



VERSTARCARE INTERNAL REGULATIONS

AT VERSTARCARE, WE WANT EVERYONE TO BE ABLE TO PRACTICE SPORTS WITH OUR PROGRAMS SAFELY AND IN A PLEASANT ENVIRONMENT.

ANYONE WHO ENTERS THE VERSTARCARE UNIVERSE AGREES TO ABIDE BY THE FOLLOWING RULES:

THE ESSENTIALS OF VERSTÄRCARE PROFESSIONAL ETHICS

- 1. The Program will be carried out exclusively through the Application and Clinics.** Use of the Application is mandatory in order to ensure the smooth running of activities, exchanges, and all information/documentation related to the Program. All medical data is protected.
- 2. The Program must be followed in order to promote the proper development of athletes** who wish to join this development scheme with the aim of optimizing their physiological condition to reach the highest level in their discipline.
- 3. Specialists will be available** via the app's chat feature to simplify and optimize communications.
- 4. Specialists are health professionals at your disposal** to ensure the smooth running of the program and to help athletes in their own development.
- 5. In relation to the last point, athletes must demonstrate their professional commitment and not wait for the specialist to communicate exclusively.** Athletes, for their own good and interest, must take an interest in the development of activities by approaching the specialist to avoid mistakes that could negatively affect them at all levels. On the other hand, specialists will not be required to communicate personally via WhatsApp, but will do so through the various forms provided for this purpose in the app, in particular the app's chat feature.
- 6. The medical team will be obliged to observe** the integration and progress of each of the athletes and to make decisions if the instructions are not followed.
- 7. Although the Program is a very effective means of development, it cannot achieve results on its own.** The athlete's commitment and seriousness in transforming their means are essential to achieving the final result according to each of the medical projects, depending on the chosen Plan.

TOGETHER WE KEEP THE CLINIC CLEAN AND HEALTHY

- It is mandatory to wear (clean) sports shoes and appropriate sports clothing.
- Place your towel on the equipment you use and, for hygiene reasons, clean the equipment with the disinfectant products provided.
- Food and uncovered containers are not allowed in the training and analysis areas.
- Smoking, consuming, and/or distributing illegal substances is prohibited in the Clinic.
- Animals are not allowed in the Clinic, except for service dogs.

WE RESPECT THE PRIVACY AND PEACE OF MIND OF OTHER PEOPLE IN THE CLINIC

- The use of mobile devices is an integral part of our society. In the Clinic's facilities, it is not permitted to talk on the phone or take photographs or record videos that violate the privacy of those present.
- Do not drop equipment loudly, limit noise of any kind, and keep the volume of your music down.
- Verbal and/or physical violence will not be tolerated in the clinic.
- Gestures, harassment, and/or intimate/sexual relations will not be tolerated in the clinic.
- Leave equipment available for others to use if you are not actively using it during on-site training sessions.

WE WANT A SAFE CLINIC FOR EVERYONE

- You must present the original copy of your valid appointment letter to enter the clinic.
- Children under the age of 18 are not allowed in the Clinic unless accompanied by a responsible adult.
- The instructions of VerstärCare staff must be respected and followed. VerstärCare is entitled, if it has reasonable grounds to do so, to temporarily or permanently deny access to the clinic(s) to persons who fail to comply with the general terms and conditions and/or internal regulations.
- Make sure you know how to use the equipment and perform the exercises. Respect your limits and make sure you know your capabilities, possibly with the advice of a specialist (doctor). You are responsible for your own well-being.
- Only use the equipment for its intended purpose and, after exercising, turn it off or return the equipment to its designated place.
- Personal items that are not necessary for sports, such as coats, bags, helmets, etc., may not be taken into the training and analysis areas, but must be stored in the lockers. We recommend that you do not bring any valuables with you and that you use the lockers to store your belongings. The lockers are emptied every day. With regard to liability in the event of damage or theft, we refer you to the current general terms and conditions of VerstärCare.
- After showering, dry yourself in the wet area of the changing room to avoid slipping and unnecessary dirt in the changing rooms. For hygiene reasons, shaving is not permitted in the changing rooms.
- Sales and/or promotional activities and personal training are not permitted. This is a private clinic dedicated exclusively to the development of the program.