

EXTENDED SERVICE SAFE USAGE POLICY

Introduction

By participating in any of our extended services, you acknowledge and provide informed consent for the physical contact that may be provided during the sessions. Our experienced and qualified practitioners will only engage in touch and contact that is necessary for the effective delivery of the sessions and any therapy administered. They will conduct themselves in a respectful and professional manner at all times, adhering to the highest ethical standards. Any touch or contact will only be conducted with your explicit consent. Please communicate any discomfort, concerns, or questions about the procedures or therapies taking place. You have the right to withdraw consent at any time during the session, and our practitioners will immediately cease any touch or contact upon your request.

Our comprehensive range of services offer both self-Care and Hands-On therapy. Our "Self-Care" services are independently monitored sessions in a specialist and relaxing environment where you can comfortably engage in variety of self-care services. Users must exercise due care and diligence when undergoing Self-Care treatment. It is important to follow the guidance and instructions provided by the onsite assistant. Your active participation and commitment to the treatment process will greatly contribute to its effectiveness. Remember to communicate any concerns or questions you may have and stay engaged in your own care. Your well-being is a shared responsibility between you and your onsite assistant.

Our "Hands-On Therapy" service is provided by a highly experienced professional in rehabilitation. Hands-On Therapy offers a comprehensive range of treatments that may include physical touch techniques. These hands-on treatments are performed by our skilled professionals who have extensive experience the relevant techniques.

Parental Accompaniment Policy for Minors:

For individuals under the age of 18, we strongly recommend that an appropriate adult is present during hands-on treatment. This policy aims to create a supportive and secure environment for the minor, ensuring their well-being and fostering effective communication. We prioritise the safety and well-being of the minor, and having an appropriate adult present ensures clear communication and understanding of the treatment process. Exceptions to this policy may be made on a case-by-case basis, taking into consideration the well-being and safety of the minor.

Consent for Assistive Touch

In certain cases, such as the placement of TENS/EMS pads, assistance with Compression Boots, taking part in Reformer Pilates, massage, manipulation or correction, touch and contact may be required for proper setup or adjustment. Our practitioners will explain the purpose and necessity of these actions before proceeding.

Privacy and Modesty

Your privacy and modesty will be respected throughout all therapy sessions. Our practitioners will provide appropriate cover. If you have any specific concerns or preferences regarding modesty, please communicate them to our practitioners.

Confidentiality

We respect your privacy and will treat all personal information shared during the therapy sessions as confidential. Our practitioners are bound by professional ethics and legal obligations to maintain confidentiality, unless there is a risk of harm to yourself or others.

Liability and Indemnification

By using our services users assume all risks and liabilities associated with the use of any of the services mentioned. The facility or organisation providing access these services shall not be held liable for any injuries or damages resulting from the user's negligence or misuse of the equipment or any of the services mentioned. By accessing our services, users agree to indemnify and hold harmless the facility or organisation from any claims, damages, or liabilities arising from their participation. All individuals using our therapy services must familiarise themselves with and adhere to these health and safety guidelines. Failure to comply may result in accident, injury or even death.

PowerDot Usage Guide

Power Dot's neuromuscular electrical stimulation (NMES) and transcutaneous electrical nerve stimulation (TENS) send electronic pulses to your motor nerves to create muscle contraction and stimulate sensory nerves to temporarily relieve pain. PowerDot takes the guesswork out of NMES and TENS, a recovery modality usually reserved for athletes and training rooms. The accuracy of pad placement, intensity level, and session time of any muscle stimulation is critically important for safety and efficacy. Electrical stimulation sends electrical signals through a device, stimulating sensory and/or motor nerves. There are two types of electrical stimulation: transcutaneous electrical nerve stimulation (TENS) and neuromuscular electrical stimulation (NMES).

Important Safety Information

Everyone's physiology is different and reactions to muscle stimulation will vary. While the app ensures the safest, most accurate intensity level, pad placements, and session time for your needs, adjusting the intensity level until you see a visual twitch in the muscle being treated is a general rule of thumb. This should be done gradually with the upmost care and caution.

PowerDot Contraindications PowerDot products should not be used in the following instances:

- People with electronic devices such as pacemakers and intra-cardiac defibrillators.
- People suffering from epilepsy
- Use during pregnancy
- Place of electrodes to the front and sides of the neck
- Stimulation of the thoracic area of people with cardiac arrhythmia
- Stimulation of the lower legs in cases of venous thrombosis or severe arterial obstruction (ischemia)
- Stimulation of abdominal area in case of abdominal or inguinal hernia
- In case of particular health problems, it is always recommended that you seek the advice of a healthcare professional
- NEVER use PowerDot while driving, operating machinery, doing heavy physical training or any other action where involuntary muscle contraction can cause an accident or injury. We recommend sitting or lying down during your PowerDot stimulation sessions with the main objective of developing strong isometric resistance for the heavy muscle contractions, generated by PowerDot

However, depending on the muscles you're stimulating and your stimulation program selection, you can also perform other activities (e.g. use your laptop or PC, read a book or watch TV) that will create little or no impact during your PowerDot stimulation. The PowerDot app provides advice on the recommended stimulation positions for different stimulation programs and muscle groups. Once your tolerance towards muscle stim increases, you can also try applying various dynamic exercises during use of the Performance program (such as performing air squats during strength/explosive strength contractions over your quads or hamstrings). Adult supervision should be provided for those under 18 using this device. If you have any medical concerns regarding using this device, please consult your physician before using the device. Where appropriate, or if you have any concerns, seek the advice of a medical professional

Compression Boots Usage Guide

Important Safety Information It is crucial to note that compression boots should not be used as a substitute for medical treatment. While they can aid recovery, it should not be used to treat an injury or condition without consulting a medical professional. It is important to note that compression therapy should not be used over open wounds or blood clots. Moreover, individuals with underlying medical conditions must consult their physician for guidance on when and how to use compression boots safely.

People who have blood circulation problems should consult their doctor before using recovery boots. Also, avoid using compression boots on critical areas such as bruises or sprains.

Recommended Pressure Settings For achieving optimal results, the suggested compression settings for recovery boots is a crucial aspect. Improper pressure or unsuitable intensity levels can lead to discomfort and ineffective treatment of the targeted areas. Users must follow the recommended guidelines during usage. This ensures both effectiveness and safety. First, start by assessing your comfort level with lower pressure settings. Gradually increase the intensity to achieve maximum benefits.

Ensure that you are not experiencing any numbness or tingling sensations.

The ideal pressure range depends on individual needs; typically, it should range between 30-50mmHg.

Experts suggest using the lowest effective pressure setting to avoid unnecessary strain. Adult supervision should be provided for those under 18 using this device. If you have any medical concerns regarding using this device, please consult your physician before using the device. Where appropriate, or if you have any concerns, seek the advice of a medical professional. The following are circumstances where the potential risks may outweigh the benefits. Consult a medical professional before use;

- Recent injury or surgery
- Hypertension (controlled)
- Abnormal sensations (e.g., numbness)
- Sensitivity to heat or pressure
- Bony prominences or regions
- Open wounds, blisters, local tissue inflammation, infections, bruises, or tumours
- Hypertension

(uncontrolled)-Vascular/arterial and circulation diseases, including blood clots, phlebitis, thromboses, and varicose veins- Acute or severe cardiac, liver, or kidney disease- Severe peripheral neuropathy or other causes of sensory impairment, Bleeding disorders, Connective tissue disorders, Medications that may thin the blood or alter sensations. Direct pressure over surgical site or hardware- Pacemaker or ICD, History of embolism.

Do not use in the presence of unexplained pain. This device should fit tightly but should NOT be restrict circulation in any way

Reformer Pilates Usage Guide

All Reformer Pilate sessions will be conducted under the guidance of a qualified and experienced instructor. The instructor will provide proper instructions, demonstrate exercises, and ensure correct form and technique to minimise the risk of injury. It is important to follow the instructor's guidance and ask for clarification if you are unsure about any aspect of the exercise and communicate any injuries, issues, discomfort or pain during the session to your instructor.

General Guidelines

- a. All users must comply with the safety instructions provided
- b. Only individuals who are physically capable and have received proper training on the use of the reformer are permitted to use it
- c. Any issues or malfunctions with the reformer must be reported immediately to the appropriate authority

Health and Safety

- a. Users must exercise caution and be aware of all moving parts and mechanisms of the reformer
- b. Touching or adjusting any moving parts while the reformer is in use is strictly prohibited
- c. Fingers, hair, and loose clothing must be kept away from moving parts to prevent entanglement or injury
- d. Prior to getting on the reformer, users must ensure that the surrounding area is clear of obstacles or hazards
- e. The proper technique, including using handrails or designated handles for support, must be followed when getting on or off the reformer
- f. Jumping on or off the reformer is strictly prohibited to prevent injury
- g. When stepping on or off the carriage, users must maintain a firm grip and exercise caution to avoid slips or falls

Personal Safety:

- a. Users must wear appropriate clothing and footwear that allow for safe and unrestricted movement
- b. Loose or baggy clothing that may get caught in the reformer's mechanisms should be avoided
- c. Proper body alignment and posture must be maintained during exercises to minimise the risk of strain or injury

d. If any pain, discomfort, or unusual sensations are experienced during the use of the reformer, users must discontinue use

and consult a healthcare professional

Wear appropriate workout attire and clean socks. Bring a towel to wipe off sweat and clean the equipment after use. Follow any

hygiene protocols or guidelines provided by the studio or instructor to prevent the spread of germs or infections.

Informed Consent: By participating in reformer Pilates sessions, you acknowledge and provide informed consent for the

exercises and activities involved. Understand that there are inherent risks associated with physical exercise, and you are

responsible for your own well-being and safety during the sessions.

Smart Goggles Usage Guide

This device is intended for use by people in good health. If you have any specific medical conditions or concerns, please

consult your physician before using this product. At times, it will be advisable to modify how devices are used (precautions) and

times when it is not appropriate to use certain devices (contraindications).

Important Safety Information

Smart Goggles should not be used while in motion or performing activities like walking, driving, or operating machinery. This

device is contraindicated against and should not be used by those with acute or severe cardiac, liver, or kidney

disease/condition or other underlying conditions linked to these diseases. It is not recommended that this device is worn over

various skin infections and conditions, or directly over a surgical site/hardware, bone fracture, or if you are experiencing

unexplained pain in the area. It is also advised that this device is not used for those who have

neurological and/or peripheral

conditions as well as other conditions that may influence or alter sensation and perception. In the event of any adverse reaction,

discontinue use. Please consult your physician prior to use if you are unsure if you have any of the previously listed conditions.

Immediately stop using the garment at the first sign of discomfort.

The following are circumstances where the potential risks may outweigh the benefits;

Consult a medical professional before use.

- Recent injury or surgery
- Hypertension (controlled)
- Abnormal sensations (e.g., numbness)
- Sensitivity to heat or pressure
- Bony prominences or regions

Contraindications:

- Mild peripheral neuropathy
- Remove eye lenses (i.e. contact lenses)

before using the device

This device should fit tightly but should NOT restrict circulation in any way.

The goggles should not be worn if you are suffering with conditions such as;

- Skin rash, open wounds, blisters, local tissue inflammation, infections, bruises, or tumors

- Hypertension (uncontrolled)
- Vascular/arterial and circulation diseases, including blood clots, phlebitis, thromboses, and varicose veins
- Acute or severe cardiac, liver, or kidney disease
- Severe peripheral neuropathy or other causes of sensory impairment
- Bleeding disorders
- Connective tissue disorders
- Medications that may thin the blood or alter sensations
- Direct pressure over surgical site or hardware
- Pacemaker or ICD
- History of embolism
- Do not use in the presence of unexplained pain

PlayStation Usage Guide

1. **No Liquids:** Users are strictly prohibited from placing any liquids or beverages near the PlayStation console or controller within the therapy pod. Accidental spills may cause damage to the console and its components, leading to malfunction or permanent damage.
2. **No Internet Surfing:** Users are not allowed to surf the internet or access any online content using the PlayStation console within the therapy pod. This is to ensure the privacy and confidentiality of the therapy sessions and prevent any potential risks associated with unauthorized internet usage.
3. **No Purchases:** Users should refrain from making any purchases, including in-game purchases or subscriptions, through the PlayStation console in the therapy pod. Any financial transactions should be conducted on personal devices and accounts outside of the therapy sessions.
4. **Respectful Language:** Users are expected to maintain a respectful and appropriate language while playing games on the PlayStation console within the therapy pod. The use of loud, abusive, or offensive language is strictly prohibited, as it may disrupt the therapeutic environment and hinder the progress of the therapy session.
5. **Local Multiplayer Only:** Users should only engage in gameplay modes that involve playing against the computer or another person physically present within the therapy pod. Interacting or playing against anyone online, including multiplayer modes, is strictly forbidden to ensure the privacy and focus of the therapy sessions.
6. **Responsible Gaming:** Users are encouraged to practice responsible gaming habits within the therapy pod, including taking breaks when necessary, maintaining an appropriate posture, and avoiding excessive gaming sessions that may lead to physical discomfort or detract from the therapeutic goals.
7. **Personal Belongings:** Users are responsible for their personal belongings and should not leave them unattended within the therapy pod. Playermade or the therapy provider will not be held responsible for any loss or damage to personal items.
8. **Compliance with Laws and Regulations:** Users must comply with all applicable laws, regulations, and policies while using the

PlayStation console within the therapy pod at Playermade. Any illegal activities or violations may lead to immediate suspension or termination of access to the therapy pod.

9. Maintenance and Repairs: Users should promptly report any technical issues, malfunctions, or damages to the PlayStation console within the therapy pod to the designated authority or management at Playermade. Users should not attempt to repair or modify the console themselves.

10. Indemnification: Playermade and the therapy provider will not be held responsible for any injuries, damages, losses, or disputes arising from the usage of the PlayStation console within the therapy pod. Users agree to indemnify and hold harmless all parties involved.

11. Regular Console Checks: The management reserves the right to periodically inspect the PlayStation console within the therapy pod to ensure it is in proper working condition and has not been subjected to any damage or improper use. If any damage or improper use is detected, the user responsible may be required to replace or pay for the damages incurred.

12. Suspension or Termination of Access: In the event of severe or repeated violations of the terms and conditions mentioned above, the user may be prohibited from accessing the therapy pod at Playermade. The decision to suspend or terminate access will be at the discretion of Playermade and the therapy provider.

13. Respect for Others: Users of the PlayStation console within the therapy pod must be mindful of other individuals who may be present in the same space. It is important to respect their need for a tranquil and peaceful environment during their therapy sessions. Users should keep noise levels to a minimum and avoid engaging in loud conversations or disruptive behaviour that may disturb others. Users should always beware of the therapeutic nature of the environment and be respectful of the therapeutic process that others may be undergoing. By adhering to these guidelines, users can contribute to a harmonious and supportive atmosphere within the therapy pod, ensuring that everyone can benefit from their therapeutic experience. By using the PlayStation console within the therapy pod at Playermade, users acknowledge and agree to abide by these terms and conditions. Failure to comply with these rules may result in the loss of access to the therapy pod and its amenities.

Made to Ride Usage Guide

By participating in the Made to Cycle training sessions, the user acknowledges and agrees to the terms and conditions outlined in the User Agreement. By making a booking, the user consents to engage in cycling activities and understands that their participation is voluntary.

1. **Responsibility for Children:** If you are booking a training session on behalf of your child, it is your responsibility to ensure that they understand the purpose of the activity and the expectations of their attendance.
2. **Consideration for Other Users:** As there may be other participants sharing the cycling space, please be aware and mindful of the experience of others. We ask that users maintain a respectful and considerate attitude towards others using the facility.
3. **Health and Fitness Requirement:** It is your duty to ensure that any person(s) attending are fit and healthy enough to participate in cycling activities. We recommend consulting with a medical professional if you have any concerns regarding your health or the health of the young person.
4. **Use of Equipment:** Users are expected to use the indoor bikes and facilities provided responsibly and with care, following the instructions provided. Any misuse or damage caused by negligence may result in additional charges or penalties.
5. **Age Recommendations:** Please refer to the guidance and recommendations provided for each activity. It is important to follow these recommendations to ensure the safety and suitability of the activities for different age groups.
6. **Cancellation Policy:** Please note that bookings for the Made to Cycle training sessions cannot be rescheduled or cancelled within 24 hours of the scheduled booking period. If you are unable to attend without notice prior to those 24 hours, it will result in the loss of service. Additionally, please be aware that there is a strict no refund policy on all bookings. However, we do offer the option to reschedule your booking within a 14-day period from the initial booking date.

By booking and participating in our Made to Cycle training sessions, you agree to abide by these terms and conditions. Failure to comply with these terms may result in the cancellation of your booking or denial of access to the facility in the future. Any illegal activities or behavior that violates the rights of others will not be tolerated and may result in legal action.

The management reserves the right to modify and update these terms and conditions at any time. Users will be notified of any changes, and it is your responsibility to review and comply with the updated terms.

1. **Accessing Training Services:**

A. The Made to Cycle facility provides training services for individuals to engage in cycling activities in a safe and supportive environment.

B. The user grants permission for staff and trainers to provide instruction and support for the purpose of effective training.

C. The user grants permission to the staff and trainers to collect necessary personal information for the purpose of providing effective training.

D. The facility and its staff are not liable for any injuries, accidents, or damages that may occur during the user's training sessions.

E. The user acknowledges that they are responsible for their own safety and should follow the trainer's instructions and safety guidelines at all times.

F. The facility is not responsible for any loss or damage to personal belongings brought into the training space.

2. Privacy:

A. The Made to Cycle facility maintains strict confidentiality and privacy of all user information and training sessions.

B. All personal information collected during the training process will be securely stored and protected from unauthorised access.

C. The facility will not disclose any user information or training details to third parties without explicit consent, except in cases where required by law.

3. Behavior and Respect for Other Users:

A. Users must conduct themselves in a respectful and courteous manner towards other users present in the facility.

B. Users should avoid engaging in any behavior that may disturb or offend other individuals using the facility.

C. Users should maintain a noise level that is considerate of others and refrain from engaging in activities that may be disruptive or distracting to fellow users.

D. Users are requested to maintain cleanliness and hygiene standards within the training space.

E. Users must dispose of any waste properly and ensure that the space is left in a clean and tidy condition after use, as you found it.

F. Users must ensure that they take responsibility for their personal belongings during their visit. The management is not liable for any loss or damage to personal items.

4. Privacy and Confidentiality:

- A. Users must respect the privacy and confidentiality of other individuals using the facility.
- B. Users should refrain from eavesdropping, recording, or attempting to access any personal information or conversations of other users.
- C. Sharing of personal information or details about other users without their explicit consent is strictly prohibited.

These additional terms aim to promote a harmonious and respectful environment for all users. It is important to be mindful of each other's privacy, maintain appropriate behavior, and create a safe and supportive space for everyone.

Failure to comply with any of the provided terms may result in temporary or permanent loss of service.