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

*NFIFA primary members are active duty, veterans, and first responders. Secondary members are family members of the primary members. See NFIFA's definition of family members below. Unless, otherwise specified, the general term "members" or "you" may be used by NFIFA in its policies and documents which encompasses the entire group who receive benefits from NFIFA. Any violations of these terms of service by members may result in the revocation of membership benefits. NFIFA also makes your local Float Centers agree to a Terms of Service and holds them to high standards to help protect your interests; please review that document if you are interested.*

- 1. Provide verification that you are active military, a veteran, a first responder, or a family member of any of them.** NFIFA must ensure we are providing benefits to only this group, because that is who our donors provided funding to float. If we violate their trust, by not doing our due diligence in verification then the whole program could be put in jeopardy. That said, NFIFA is lenient on what documents can be used for verification, and we respect people's personal information, so we will never ask for a social security number and other sensitive information. However, verification will require providing a copy of an ID, or DD214, paystub, W2, or Badge etc; anything you are comfortable to provide that also proves you are a member of this group. We will ask that people redact or block out their sensitive personal information if it is being provided electronically to NFIFA. However, we also partner with the participating float center and may ask that the member provide proof to the float center and let them certify that they checked the credentials. This would be showing them an ID or other document which would not be copied or stored. In addition, to the initial verification, we may ask for continued verification if our donors want to ensure compliance. Therefore, by participating in the program, you agree to provide such documents for verification either in person at the local float center or electronically via email to NFIFA when asked. Failure to do so, may result in revocation of NFIFA benefits. For concerns about how NFIFA handles and stores this information please see the NFIFA Privacy Policy.
- 2. Priority and Teamwork.** NFIFA will verify and determine eligibility on a first come first serve basis and resources will be distributed proportionately on a monthly basis. As NFIFA, just became active in May 2019, resources may be scarce for the first few months and therefore members may not be able to maximize their benefits. See the floating section for our desired end-state. NFIFA will work to enable as many members as possible to float at least once a month. The primary members have priority over family members. Everything is resource driven, so members can help by promoting the program and their local float center in their local communities and having interested parties donate at [www.NFIFA.org](http://www.NFIFA.org). We are all in this together. NFIFA will not solicit



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donations from its members, but members are also not prevented from donating if they choose to do so.

3. **NFIFA Family Members.** NFIFA considers family members to be the immediate family; like a husband, spouse, or child. Parents, brothers, sisters, cousins etc... are not considered immediately family and are therefore not eligible for NFIFA benefits. For children to be considered a family member, they must have the NFIFA primary members permission and endorsement and must be over 13 years of age. In accordance with number four below, each float center has their own age standards to float, so even if NFIFA authorizes a 13-year-old family member to get free floats, it does not necessarily mean the float center will allow it. Some centers may have some restrictions on it, like requiring someone over 18 to be in the room with the person. You will need to coordinate this with your local center and respect their age policy.
4. **Compliance with all the local float centers rules and regulations.** NFIFA members are required to be good float stewards in their local community and that means following the local float center rules and regulations and promoting the local float center. The local float centers can and should deny service for violations of their rules and regulations. Should issues arise, NFIFA will act as an honest broker, and will work to resolve those issues. However, understand that some NFIFA board members own float centers and understand why specific rules and regulations are put into place and will probably side with the float centers if it is an obvious violation that could affect the liveliness and reputation of the float center and float community in general. Depending on the issue, NFIFA, might revoke membership to the member, or work to move the member to another float center in the area, if an option. If the member violates a float centers policy and damage their facility, including their float solution, and equipment, the members are held personally responsible for any additional incurred costs. NFIFA is not liable for any costs associated with members violating a centers rules and regulations.
5. **Showing up to your float appointments on time.** NFIFA is dedicated to maximizing all funding to provide the most-free floats possible to our members. And every missed float is potentially money that is not helping someone float. Each float center has its own “no show policies”; so, it is the NFIFA members responsibly to comply with those polices to ensure that floats that are scheduled and missed are not billed back to NFIFA. However, NFIFA and your local float center understands that life happens sometimes, so if any more than two float sessions are missed by the member in any year long period and charged for by the float center it may result in the revocation of NFIFA membership. Our contributors did not provide funding for float centers to profit off floats that no one used; they provided the funding to help our core group. And in order to help you, you need to show up to your floats. It is not hard, and it demonstrates to the local float center, NFIFA, and our donors that you are serious and committed to floating.



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6. **You have a choice in the float center you choose to float at.** NFIFA will typically try to put you at your closest float center to where you live, but if you want to float closer to work, or your family, etc... we will accommodate, if you let us know. However, just as NFIFA has a TOS for its members, we also have a TOS and standards for participating float centers. And if those TOS are continuously violated by the center, then we will remove those float centers from being partners with NFIFA. Similarly, partnering with NFIFA is completely voluntary for each float center, so if they do not want to support NFIFA, then we cannot/will not use them. So, please understand, if you are not paired with your float center of choice, there is probably a good reason, and your flexibility is appreciated. This will be a two-way discussion.
7. **Floating.** Depending on the resources NFIFA receives from our donors, how often, and how long members float will be up to them. The members desire will need to be communicated to NFIFA staff, and a maximum float allowance per month will be approved. NFIFA will only pay for only the floats used, so if NFIFA authorizes 2 floats a week per month for any member, but the member only uses 4 floats in the month; then NFIFA will only pay the float center for those 4 floats even though 8 were authorized. Please try to provide NFIFA with accurate assessments of how often you can float, so that we can prioritize and plan accordingly for all members. Floats must be used by the member only, they have no financial value to the member, and cannot be substituted, shared, transferred, or used for credit for other services or retail.
8. **Impact.** NFIFA will need to show impact that floating is having on all our NFIFA members receiving free floats. There will be an initial intake form that will have every member describe why they are floating and what they hope to get out of it. There will also be periodic updates to that initial intake that will need to be completed upon request after a certain number of floats have been completed. The completion of these forms, when requested is a requirement to participant with NFIFA. The goal is to get some scientific data that will help reinforce the value of floating. In addition, NFIFA requires each member to send an email to NFIFA after each float describing how the float was, what you got out of it, and whether you were happy or not with your local float center. This email can be short and sweet, or very long and descriptive if you had a profound experience. NFIFA will always respect everyone's anonymity with the forms and emails, so all names will be redacted, but we may use the information in our required reports, on our website, in social media, and to provide to the donors when anyone asks about the impact NFIFA is having. Failure to comply with NFIFA impact requirements may result in revocation of your NFIFA membership.
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



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modalities support the NFIFA mission and goals to help and heal our members with natural solutions. All these terms outlined in these regulations apply to the use of these other modalities, even if they refer to floating. NFIFA will only authorize these modalities when they are used within a facility that has float therapy and have been pre-coordinated with NFIFA. Therefore, if those modalities are not owned or housed within a local float center, then they will not be authorized. The reason for this is that NFIFA only contracts with float centers.

10. **Legal Action.** NFIFA members receiving free floats or other modalities may not take legal action against their local float centers, donors, or NFIFA unless it is for complete negligence.
11. **Change.** NFIFA reserves the right to change or modify these requirements at any time and will notify all NFIFA members accordingly.