cases:

- for renting individual props,
- for the locker key, if it does not have a training card,
- the deposit is returned to the trainee upon return of the undamaged prop or key.

## 23. Access to the fitness center

- Entry to the fitness center is only permitted upon registration at the reception desk, where the staff checks the validity of the membership, or in the event that automatic entry is permitted. The receptionist is entitled to check the training card before each training session of the client. The training fee is paid before the start of the training,
- If the customer does not want to identify himself or violates Omega gym's house rules, Omega gym is not obliged to allow him access to the training



rooms, and the customer is not entitled to a refund of deposits or prepayments,

- Omega gym staff can refuse a visit to a random visitor during the actual or anticipated occupancy of the premises, when regular members have priority. - to any person, even a regular member, who does not respect the house rules and the exercise code (clean sports equipment, personal hygiene, inappropriate behavior, unpaid obligations,...),
- The training card is not transferable and is bound only to the person who paid the training fee and to whom it was issued. In case of loss or damage of the training card, a new one will be made for the customer and the production of it will be charged according to the current price list,
- Only trainees and Omega gym staff are allowed to enter the changing rooms and training areas,
- Guests, children, spectators and other visitors are allowed to enter only after prior announcement and permission from the Omega gym owner,
- Food and drinks are not allowed in the training rooms and changing rooms,
- If the fitness center is busy, please be patient.

#### **24. Exercise**

- The trainee is obliged to take care of the maintenance of order and cleanliness in all training areas of Omega gym,
- The trainee does not obstruct or disturb other trainees with his behavior,
- The practitioner cleans the device after use or leave in order,
- After use, the practitioner always puts the props in the designated places,
- It is not allowed to perform prayer rituals inside the premises of the sports center,
- Fitness members with a morning ticket must leave the gym by 3 p.m.,
- Also respect the other members of the center:
  - do not spend too long on just one device (maximum 20 minutes),
  - don't be too loud,
  - take care of personal hygiene,
  - do not play your music loudly,
  - tidy up and clean up after yourself,
- The use, resale and promotion of unauthorized sports supplements and stimulants is strictly prohibited in the premises of the centre. In the event of a violation, Omega gym has the right to prohibit the violator from further entering the premises of the center.

#### **25. Cards**

All tickets are limited in time.

Freezing of monthly cards is not possible unless a medical certificate is presented.

We freeze the card for a maximum of 14 days and a minimum of 7 days, with the obligation to reactivate it within 15 days of the freezing.

Tickets with discounts (3-month, 6-month, annual and discount tickets) are valid for a specific period and cannot be frozen.

#### **26. Adequate equipment**

You can only train in the fitness center with appropriate clothing and shoes.

During exercise, wear clean clothes suitable for training, which does not include jeans, etc. and sports shoes (other footwear is not allowed for safety reasons!).

Do not exercise poorly dressed or barefoot.



### **27. Towel**

It is mandatory to use a towel during exercise in the fitness center and during guided exercises. You can also borrow a towel at the reception of the fitness center.

### **28. Drink**

The drink must be in a bottle or bottle. Glasses - not even plastic - are allowed. Alcoholic beverages are not allowed in Omega gym.

### **29. Luggage**

Except for a towel, bottle/bottle and small personal items carried in your pockets, no other junk is allowed into the training area. Leave bags, coats, helmets and the like in the cloakroom.

### **30. Training safety**

Fitness is not a kindergarten and our staff will not worry about your safety: it is your responsibility. When training, always be aware that you are dealing with heavy equipment and caution is in order. If you have to train at the limit of your strength, train with a partner who will protect you. Always use safety clips on barbells, unless it is safer not to use them. If you do not know how to use a device, ask at the reception.

### **31. Parking on devices**

The devices are intended for work, not for storing towels and bottles. Also, no "parking" is allowed. You can use one device at a time. If super series require you to be at multiple stations at the same time, you can do that if it's not crowded. Agree with other members and exchange devices so that you can all work normally. With membership, you did not buy a subscription seat on your favorite devices.

### **32. Tidy up**

Put the weights, plates, bars, clamps and everything else behind you. If your mother or partner does it for you at home, this is not the case at Omega Gym.

### **33. Damage to equipment**

Train with awareness of the equipment and other trainees. Training in a way that will damage the space, equipment or other people is strictly prohibited. It is especially forbidden to throw handles, weights, plates and barbells on the ground! If you have to drop the weight, make sure you control it to minimize the impact on the ground.

### **34. Magnesium, liquid chalks**

The use of magnesium and liquid chalk on devices and equipment is strictly prohibited.

### **35. Loss, injury, damage**

In case of loss or damage of the training card, a new one will be made for the customer and the production of it will be charged according to the current price list,  
In case of damage and loss of the wardrobe key, the damage will be charged according to the valid price list,  
In case of intentional damage (props or other equipment belonging to Omega gym), damage due to negligence, or due to non-observance of the rules and instructions of the staff, caused injuries/damages or Omega gym can charge the cost of the





injury/damage to the trainee and claim full compensation from him, including any lost income of Omega gym (from €500 to €3000).

Omega gym is not responsible for the loss or theft of personal or other items. A trainee or a mere visitor to Omega gym can store items at the reception for the duration of the training or visit to Omega gym and pick them up at the end of the training or visit to Omega gym. This provision does not apply to passenger vehicles or objects exceeding the size of 0.25 m<sup>3</sup>,

Found items are kept at Omega gym for 7 days, after the specified period the items are destroyed by a committee or removed by a competent organization (e.g. Snaga Ljubljana).

### **36. Medical restrictions**

By filling out the registration form with which the customer becomes a member of Omega gym, it is at the same time statement of the exerciser that he does not have any restrictions or instructions from the doctor and that he does not have any other problems due to which physical exercise is prohibited or limited, or that the nature of the disease or injury requires adapted exercise,

The staff of Omega gym can advise an individual service user or exerciser against a certain exercise or sports activity in exceptional cases, when there is an obvious and immediate danger to the exerciser's health or life, and can also prohibit such a service user from further exercise or the use of a specific service or infrastructure in Omega gym,

Insofar as the customer withholds, edits or conceals information about his health, injuries and/or deterioration of his health are his own responsibility.

### **37. Liability**

- Practitioners practice at Omega gym at their own risk,
- The trainee must exercise in the Omega gym in accordance with the general rules of exercise determined for each form of exercise,
- Omega gym and/or its employees and/or contractors who perform exercise or help with exercise and/or use the services of the center cannot assume any responsibility for injuries, deterioration of health or other negative consequences arising from exercise, or as a result of exercising in the center and/or using the center's services, even in the event that he/she was/were aware of restrictions, health problems or special medical instructions of the individual exercising or service user.

### **38. Minors**

- A minor is guaranteed and responsible by his parents or guardians,
- Exercise takes place exclusively and only according to the instructions given by Omega gym staff,
- A minor is not entitled to a discount when paying the training fee due to limited use of certain props or premises,
- A minor is obliged to comply with all paragraphs of this regulation,
- Persons under the age of 14 are not allowed to stay in the fitness center or in the guided exercise hall (except in the case of guided exercises for children), persons between the ages of 14 and 16 can exercise accompanied by their parents or a trainer.



- Persons between the ages of 16 and 18 can practice, provided that their parents fill out and sign the registration form (in person at the Omega gym reception).

### **39. Prohibition of exercise, use of premises or services**

- On the basis of these house rules, the staff of Omega gym can, with a verbal justification, prohibit the exerciser from exercising, either individually or in the case of serious or repeated violations (two or more violations in a period of 6 months), training during the entire season or until the end of the started season, without reimbursement of costs or unused tickets,
- Apprentice or in the event of a ban on exercise, the user of the service is not entitled to refunds of payments, prepayments, prepayments or other exercise costs,
- The rental of training facilities for companies, sports clubs/societies and coaches is regulated by a contract, or by purchasing a space rental service,
- Omega gym prohibits renting and using the Omega gym infrastructure in the form of subletting to other Omega gym users in whole or in part,
- If the content of the rules posted on the Omega gym bulletin board does not match the rules published on the Omega gym website, the first mentioned is considered valid. Every new or re-enrolled member of Omega gym is introduced to the house rules of Omega gym.
- In the case of allowing a third party to enter the premises illegally, the member is obliged to pay a fine of €200.

Activities in the Omega gym premises are carried out at YOUR OWN RISK.

OMEGA GYM RESERVES THE RIGHT TO ADJUST AND CHANGE THE HOUSE RULES. CHANGES AND AMENDMENTS TO THE RULES ARE APPLICABLE ON THE DAY WHEN THEY ARE AVAILABLE AT THE OMEGA GYM RECEPTION AND PUBLISHED ON THE WEBSITE.

DIRECTOR OF OMEGA GYM  
Primož Likar

MEDVODE, 1.3.2023

### **OUT OF COURT RESOLUTION OF CONSUMER DISPUTES**

In accordance with legal norms, we do not recognize any provider of out-of-court resolution of consumer disputes as competent to resolve a consumer dispute that a consumer could initiate in accordance with the Act on Out-of-Court Resolution of Consumer Disputes. Omega gym d.o.o. , which, as a provider of goods and services, enables online trade in the territory of Slovenia, publishes on its website an electronic link to the platform for the online resolution of consumer disputes (SRPS). The platform is available to consumers at the link [HERE \(https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage\)](https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.chooseLanguage).



The aforementioned regulation comes from the Act on the Out-of-Court Settlement of Consumer Disputes, Regulation (EU) No. 524/2013 of the European Parliament and of the Council on the online resolution of consumer disputes and the amendment of Regulation (EC) no. 2016/2004 and Directive 2009/22/EC.