

BERSHKA IRELAND STORE APPOINTMENT BOOKING TERMS & CONDITIONS

These Terms & Conditions relate to the Bershka Ireland Appointment Booking function. This function allows customers (“you”) to make appointments with Bershka Ireland Limited (“we”, “Bershka”) to visit Bershka stores in the Republic of Ireland with effect from 10 May 2021, in accordance with Irish Government restrictions.

Please be sure to read, and make sure you understand, the Appointment Booking Terms and Conditions prior to using the Bershka website and placing a booking for an appointment. By using the website and the Appointment Booking function, you agree to be bound by the Appointment Booking Terms and Conditions as well as the Bershka Privacy & Cookie Policy.

If you have Covid-19 or have symptoms, please do not make an appointment to visit our store. Please follow the Government guidance.

Booking Your Appointment

Appointment bookings are subject to availability, we suggest that you book your appointment with us well in advance in order to avoid disappointment. Appointments must be booked at least 4 hours in advance. For appointments booked on behalf of another person, the person attending the appointment will be deemed to have accepted all terms and conditions relating to that appointment on behalf of the guest. Bershka holds the right to not accept certain bookings.

Children or Accompanying adults

Appointments are for one person, unless you are accompanied by child(ren) under the age of 12 years old under your supervision, or a carer. Any other person accompanying you must have their own appointment corresponding to the correct time. Please also note the guideline below regarding mixing of households.

Confirmation Of Your Booking

Once your request for an appointment has been received, we will confirm that your appointment request has been accepted by sending an e-mail to the e-mail address you provide on the appointment booking website.

The Appointment

If you are late for your appointment then your appointment time will be reduced. Please note that we have an obligation not to allow store capacity to exceed legal limits and you must leave the store at the correct time at the end of your appointment.

Protecting yourself and others from Covid-19

Our stores operate in a Covid-safe environment following the HSE advice. It is therefore important that you:

- Wear a face covering in order to enter the store and at all times during your appointment, unless it is not suitable for you to wear one. As this is a legal requirement, you will not be

allowed to enter the store for your appointment without a face covering, unless you are exempt.

- Follow good hygiene practices including using the hand sanitiser provided in store
- Practice 2 metre social distancing in queues and while shopping
- Minimise contact with people outside of your household
- Follow the advice here: [Shopping safely during the coronavirus outbreak - HSE.ie](#) and encourage others to do this too
- Follow the guidance given to customers in the store

Cancellation Policy

If you want to cancel an appointment, please try to provide at least 4 hours' notice in advance of your appointment time. You can cancel your appointment through a link that you will receive in your confirmation email. If you wish to reschedule, you will need to cancel and make a new booking.

Privacy

We really value your privacy and our Privacy & Cookie Policy at www.Bershka.com sets out how we may collect and use your personal data and how we look after it.

By making an appointment booking, you (or the person receiving the service) may provide us with additional personal information. We will treat this personal information as private and confidential in accordance with all relevant data protection or privacy legislation. We will collect and use such information in accordance with our Privacy & Cookie Policy, as well as these Appointment Booking Terms and Conditions. Information that you (or the person receiving the service) provide, as part of your booking, may include personal information that has enhanced rights at law and, as applicable, we will look after this information in accordance with the relevant obligations set out within these data protection laws.

If, at any point, you no longer wish us to hold your personal information or you do not wish to receive information from us then there are a number of ways you can request that we delete the same. Please see our Privacy & Cookie Policy for information on how to do this. If you have concerns about the use of your personal data, you can contact the Bershka Data Protection Officer at dataprotection@bershka.com

BERSHKA IRELAND LTD

Registered Office: Fifth Floor, Block 5, Harcourt Centre, Harcourt Road, Dublin 2
Tel +44 207 851 4300 – Fax +44 207 851 4301

Part of INDITEX S.A. Av. de la Diputacion, 15142 Arteixo, La Coruña, SPAIN