



Effective as of 5/5/2019

## *National Float It Forward Float Center Terms of Service*

*NFIFA partners with local float centers across the United States to provide free floats to active duty military, veterans, first responders, and their family members. This partnership is voluntary by both parties. However, in order to protect the integrity of the program, NFIFA requires each center to adhere to these requirements. Failure to do so, may cause NFIFA and its members to not utilize your center or services. Similarly, NFIFA, helps protect our local float center partners by putting some terms of service on our members. Please refer to that document, to see how we are working to protect you as well.*

- 1. Verification of member eligibility.** If you look at the terms of service (TOS) for our members, they are required to document that they are eligible to become a member of NFIFA and receive free floats. To help reduce member anxieties about privacy and revealing certain personal information electronically, we want the ability for each member to bring their documentation directly to their local float center and show it to float center leadership. We expect the float center leadership to carefully examine the documentation to ensure it is real and valid and then notify NFIFA staff what it was that you reviewed and that you certified it as valid. We don't want float centers to copy or scan the documentation, just review it and let NFIFA know if you thought it looked authentic. Obviously, NFIFA understands that no float center leadership are experts in document authentication, so NFIFA will not hold any center accountable unless it was egregious in nature. Second, we ask all float centers to try to get to know their NFIFA members over time, and through the course of your conversations, if you suspect that they may not be eligible please notify NFIFA staff, and we will do more due diligence. Float centers should already be getting to know their customers so this should not require a lot of additional effort. A good example of this is to ask, "what service they were in and what was their job". If they cannot provide enough detailed info, or provide wrong info, or the info changes over time, these could all be indications that they are not being truthful. This program only works if we uphold the highest standards and integrity and unfortunately some will try to take advantage, and these two steps on your end will help ensure the programs integrity.
- 2. Provide locational Data to flotationlocations.com.** When NFIFA certifies a new member, we will try to reach out to the closest float center to the members home or work, depending on what they prefer. NFIFA staff typically uses [www.flotationlocations.com](http://www.flotationlocations.com) to make that determination. Therefore, NFIFA prefers that all float centers register with the website, so that NFIFA can find you that much more easily. It costs each center nothing, if you register at the lowest level. However, this is not a hard and fast requirement as long as you can figure out a way to let NFIFA know that you have a center in whatever location you are in.



Effective as of 5/5/2019

3. **Provide special pricing below your standard rates.** NFIFA tries to maximize the resources provided by our donors; therefore, we will work to negotiate the best deal for our NFIFA members. Typically, we like to pay around 50% of each float centers normal service price. These lower prices will equate to more frequency of floats and more business over time. In addition, NFIFA considers the price reduction from normal price services to be the local float centers donation to NFIFA and will provide documentation each year to provide to the IRS so that it may become tax deductible. Note NFIFA are not tax advisors, so each center will have to determine if it is deductible or not.
4. **Promote NFIFA.** NFIFA can only succeed if we get a lot of members signing up so that NFIFA can demonstrate the impact that floating is having on our communities. More members equal more funding. NFIFA, like float therapy in general is still relatively unknown to the general public. One of NFIFA goals is to educate and draw awareness to the power of flotation. Therefore, we ask that you do your part and promote NFIFA in your local communities and on social media. Together, we will, bring floating into the main stream. In return, we will promote you. We ask our members to email NFIFA about their experience after every float. We respect their anonymity but will post specific tidbits of their experiences to our website for our donors and the public to read. These posts won't identify the floater but will identify the local float center in the city where our member floated, generating some buzz for you. NFIFA will screen all our posts to ensure they are positive and won't generate negative feedback for the local center.
5. **Ensure a safe, clean, friendly, and inclusive environment.** Most float centers are already doing these things, and if you are not, then you should, as your reputation is on the line. NFIFA only wants to promote the centers that have high standards because our reputation will be tied to yours and vice versa. As mentioned earlier, NFIFA requires all members to email NFIFA after each free float or service (see member TOS) to discuss their experience. Part of that discussion will include if they were happy or not about their overall experience and why. If NFIFA receives several of the same complaints about safety, cleanliness, inclusiveness, and friendliness at a specific local float center, we will contact that center directly and notify them of the complaints in a private setting. If the issues persist, the NFIFA may terminate the relationship with that center, and send all our members to another location. That center would be responsible for refunding any unused NFIFA paid services. Similarly, NFIFA, holds our members to high standards as well, see the member TOS document, and their eligibility is also tied to their behavior and following your rules. NFIFA will always act as an honest broker, and many of the board members are also float center owners, so we understand what a legitimate complaint is, and what is not. This is important because



Effective as of 5/5/2019

the integrity of the program resides on the integrity of our local centers, NFIFA, and our members.

6. **Maintain the Integrity of the Program.** As we have said multiple times throughout this document that integrity is the guiding principle of this program. NFIFA will not tolerate any fraudulent transactions involving NFIFA funding or unauthorized use of NFIFA. The money is to be used for its intended purposes only. NFIFA will be in regular contact with our members and will have a good understanding of who is floating when. NFIFA requires each float center to track their NFIFA members and when they float and provide a summary to NFIFA monthly along with an invoice. NFIFA will compare the local summary with our summary and coordinate with the local float center if there are any differences and work to resolve those differences. NFIFA will pay local float centers their invoice once all discrepancies have been resolved.
7. **Compliance with all local, state, and federal regulations.** This ties in with everything else mentioned. NFIFA and our donors only want to partner with float centers that have high standards and are doing business legally. Maintaining compliance on all local, state, and federal regulations and requirements goes together with having high standards. Should NFIFA find out that any center has issues involving local, state, and federal regulations the partnership may be terminated, and NFIFA reserves the right to take any legal action to protect the integrity of the program for all.
8. **Floating.** The NFIFA members will be able to float as often as their schedule permits assuming they adhere to the member TOS and NFIFA resources are available. They will also be able to determine, in conjunction with their local center, for how long they float during each session. NFIFA members are not able to share or transfer their floats. There will be a three-way discussion, between the local float center, the member, and NFIFA to set a monthly maximum float/service limit. NFIFA will pay up-to that limit for each member every month at the agreed upon price. If the member does not reach his or her limit, then NFIFA, will not pay for those floats or services and the member will need to re-evaluate their needs for the next month. NFIFA uses those monthly totals in our overall resource management. The first few months that NFIFA is starting will be resource constrained, so this monthly limit may be managed by NFIFA initially, with goal of putting it on the members once NFIFA matures. However, the ultimate goal is to allow the member to float as often and as long as they want assuming the local float center can support it.
9. **Other modalities.** NFIFA members may with prior permission from NFIFA and in coordination with the local float center use NFIFA resources for other services provided by the local float center. Each float center is different, and some have infra-red saunas, water massage chairs, Cryotherapy, Pandora Star, Magnesphere, etc... All these modalities support the NFIFA mission and goals to help and heal our members with



Effective as of 5/5/2019

natural solutions. NFIFA will only authorize these modalities when they are used within a facility that has float therapy and have been pre-coordinated with NFIFA and an agreement is in place delineating the cost for each additional service and member monthly maximum limit.

10. **Payment.** NFIFA and the local float center will agree upon terms before any NFIFA member receives services at that location. The terms may be different for each local float center, but will generally include: the cost per service, how, and when the float center gets paid, agreement to follow the float center TOS, and anything else relevant. NFIFA may have certain specific requirements that are derived from the funding source that may be relevant, like this money can only be used for first responders etc... The final agreed upon terms between NFIFA and the specific float center will be in writing and are considered confidential in nature and will be a legally binding contract. Those base terms will remain valid unless changed by both parties. However, the max monthly float limit per member may change monthly depending on the needs and desires of the member or center. These base terms are not to be shared with other float centers, the members, the donors, or anyone else in the wellness industry. The NFIFA members are not involved in any funding discussions nor will they directly receive any funding from NFIFA. All funding will go directly to the float centers from NFIFA. In very popular float locations, where multiple members float, NFIFA, may approach the local float center to purchase in bulk NFIFA floats upfront at an even more discounted rate. In this case NFIFA would purchase like 200 floats in advance to be used by all the NFIFA members at that location. In these cases, the local float center will need to keep track of the used floats and remaining floats and notify NFIFA monthly.
11. **Legal Action.** Participating float centers may not take legal action against NFIFA or our donors unless it is for complete negligence or fraud. Note that requirements for the members states that they cannot take legal action against their local float center, unless it is for complete negligence. NFIFA agrees not to take legal action against our local float center partners unless it is for gross violation of these requirements, complete negligence, or fraud.
12. **Change.** NFIFA reserves the right to change or modify these requirements at any time and will notify all NFIFA members and local float centers accordingly. However, NFIFA cannot unilaterally change any agreed upon contracts without agreement of both parties.