

Frequently Asked Questions (FAQ)

The MultiSport outdoor gym on the grounds of the PGE Narodowy Stadium

Access and payments

1. How much does it cost to use the outdoor gym?

Access to the gym is possible using one of four options:

- Active MultiSport cardholders can access the gym by generating a QR code in the MultiSport app with their identity confirmed.
- FitSport and FitProfit cardholders can access the gym by generating a QR code in the VanityStyle Next app with their identity confirmed.
- ZdrowieApp cardholders can access the gym using a QR code generated in the ZdrowieApp app.
- Those without cards or passes can use a one-time contactless payment of PLN 19.90.

2. How can I pay for my entrance?

We only accept cashless payments:

- Contactless cards
- Apple Pay, Google Pay
- Contactless BLIK

3. Can I enter several times a day?

Yes, if you have an active MultiSport Plus card, FitProfit card, or active ZdrowieApp membership, you can enter multiple times a day. If you pay once, each entry requires a separate fee.

4. Can I use the gym with a MultiSport card but not the app?

No. Currently, only entrances registered via the MultiSport app with a confirmed identity are permitted.

5. Can I use the gym with a FitSport/FitProfit card without the app?

No. Currently, only entries registered through the VanityStyle Next app with verified identity are accepted.

6. Do I need to have verified identity in the MultiSport or VanityStyle Next app to use the outdoor gym?

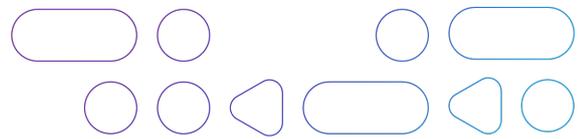
Yes, if you want to use the outdoor gym, your identity must be verified in advance (by uploading a photo and verifying your identity at another facility).

7. Do I need to confirm my identity on the MultiSport app to use the outdoor gym?

Yes. If you want to use the outdoor gym, you must first have your identity confirmed by uploading a photo and confirming your identity at another MultiSport facility.

8. Is it possible to purchase a monthly pass or an entry package?

No. Currently, only single entries are available.



 Opening hours and terms of use

9. What are the gym's opening hours?

The outdoor gym is open 24/7.

10. Who can use the gym?

Only adults. Children, even when accompanied by an adult, are not permitted to use the equipment. Pets are also not permitted to enter.

11. Can I exercise in the rain or during a storm?

We do not guarantee the safety of the equipment in adverse weather conditions, such as thunderstorms, strong winds or heavy rain, and therefore do not recommend using the gym in these conditions.

12. Is the gym monitored and well-lit?

Yes, the gym is monitored and has night lighting to ensure comfort and safety at all times.

13. Will the gym be closed during the major events scheduled at PGE Narodowy? Where can I find information about when the gym will be closed?

There may be temporary restrictions on access to the gym during some mass events at PGE Narodowy. Please check the **Google Business listing of the MultiSport outdoor gym** and the **events calendar on the PGE Narodowy website** for the latest information.

 Equipment and facilities

14. Are there changing rooms, showers or lockers at the gym?

No. Unfortunately, there are no changing rooms, showers or lockers at the gym. Only bring the essentials with you.

15. Can I leave my belongings in the outdoor gym area?

We do not recommend it. You are responsible for your own belongings – we are not responsible for any items that are lost or left behind.

16. Are there toilets or drinking water facilities on site?

No. As there are no toilets or drinking water points at the gym, it is advisable to bring your own water.

17. Is the gym accessible for people with disabilities?

While some of the equipment may be accessible to people with limited mobility, the gym does not currently have full disabled access.

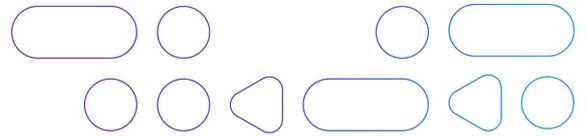
 Exercise and safety

18. What kind of workouts can I do at the gym?

The gym's equipment allows you to do full-body strength and functional training outdoors.

19. Do I need a coach?

You can exercise on your own. However, if you wish to train with a personal coach or another person, they must have an active MultiSport card or Zdrofit pass, or pay a single entry fee.



20. Are there any weight or height restrictions on the devices?

No. While the devices are suitable for adults, there are no specific height or weight restrictions. However, always follow the instructions for use.

21. Can I repair the equipment myself?

No. It is forbidden to make any repairs yourself. Any damage must be reported immediately to the operator by telephone on +48 22 487 81 33 or by email at: dok@fitness.benefitsystems.pl

22. Is the gym safe?

Yes, as long as you follow the rules and regulations, use the equipment correctly and adapt the intensity of the exercises to your physical capabilities. If you are in any doubt, it is recommended that you consult a medical professional.

23. What should I do if I am injured or have an accident at the gym?

Notify the relevant services immediately in the event of an emergency (e.g. by calling 112).

24. Are there instructions on how to use the individual machines available somewhere?

Yes, you can find instructions for using the machines directly on the devices themselves, as well as under the QR codes, which lead to additional support material.

 Rules and prohibitions

25. What behaviours are prohibited?

The following are strictly prohibited in the gym:

- the consumption of alcohol and stimulants
- smoking cigarettes and e-cigarettes
- the use of profanity and aggressive behaviour
- damaging equipment and facilities
- bringing in children and animals
- trading, handing out leaflets, roller skating, skateboarding, etc.

26. Do I have to read the terms and conditions?

Yes. All users are required to read and comply with the regulations before entering the gym and starting to exercise.

27. What should I do if I can't access the gym or experience a technical problem?

If you experience any access issues, please contact technical support. You will find their contact details at the entrance to the gym.