

Comprehensive Policy Architecture: This master document constitutes the unified legal, data privacy, terms of service, and clinical liability agreement governing all Member-Clients, guests, and B2B corporate partners interacting with Athlete or Knot LLC ("Company," "we," "our," or "us"). Executing this document grants binding legal consent across all physical environments (In-Home / In-Suite), mobile transit routes, digital video portals, and electronic health record (EHR) platforms.

PART I: MASTER PRIVACY POLICY & DATA GOVERNANCE

1. CATEGORIES OF DATA COLLECTED

- To deliver specialized Biomechanical Maintenance, maintain annual membership credentials, and process dynamic mobile transit logistics, we collect and process:
- Identifiable Personal & Residential Data:** Legal names, residential addresses, phone numbers, emails, and co-residency verification data required for Couples Memberships (\$449.00/yr).
 - Protected Health Information (PHI / EHR):** Encrypted intake records, liability releases, Joint Stability Screenings (Bi-Annual/Quarterly), Myofascial Release treatment tracking, postural assessments, and SOAP notes.
 - Financial, Auto-Debit & Transaction Tokens:** Encrypted payment card tokens, billing zip codes, automated monthly support plan debit authorizations, 3.5% transaction surcharge logs, \$200.00 early termination fee records, and rate recapture differential metrics.
 - One-Way Real-Time GPS Routing Logs:** Text 1 (departure route screenshot) and Text 2 ("I have arrived") text timestamps, minute-by-minute transit calculations, and GPS mileage logs (12.4 mi local flat threshold; 12.5–18.0 mi at \$50/hr; 18.1+ mi at \$100/hr).
 - Guest Recipient Data:** Names, contact details, intake health releases, and cancellation logs for guests utilizing Proactive Shares or Forfeiture Rescues.

2. PURPOSE OF DATA UTILIZATION & SECURITY ARCHITECTURE

- Clinical & Logistical Operations:** Data is used strictly to track structural joint stability, enforce active communication windows (8:00 AM – 6:00 PM CST), execute auto-debits on the 1st of each month, and manage Reserved Timeslot Security.
- HIPAA & PCI-DSS Compliance:** PHI is stored in encrypted, HIPAA-compliant patient vaults accessible exclusively by credentialed Licensed Massage Therapists. Financial credentials are tokenized via PCI-DSS compliant gateways; full card details are never stored on internal servers.
- Corporate B2B Information Barrier:** Individual employee clinical intake data and PHI remain strictly confidential in an encrypted patient vault and are never disclosed to corporate HR departments without explicit, signed employee consent.

PART II: MASTER TERMS OF SERVICE & OPERATIONAL GOVERNANCE

3. CREDENTIAL FRAMEWORK, AUTO-RENEWAL, & FINANCIAL TERMS

- Upfront Credentials & Auto-Renewal:** All annual Membership Credentials (\$169 Priority, \$249 Priority+, \$369 Platinum, \$449 Couples) require a 12-month commitment paid upfront in full. Credentials automatically renew exactly 365 days from execution for successive 12-month terms unless written cancellation notice is received at least 14 days prior to renewal. All credential purchases are non-refundable.
- Auto-Debit Authorization & Primary Guarantor Liability:** Member expressly authorizes the auto-debiting of the card on file for recurring dues, travel fees, guest balances, late cancellation fees, and buyout charges. The Primary Member's card acts as the financial guarantor for all guest liabilities. Member waives all rights to initiate credit card chargebacks or banking disputes. All card transactions carry a mandatory 3.5% processing surcharge.
- Early Termination Rate Recapture:** Monthly Support Plans may be terminated immediately upon payment of a flat cancellation fee of \$200.00, OR the calculated price differential between member discounted rates and Standard Single Rates (\$140 / \$190 / \$250) for all completed sessions rendered during the contract term, whichever amount is greater.
- Cadence Windows & Interval Forfeiture:** Sessions expire if unbooked past their timing intervals: Day 31 (Baseline 1x), Day 16 (Baseline 2x), Day 11 (High-Demand 3x), and Day 8 (Performance Peak 4x). Practitioner unavailability due to sickness or business closures extends the cadence window by the exact number of blackout days.

4. ENVIRONMENTAL LOGISTICS & PERK PROTECTIONS

- In-Suite vs. In-Home Mobile Logistics:** In-suite treatments are rendered exclusively at designated suite facilities (complimentary for members; \$20/hr for non-members). In-home travel fees are billed ONE-WAY down to the exact minute between Text 1 departure and Text 2 arrival. Flat monthly travel perks (\$50 flat/mo) apply strictly within 12.4 GPS miles; distance thresholds (12.5–18.0 mi at \$50/hr; 18.1+ mi at \$100/hr) take legal precedence over flat perks.
- Sharing vs. Rescue Rules:** Proactive Shares must be booked at least 7 full days prior (capped at 3/yr for Priority; 6/yr for Priority+, Platinum, Couples). Transfers requested 6 days or less prior default to Forfeiture Rescues (capped at 3/yr total).
- Stretch Stacking Ban & Gift Cards:** Complimentary 30-Minute Stretches add 30 minutes of service time, are capped at exactly 1 per session, and cannot be stacked. Discounted gift cards (\$20/\$30/\$40 off single rates) are restricted to third-party recipients and prohibited for self-use.

PART III: INFORMED CONSENT, SCOPE OF PRACTICE, & LIABILITY WAIVER

5. PROFESSIONAL CREDENTIALS & CLINICAL SCOPE

- Restorative & Athletic Scope:** Services are rendered by a Licensed Massage Therapist (LMT), Certified Personal Trainer (CPT), and Corrective Exercise Specialist (CES). Services are restorative and educational, not medical. Practitioners do not diagnose medical conditions, prescribe drugs, perform spinal adjustments, or prescribe physical therapy plans.
- Assumption of Physical Risks:** Advanced myofascial release, deep tissue mechanics, and joint screenings involve deep physical pressure and active movement. Expected short-term responses include localized soreness, skin redness, mild bruising, or fatigue. Clients voluntarily assume 100% of all physical and financial risks.
- Zero-Tolerance Sexual Harassment Policy:** All treatments are strictly clinical and therapeutic. Any inappropriate remarks, sexual gestures, or illicit behavior trigger immediate session termination, permanent revocation of credentials without refund, and immediate referral to law enforcement.

6. ABSOLUTE LIABILITY RELEASE & INDEMNIFICATION

- Texas State Liability Release:** To the maximum extent permitted under Texas law, Client hereby releases, waives, and forever discharges Athlete or Knot LLC, its owners, and practitioners from any and all claims, demands, or liabilities arising out of physical injury, medical complications, or property damage sustained during In-Home or In-Suite sessions.
- Indemnification & Jurisdiction:** Client agrees to indemnify and hold harmless Athlete or Knot LLC against any third-party claims, legal fees, or guest injuries sustained during shared or rescued sessions. Venue for all legal proceedings is restricted exclusively to Harris County, Houston, Texas.

7. UNIFIED BINDING EXECUTION & LEGAL ACKNOWLEDGMENT

By executing below, the Client legally affirms reading, understanding, and unconditionally agreeing to all sections of this Master Legal Suite, including Data Privacy, Terms of Service, Auto-Renewal Rules, Chargeback Waivers, Scope of Practice Limits, Zero-Tolerance Policies, and Absolute Liability Releases governed by Athlete or Knot LLC.

CLIENT / MEMBER PRINTED NAME	AUTHORIZED BRAND REPRESENTATIVE NAME
CLIENT / MEMBER SIGNATURE	AUTHORIZED SIGNATURE
DATE	DATE