

VITRO

THE VITALITY GAMES

LEGAL PACK

Version 2 · Last Updated: July 2026

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1	DOC 1	Participant Waiver & Liability Release	All adult participants (18+) · must be signed before participation
2	DOC 2	Vitrokids Waiver & Parent/Guardian Consent	All youth participants (10–17) · signed by parent/guardian
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IMPORTANT NOTICE

These documents have been drafted for operational use and reflect current best practice for UK fitness event legal documentation.

They should be reviewed by a qualified UK solicitor before being relied upon as final legal instruments.

Liability for death or personal injury caused by negligence cannot be excluded under UK law regardless of any waiver or contractual term.

WHAT VITRO IS AND IS NOT

The Vitro Vitality Games is a fitness performance event. It provides participants with benchmark scores across a set of physical tests linked to recognised markers of health and fitness. It does not provide medical diagnosis, medical advice, clinical assessment or treatment of any kind.

Vitro scores and Vitality Age calculations are performance benchmarks only. They are tools for self-awareness and fitness goal-setting. They are not a substitute for professional medical assessment by a qualified doctor, physiotherapist, cardiologist or other healthcare professional.

DOCUMENT 1

Participant Waiver & Liability Release

APPLIES TO: All adult participants (18+) · Must be signed before participation commences

PLEASE READ THIS DOCUMENT IN FULL BEFORE SIGNING.

This is a legal document. By signing it you are agreeing to important terms that affect your legal rights. If you have any questions about its content, please ask a member of staff before signing.

Signing this waiver does not affect your right to bring a claim against the Organiser for death or personal injury caused by the Organiser's negligence, which cannot be excluded under UK law.

A ABOUT THE EVENT

The Vitro Vitality Games is a structured fitness performance event. Participants complete a series of physical test stations. Results are expressed as a Vitality Score and Vitality Age — these are fitness performance benchmarks only and do not constitute medical advice, medical diagnosis or clinical health assessment of any kind.

No member of the Vitro event team acts in a medical or clinical capacity. No information received at any Vitro event should be treated as a substitute for professional medical advice from a qualified healthcare provider.

B DECLARATIONS

I, the undersigned participant, confirm and agree as follows:

1. Understanding of Event Nature

I understand that the Vitro Vitality Games is a fitness performance event providing benchmark scores. I understand that no results, scores, communications or recommendations from Vitro or its staff constitute medical advice, medical diagnosis or clinical health assessment, and that Vitro is not acting as a healthcare provider of any kind.

I understand that any educational content provided by Vitro is for general informational purposes only and does not replace professional medical guidance tailored to my individual circumstances.

2. Health Declaration

I confirm that:

- I am physically fit and able to participate in the physical activities involved in the Event
- I have no medical condition, injury or impairment that makes participation unsafe
- I have not been advised by a medical professional to avoid sustained cardiovascular effort, resistance-based exercise or isometric physical challenge
- If I have any doubt about my fitness to participate, I have sought and received medical clearance from my GP or relevant specialist before registering
- I will inform event staff immediately if I feel unwell, experience pain, dizziness, chest discomfort or any abnormal symptom during the Event and will not continue until cleared to do so by event staff

3. Acknowledgement of Risk

I understand that participation in the Vitro Vitality Games involves physical activity that carries inherent risks, including but not limited to: muscle and soft tissue injury, joint strain, falls, fatigue, overexertion and cardiovascular stress.

I voluntarily accept all inherent risks associated with my participation.

4. Assumption of Responsibility

I agree to:

- Follow all instructions given by event directors, marshals and staff at all times
- Perform all activities within my own physical limits and not attempt movements I have been advised to avoid
- Stop immediately if instructed to do so by event staff for any safety reason
- Take full responsibility for monitoring my own physical condition throughout the Event

5. LIABILITY RELEASE — IMPORTANT

This release applies to injury, loss or damage arising from the inherent risks of physical activity and from my own decisions and conduct during the Event. It does not — and cannot under UK law — release the Organiser from liability for death or personal injury caused by the Organiser's negligence.

To the fullest extent permitted by applicable law, I release and discharge Vitro, FortitudeFit, and their respective directors, staff, coaches, volunteers and partners from any claim, demand or action arising from injury, loss or damage sustained during my participation in the Event, where such injury, loss or damage:

- Arises from the inherent risks of physical activity described above
- Results from my failure to disclose a relevant health condition prior to the Event
- Results from my failure to follow instructions from event staff
- Arises from my voluntary decision to participate beyond my physical limits

Nothing in this release excludes or limits liability for death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded.

6. Media Consent

I understand that photography and videography may take place during the Event. I consent to images and footage of me being used by Vitro for marketing, social media and future event promotion, subject to the Photography & Media Policy. If I do not consent, I will notify the Organiser in writing at least 48 hours before the Event.

7. Acknowledgement of Terms

I confirm that I have read and understood the Vitro Vitality Games Terms & Conditions and that I agree to be bound by them.

I confirm that I have read and understood this Waiver and Liability Release in full.

I confirm that I participate voluntarily and at my own risk.

C SIGNATURE

Full Legal Name (PRINT)

Date of Birth

Email Address

Signature

Date of Signing

Event Name / Date

FOR OFFICE USE ONLY

Checked by:

Date:

DOCUMENT 2

Vitrokids Waiver & Parent/Guardian Consent

APPLIES TO: Youth Participants Aged 10–17 · Must be signed by a parent or legal guardian

PLEASE READ THIS DOCUMENT IN FULL BEFORE SIGNING.

This is a legal document. By signing it you are agreeing to important terms on behalf of your child that affect your legal rights and your child's legal rights.

IMPORTANT FOR PARENTS OF CHILDREN AGED UNDER 14

Children in this age group are NOT covered by the venue's insurance policy. By signing this document you explicitly acknowledge this and accept full liability for your child's participation.

A ABOUT THE EVENT

The Vitro Kidz event is a youth fitness performance experience. Results — including any scores or benchmark figures — are fitness performance benchmarks only. They do not constitute medical advice, clinical health assessment or medical diagnosis of any kind. No Vitro staff member acts in a medical or clinical capacity at any Vitro Kidz event.

B CHILD'S DETAILS

Child's Full Legal Name (PRINT)

Date of Birth

Age on Day of Event

Age Category:

U12 / U16 / U18

Any known medical conditions /
medications

Emergency Contact (if different
from parent)

C PARENT/GUARDIAN DECLARATIONS

I, the undersigned parent or legal guardian, confirm and agree as follows:

1. Understanding of Event Nature

I understand that the Vitro Kidz event is a fitness performance event providing benchmark scores. I understand that no results, scores or communications from Vitro or its staff constitute medical advice, medical diagnosis or clinical health assessment.

2. INSURANCE ACKNOWLEDGEMENT — CRITICAL

UNDER 14s ARE NOT COVERED BY VENUE INSURANCE. If my child is under 14 years of age on the day of the Event, I explicitly acknowledge that my child is NOT covered by the venue's insurance policy and that my child participates entirely at my own risk as parent/guardian.

The Organiser strongly recommends that parents/guardians of children aged under 14 obtain appropriate personal accident or sports activity insurance before registering.

3. Health Declaration

I confirm that:

→ My child is physically fit and able to safely participate in the physical activities involved in the Event

- My child has no medical condition, injury or impairment that makes participation unsafe
- My child has not been advised by a medical professional to avoid sustained physical exertion of the kind involved in the Event
- If I have any doubt about my child's fitness to participate, I have obtained medical clearance from their GP before registering
- I have informed my child to tell event staff immediately if they feel unwell, experience pain, dizziness, chest discomfort or any abnormal symptom during the Event

4. Acknowledgement of Risk

I understand that participation in the Vitro Kidz event involves physical activity appropriate to my child's age category, and that physical activity carries inherent risks including: muscle and soft tissue injury, joint strain, falls, fatigue, overexertion and cardiovascular exertion-related effects.

I voluntarily accept all inherent risks associated with my child's participation on their behalf and on my own behalf.

5. Responsibility and Conduct

I confirm that:

- I accept full responsibility for my child's participation and conduct during the Event
- I have informed my child that they must follow all instructions given by event directors, marshals and staff at all times
- I will be contactable by telephone throughout the duration of the Event
- I will be present at the venue during the Event (required for participants under 14)

6. Liability Release

To the fullest extent permitted by applicable law, I release and discharge Vitro, FortitudeFit, and their respective directors, staff, coaches, volunteers and partners from any claim arising from injury, loss or damage sustained by my child during their participation in the Event, where such injury, loss or damage:

- Arises from the inherent risks of physical activity as described above
- Results from my failure to disclose a relevant health condition at registration
- Results from my child's failure to follow event staff instructions
- For children under 14: arises from the risks I have explicitly accepted in clause 2 above

Nothing in this release excludes or limits liability for death or personal injury caused by negligence, or any other liability that cannot lawfully be excluded.

7. Medical Treatment Consent

I consent to first aid and any necessary emergency medical treatment being provided to my child during the Event if required.

8. Media Consent

I consent to photography and video being taken during the Event for use in Vitro marketing and promotional material, subject to the Photography & Media Policy (Document 8). I may withdraw this consent by notifying the Organiser in writing before the Event.

D PARENT/GUARDIAN SIGNATURE

Parent/Guardian Full Legal Name (PRINT)

Relationship to Child

Signature

Date of Signing

Contact Number

Email Address

Event Name / Date

FOR OFFICE USE ONLY

**Waiver received and checked
by:**

Date:

Child age confirmed:

Insurance note applied: Yes / No

DOCUMENT 3

Terms & Conditions

APPLIES TO: All adult participants (18+) · Last Updated: July 2026

1 INTRODUCTION AND SCOPE

1.1 These Terms & Conditions (the Terms) govern all participation in the Vitro Vitality Games fitness events (the Events) organised and delivered by Vitro (we, us, the Organiser). Events may be hosted at FortitudeFit or such other venues as notified to participants in advance.

1.2 By completing registration and payment for an Event, you confirm that you have read, understood and agreed to these Terms in their entirety. If you do not agree to these Terms you must not register for or attend any Event.

1.3 These Terms constitute the entire agreement between the parties in relation to your participation and supersede any prior representations, warranties or statements.

2 NATURE OF THE EVENT — PERFORMANCE BENCHMARK, NOT MEDICAL ASSESSMENT

PLEASE READ THIS SECTION CAREFULLY

The Vitro Vitality Games is a structured fitness performance event providing benchmark scores. It is not a medical service. Your Vitality Score and Vitality Age are fitness benchmarks only and must not be interpreted as medical diagnosis or clinical health assessment.

2.1 The Vitro Vitality Games is a structured fitness performance event. Each station produces a numerical score based on participant performance against a standardised benchmark. An aggregate score (Vitality Score) and a derived benchmark figure (Vitality Age) are produced from these results.

2.2 The Vitality Score and Vitality Age are fitness performance benchmarks only. They are tools for personal awareness, fitness goal-setting and progress tracking between events.

2.3 The Vitro Vitality Games does not provide: medical diagnosis; clinical assessment of cardiovascular function or any biological system; medical advice of any kind; a substitute for consultation with a qualified medical professional; or treatment, therapy or intervention of any medical nature.

2.4 Educational content distributed by Vitro references peer-reviewed research in the longevity and fitness science literature. This content is provided for general informational and educational purposes only. It does not constitute medical advice.

2.5 No member of the Vitro event team acts in a clinical capacity at any Vitro event.

2.6 Participants with existing health conditions, cardiovascular history or recent illness are strongly encouraged to seek professional medical clearance before attending.

3 ELIGIBILITY

3.1 Participants must be 18 years of age or older to participate in the adult Vitro Vitality Games. Youth participation is governed by VitroKidz Terms & Conditions..

3.2 You confirm that all information provided during registration is accurate and complete.

4 HEALTH DECLARATION AND PRE-PARTICIPATION RESPONSIBILITY

4.1 By registering and attending an Event, you confirm that you are in good physical health, have no medical condition that makes participation unsafe, have not been advised by a medical professional to avoid this type of physical activity, and will notify event staff immediately if you feel unwell during the Event.

4.2 If your health status changes between registration and the Event date, you are responsible for reassessing whether participation remains safe.

5 ASSUMPTION OF RISK

5.1 Participation involves physical activity that carries inherent risks including: muscle and soft tissue injury; joint strain or injury; falls and impact injuries; fatigue and overexertion; cardiovascular stress; adverse reactions to physical exertion. By participating, you voluntarily accept all inherent risks.

6 LIABILITY

LEGAL NOTE

Under the Unfair Contract Terms Act 1977 and the Consumer Rights Act 2015, liability for death or personal injury caused by negligence cannot be excluded or restricted by any contractual term. Nothing in these Terms affects your statutory rights.

6.1 The Organiser takes reasonable steps to ensure the safety of all participants and to provide a structured, supervised environment.

6.2 Subject to clause 6.3, and to the fullest extent permitted by applicable law, the Organiser, FortitudeFit and their respective staff, volunteers and partners shall not be liable for any injury, loss or damage arising from your participation where such injury, loss or damage arises from the inherent risks of physical activity; results from your failure to disclose a relevant health condition; results from your failure to follow instructions; or arises from your voluntary decision to participate beyond your physical limits.

6.3 Nothing in these Terms excludes or limits liability for: (a) death or personal injury caused by negligence; (b) fraud or fraudulent misrepresentation; or (c) any other liability that cannot be limited or excluded under applicable law.

6.4 The Organiser accepts no liability for loss or damage to personal belongings brought to the Event.

7 EVENT RULES AND CONDUCT

7.1 All participants must follow all instructions given by event directors, station marshals and event staff at all times.

7.2 Participants must perform all movements within their own physical limits.

7.3 Participants must respect all other participants, staff, volunteers and venue equipment.

7.4 The Organiser reserves the right to stop any participant's participation at any point where a safety concern arises. A participant stopped for safety reasons is not entitled to a refund.

7.5 The Organiser reserves the right to disqualify and remove any participant who behaves in an unsafe, disruptive or abusive manner. A disqualified participant is not entitled to a refund.

7.6 Station marshal scores are final. Disputes must be raised with the Event Director within 30 minutes of the score being recorded.

8 BOOKINGS, PAYMENTS AND REFUNDS

8.1 All event entries must be paid in full in advance. A booking is only confirmed once full payment has been received.

8.2 Spaces are limited and allocated on a first-come, first-served basis.

8.3 All bookings are non-refundable. Transfers to another participant may be approved in writing at least 72 hours before the Event. Full details in the Refund & Cancellation Policy.

8.4 If the Organiser cancels an Event, participants will be offered a rescheduled date or a credit of equivalent value.

9 EVENT CHANGES

9.1 The Organiser reserves the right to modify the Event structure, stations, timings or format at any time for safety, operational or logistical reasons.

10 MEDIA AND CONTENT CONSENT

10.1 Photography and videography may take place during Events. By attending, you consent to being photographed and filmed. Content may be used for marketing and promotional purposes subject to the Photography & Media Policy. If you do not consent, notify the Organiser in writing at least 48 hours before the Event.

11 SAFETY AND EMERGENCIES

11.1 A qualified first aider will be present at all Events. This does not constitute a medical professional or clinical emergency service.

11.2 Participants must report any injuries, symptoms or concerns to event staff immediately.

11.3 In the event of a medical emergency, event staff will call emergency services and provide first aid support within the limits of their training.

12 DATA AND PRIVACY

12.1 Participant data collected during registration and at Events is used for event management, participant communication and results processing, in accordance with the Privacy Policy & Results Data Policy. Your data will not be shared with third parties without your explicit consent, except where required by law.

13 GOVERNING LAW AND JURISDICTION

13.1 These Terms are governed by the laws of England and Wales.

13.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute arising under or in connection with these Terms.

13.3 If any provision of these Terms is found to be invalid, illegal or unenforceable, that provision shall be deemed deleted. The remaining provisions shall continue in full force and effect.

13.4 No third party shall have any rights under these Terms pursuant to the Contracts (Rights of Third Parties) Act 1999.

Terms & Conditions — Vitrokids

APPLIES TO: Youth Participants Aged 10–17 and Their Parents/Guardians · Last Updated: July 2026

1 GENERAL INFORMATION

1.1 The Vitro Kidz event is a youth fitness performance experience designed for participants aged 10 to 17 years, focused on developing physical confidence, movement skills and long-term health awareness through supervised, age-appropriate testing stations.

1.2 Events are organised and delivered by Vitro in partnership with FortitudeFit and are conducted in accordance with all applicable UK health, safety and safeguarding standards.

1.3 All references to parent or guardian mean the participant's parent or legal guardian who completes registration on the participant's behalf.

2 NATURE OF THE EVENT

VITRO KIDZ IS A FITNESS PERFORMANCE EVENT, NOT A HEALTH SCREENING SERVICE

All performance results are fitness benchmarks only. They are not a medical assessment, clinical evaluation or health screening of any kind. Results do not constitute medical advice and must not be treated as a substitute for professional medical assessment.

2.1 No member of the Vitro event team acts in a clinical or medical capacity at any Vitro Kidz event. Educational content is provided for informational and motivational purposes only.

3 AGE CATEGORIES AND ELIGIBILITY

3.1 Age categories: Under 12s (ages 10–11); Under 16s (ages 12–15); Under 18s (ages 16–17).

3.2 Participants must be at least 10 years of age to take part.

3.3 Participants aged 16 or 17 may, with parental/guardian consent, participate in adult waves at the standard Vitro Vitality Games.

4 INSURANCE DISCLOSURE

CRITICAL — PLEASE READ BEFORE REGISTERING

Participants aged 14 and above: may be covered under the venue's public liability insurance subject to the terms and limits of the applicable policy.

Participants aged 10 to 13 (Under 14s): ARE NOT covered by the gym's insurance policy. Participants in this age group take part entirely at the parent/guardian's own risk.

The Organiser strongly recommends that parents/guardians of children aged under 14 consider appropriate personal accident or sports activity insurance before registering.

5 PARENT AND GUARDIAN RESPONSIBILITIES

5.1 All participants under 18 must be registered by a parent or legal guardian. Self-registration by a participant under 18 is not valid.

5.2 The parent/guardian must: provide informed consent for the child's participation; confirm that the child is physically fit; provide accurate emergency contact information; be contactable by telephone throughout the Event; and be present at the venue during the Event (required for participants aged under 14).

5.3 By registering, the parent/guardian confirms that the child is physically fit and able to participate safely.

6 SAFEGUARDING AND CHILD PROTECTION

6.1 The Organiser is committed to the safeguarding and welfare of all youth participants. Events are structured to provide appropriate supervision at all times.

6.2 All Vitro staff and volunteers working with youth participants have completed appropriate safeguarding training and, where required, hold current DBS clearance.

6.3 Any safeguarding concern should be reported immediately to the Event Director.

6.4 Participants will not be left unsupervised at any point during the Event.

7 ASSUMPTION OF RISK AND LIABILITY

7.1 Participation in Vitro Kidz events involves physical activity carrying inherent risks including: muscle and soft tissue injury; falls and impact injuries; fatigue and overexertion; cardiovascular exertion-related effects. The parent/guardian, by registering their child, acknowledges and accepts these inherent risks on the child's behalf.

7.2 Nothing in these Terms excludes liability for death or personal injury caused by the Organiser's negligence, or any other liability that cannot be limited or excluded by law.

8 INCORPORATION OF ADULT TERMS

8.1 Clauses 7 (Event Rules and Conduct), 8 (Bookings, Payments and Refunds), 9 (Event Changes), 10 (Media and Content Consent), 11 (Safety and Emergencies), 12 (Data and Privacy) and 13 (Governing Law and Jurisdiction) of the Adult Terms & Conditions (Document 3) apply equally to Vitro Kidz participants and their parents/guardians and are incorporated into these Terms by reference.

8.2 Media consent for participants under 18 must be given by the parent/guardian and may be withdrawn at any time before the Event by contacting the Organiser in writing.

DOCUMENT 5

Privacy Policy & Results Data Policy

APPLIES TO: All participants and website users · Last Updated: July 2026

Vitro is committed to protecting your personal data. This policy explains what information we collect, how we use it and what rights you have in relation to it. It applies to data collected through event registration, our website (vitrovitalitygames.co.uk), email communications and event participation.

1 WHO WE ARE

Vitro — The Vitality Games is operated by Thorpe Mills, trading as Vitro Vitality Games.

Data controller: Thorpe Mills

Contact: thorpe@vitrovitalitygames.co.uk · 07477 296369

Address: Courtney House, Lingfield Road, Edenbridge, TN8 5HN

2 WHAT DATA WE COLLECT

We collect the following categories of personal data:

- Identity data: full name, date of birth, age, gender
- Contact data: email address, phone number
- Event data: wave time, partner assignment
- Performance data: scores at each station, raw score, age multiplier, adjusted score (Vitality Score), Vitality Age, RV1%, zone, strongest and weakest markers
- Preferences: t-shirt size, cardio modality choice
- Health information: any health conditions or medications voluntarily disclosed at registration (used solely for operational safety purposes)
- Consent records: timestamped records of all consents given at registration
- Technical data: IP address, browser type and website usage data (collected via standard website analytics)

3 HOW WE USE YOUR DATA

We use your personal data for the following purposes:

- To process your event registration and confirm your place
- To communicate your wave time, event details and pre-event preparation information
- To calculate your Vitality Score and Vitality Age and deliver your individual results
- To produce your official Vitro scorecard and results photo
- To send post-event communications including your scorecard PDF and follow-up sequence
- To contact you about future Vitro events and the Vitro Builder membership (where you have consented to marketing)
- To operate the Vitro community on Skool and deliver educational content
- To comply with legal obligations including health and safety requirements

4 YOUR VITALITY SCORE AND RESULTS DATA

WHAT YOUR SCORE IS AND IS NOT

Your Vitality Score and Vitality Age are fitness performance benchmarks derived from your performance across ten physical tests. They are not medical diagnoses, clinical measurements or biological age tests conducted by a healthcare professional.

Your results are yours. They will not be shared with any third party without your explicit consent.

4.1 Your individual results are shared only with you. Your scorecard PDF, score reveal and post-event communications are personal to you.

4.2 Anonymised and aggregated performance data (e.g. average scores by age group, most common weakest station across an event) may be used by Vitro for educational content, research summaries and marketing materials. This data is anonymised — it cannot be used to identify you individually.

4.3 Event leaderboards may display your name and score if you participate in a public leaderboard. Your consent to leaderboard inclusion is obtained separately at registration.

4.4 Your results will not be sold to or shared with third parties, commercial partners, health insurers or any other organisation without your explicit written consent.

5 LEGAL BASIS FOR PROCESSING

- Contract performance: processing your registration, delivering your results and communicating your wave time
- Legitimate interests: operating the event safely, improving future events, protecting Vitro's legal position
- Consent: marketing communications, photography and media use, leaderboard inclusion
- Legal obligation: health and safety compliance, safeguarding, record keeping

6 DATA RETENTION

6.1 Registration and consent data is retained for a minimum of 6 years following the event for legal and insurance purposes.

6.2 Performance data and scorecards are retained indefinitely for the purpose of progress tracking between events. You may request deletion at any time.

6.3 Health data disclosed at registration is retained only for the period of the event and is deleted within 30 days of the event date unless there is a specific legal reason to retain it.

7 YOUR RIGHTS

Under UK GDPR you have the right to:

- Access your personal data held by Vitro
- Request correction of inaccurate personal data
- Request deletion of your personal data (subject to legal retention obligations)
- Object to processing of your personal data for marketing purposes
- Withdraw consent at any time (this does not affect processing that occurred before withdrawal)
- Lodge a complaint with the Information Commissioner's Office (ICO) at ico.org.uk

To exercise any of these rights, contact: thorpe@vitrovitalitygames.co.uk

8 DATA SECURITY AND THIRD PARTIES

8.1 Your payment data is processed by Stripe, Inc. Stripe's own privacy policy governs payment data processing. Vitro does not store payment card details.

8.2 Your email address and marketing consent are processed by Kit.com (ConvertKit). Data is processed in accordance with Kit's privacy policy.

8.3 Registration data may be stored in Google Workspace (Sheets). Data is processed in accordance with Google's privacy policy.

8.4 Vitro does not share your personal data with any other third party without your explicit consent.

DOCUMENT 6

Refund & Cancellation Policy

APPLIES TO: All participants · Last Updated: July 2026

ALL BOOKINGS ARE NON-REFUNDABLE

By completing your registration and payment, you acknowledge and agree that your ticket purchase is non-refundable except in the specific circumstances set out in this policy. Please read this policy in full before purchasing your ticket.

1 STANDARD CANCELLATION POLICY

- 1.1 All event entries are non-refundable. This applies regardless of the reason for non-attendance, including but not limited to illness, injury, change of plans, travel disruption or personal circumstances.
- 1.2 No partial refunds are available for athletes who attend but do not complete all stations.
- 1.3 No refund is available for athletes removed from the event for safety or conduct reasons.

2 TICKET TRANSFERS

- 2.1 If you are unable to attend, your entry may be transferred to another person subject to the following conditions:
- Transfer must be requested by emailing thorpe@vitrovitalitygames.co.uk at least 72 hours before the Event
 - Transfer must be approved in writing by the Organiser before it takes effect
 - The replacement participant must complete all registration requirements including the Participant Waiver before attending
 - Only one transfer per booking is permitted
 - Transfers cannot be made within 72 hours of the Event

3 CANCELLATION BY THE ORGANISER

- 3.1 If the Organiser cancels an Event for any reason, participants will be offered a choice of:
- A place at a rescheduled event on a date to be confirmed
 - A credit of equivalent value redeemable against a future Vitro Games event
 - A full refund if no reschedule is made available within 90 days of the original event date
- 3.2 If the Organiser makes a material change to the Event (significant date, venue or format change), participants will be notified and offered the options in clause 3.1.

4 FORCE MAJEURE

- 4.1 If an Event is cancelled or postponed due to circumstances beyond the Organiser's reasonable control (including but not limited to extreme weather, venue closure, government restriction or pandemic-related measures), participants will be offered the options in clause 3.1. The Organiser shall not be liable for any additional costs incurred by participants as a result of such cancellation or postponement.

5 VITRO BUILDER MEMBERSHIP CANCELLATION

- 5.1 The Vitro Builder Membership is a monthly rolling subscription. No minimum term applies.
- 5.2 Cancellation takes effect at the end of the current billing period. You retain access to all membership benefits until that date.
- 5.3 To cancel, email thorpe@vitrovitalitygames.co.uk or cancel via your payment method. Cancellations must be made at least 48 hours before the next billing date to avoid the next charge.
- 5.4 No refund is available for the current billing period.

6 HOW TO REQUEST A TRANSFER OR RAISE A QUERY

- Email: thorpe@vitrovitalitygames.co.uk
- Phone: 07477 296369
- Response time: within 48 hours

Marketing Communications Policy

APPLIES TO: Participants who opt in to marketing · Last Updated: July 2026

1 WHAT THIS POLICY COVERS

This policy explains how Vitro uses your contact details to send marketing communications, what those communications contain, how you can manage your preferences and how you can opt out at any time.

2 YOUR CONSENT

2.1 Vitro will only send marketing communications to participants who have explicitly opted in to receive them by ticking the marketing consent checkbox during event registration.

2.2 Your consent is recorded with a timestamp at the point of registration. Vitro retains this consent record for the duration of our marketing relationship with you.

2.3 Providing marketing consent is entirely optional. Declining marketing communications does not affect your ability to register for events or receive event-related operational communications (wave times, scorecard delivery, results).

3 WHAT WE WILL SEND YOU

If you opt in, you may receive the following communications by email and/or SMS:

- Information about upcoming Vitro Games events and early bird ticket availability
- Training tips and longevity education content aligned with the Vitro scoring system
- Your post-event scorecard, results and personalised improvement recommendations
- Information about the Vitro Builder Membership and Vitro Performance coaching
- Exclusive offers, discounts and community challenges for Vitro participants
- Content about the Vitro community on Skool and free resources
- Seasonal campaigns and charity challenge updates

4 FREQUENCY

4.1 Email communications: approximately 1–3 emails per week during active event periods; 1–2 per week during non-event periods.

4.2 SMS communications: used primarily for time-sensitive updates including wave confirmations, event reminders and immediate post-event results. Typically no more than 3–5 SMS per event cycle.

4.3 Vitro will not send unsolicited bulk messages or share your contact details with any third party for marketing purposes.

5 YOUR RIGHT TO OPT OUT

5.1 You may withdraw your marketing consent at any time. Withdrawal of consent does not affect the lawfulness of any processing carried out before withdrawal.

5.2 To opt out of email marketing: click the unsubscribe link in any marketing email, or email thorpe@vitrovitalitygames.co.uk.

5.3 To opt out of SMS marketing: reply STOP to any marketing SMS message.

5.4 Opt-out requests will be processed within 5 business days. You may continue to receive operational communications (event confirmations, wave times, scorecards) even after opting out of marketing.

6 THIRD-PARTY EMAIL PLATFORM

6.1 Vitro uses Kit.com (ConvertKit) to manage and send email communications. Your email address and consent status are stored on Kit.com's servers. Kit.com processes your data in accordance with their own privacy policy. Vitro has a data processing agreement with Kit.com in place.

7 CHANGES TO THIS POLICY

7.1 Vitro reserves the right to update this policy at any time. Material changes will be communicated to opted-in subscribers by email. Continued engagement with Vitro communications after notification of changes constitutes acceptance of the updated policy.

DOCUMENT 8

Photography & Media Policy

APPLIES TO: All participants, spectators and media · Last Updated: July 2026

1 OVERVIEW

Photography and videography take place at all Vitro Vitality Games events. This policy explains how images and footage are captured, used and managed, and sets out your rights in relation to photography taken at Vitro events.

2 PHOTOGRAPHY AT VITRO EVENTS

2.1 Vitro engages content capture staff to photograph and film event activities including station performances, finish line moments, results reveals, team briefings and the closing address.

2.2 By attending a Vitro event as a participant, spectator or volunteer, you acknowledge that photography and videography will take place throughout the event.

2.3 Participants who have given media consent during registration consent to images and footage of them being captured and used by Vitro for the purposes set out in clause 3.

3 HOW IMAGES AND FOOTAGE MAY BE USED

With your consent, images and footage of you may be used for:

- Vitro's social media channels including Instagram, TikTok, Facebook and YouTube
- Vitro's website (vitrovitalitygames.co.uk) including event galleries and testimonial sections
- Email marketing communications to Vitro participants
- Promotional materials for future Vitro events including event listings on Eventbrite and similar platforms
- Press releases and editorial content about the Vitro Vitality Games
- Your personal results photo delivered to you after the event

4 WHAT VITRO WILL NOT DO

4.1 Vitro will not sell or license your image to any third-party commercial organisation without your explicit written consent.

4.2 Vitro will not use images of you in a context that misrepresents your association with Vitro or implies endorsement of any product or service without your prior agreement.

4.3 Vitro will not use images or footage that you have specifically objected to after they have been brought to our attention.

5 YOUR RESULTS PHOTO

5.1 Every participant receives an official results photo taken at the finish line showing them with their Vitality Score displayed on the TV screen. This photo is personal to you and will be delivered to your email address after the event.

5.2 This photo is provided for your personal use. You may share it on your own social media with or without tagging @vitrogames.

5.3 Vitro may use your results photo in marketing materials subject to your media consent given at registration.

6 WITHHOLDING OR WITHDRAWING CONSENT

6.1 If you do not consent to photography and videography during the Event, you must notify the Organiser in writing at least 48 hours before the Event at thorpe@vitrovitalitygames.co.uk. Opting out of media consent does not entitle you to a refund.

6.2 If you withdraw consent after images have been captured but before they have been published, we will make reasonable efforts to exclude those images from future use. Contact: thorpe@vitrovitalitygames.co.uk.

6.3 Where images have already been published, we will remove them from Vitro-controlled platforms upon request where it is reasonably practicable to do so.

7 YOUTH PARTICIPANTS

7.1 Media consent for participants under 18 must be provided by the parent or legal guardian.

7.2 Images of participants under 18 will not be published without the explicit consent of the parent or legal guardian.

7.3 Vitro will not publish the name of any participant under 18 alongside their image in any external or publicly accessible media without parental consent.

8 THIRD-PARTY PHOTOGRAPHY

8.1 Participants and spectators may take photographs for personal use during events. Vitro asks that photographs taken of other participants are not published publicly without the subject's consent. Vitro accepts no responsibility for images taken and published by third parties at events.

9 CONTENT RIGHTS

9.1 All images and footage captured by Vitro's content team remain the intellectual property of Vitro. Any commercial use by a third party requires the prior written permission of Vitro.

VITRO — THE VITALITY GAMES · @vitrogames · Train for life. Not just performance.

Options to apply the above

Good. Let me look at how HYROX actually handles their checkout before building anything.

Good. HYROX's key approach: every athlete signs the waiver individually during the ordering process — for team bookings, the lead purchaser signs at checkout, and remaining team members receive separate emails with a link to sign. That's the model. Clean checkout, waiver embedded, no friction after purchase.

Now building the complete setup guide.

VITRO GAMES — CHECKOUT CONSENT SETUP

Legal · Clean · Ready for 6th September

THE HYROX MODEL — HOW THEY DO IT

HYROX keeps checkout to one page. Personal details top, consent checkboxes at the bottom before payment, waiver PDFs linked but not blocking. The checkboxes are required fields — you cannot click Pay without ticking them. The waivers live on hosted pages, not PDFs inline. Clean, fast, professional.

That is exactly what you are building.

THE ARCHITECTURE — WHAT YOU NEED

Three separate things, all connected:

- 1. Your checkout page (Stripe Payment Link or your website)** Personal details + consent checkboxes + payment button
 - 2. Your legal pages (hosted on your website)** Three pages: Waiver · Terms & Conditions · Privacy Policy Linked from the checkboxes — opens in a new tab, does not break the checkout flow
 - 3. Your confirmation record (Stripe + Google Sheet)** Every consent tick is timestamped and saved with the purchase
-

STEP 1 — CREATE YOUR THREE LEGAL PAGES ON YOUR WEBSITE

Before you build the checkout, the legal documents need to be on your website as individual pages. This is what makes Vitro look credible rather than amateur.

Do this in your website builder (Squarespace / Wix / Webflow):

Create three new pages. Set them all to hidden from navigation — they should not appear in your menu. They are linked from the checkout, not browsed to.

Page 1: /waiver URL: vitrovitalitygames.co.uk/waiver

Title on page: **Vitro Vitality Games — Participant Waiver & Liability Release**

Content: Paste Document 3 from your Legal Pack (adult waiver) in full. Below it, add:

For Vitrokids participants (under 18), please read the Vitro Kidz Waiver. [Link to /vitrokids-waiver]

Then create a second page at /vitrokids-waiver with Document 4.

Page 2: /terms URL: vitrovitalitygames.co.uk/terms

Title on page: **Vitro Vitality Games — Terms & Conditions**

Content: Paste Document 1 from your Legal Pack in full. Add a highlighted box at the top:

Non-refundable. All bookings are final. If you cannot attend, your place may be transferred to another participant with written approval at least 72 hours before the event.

This pre-empts the most common refund dispute before it happens.

Page 3: /privacy URL: vitrovitalitygames.co.uk/privacy

Title on page: **Vitro Vitality Games — Privacy Policy**

Content — use this plain English version:

What we collect: Your name, email address, phone number, date of birth, t-shirt size, performance scores and any health information you voluntarily provide.

Why we collect it: To register your place at Vitro Games events, communicate your wave time and result, calculate your Vitality Score and Vitality Age, and contact you about future events with your consent.

How we use your scores: Your Vitality Score and Vitality Age are calculated from your performance data and shared with you individually. Anonymised, aggregated data may be used in Vitro's educational content and marketing. Your individual results will not be shared with any third party without your explicit consent.

How we store it: Your data is held securely by Vitro. We use Stripe for payment processing (Stripe's privacy policy applies to payment data) and Kit.com for email communications.

Your rights: You may request access to, correction of, or deletion of your data at any time by emailing thorpe@vitrovitalitygames.com.

Contact: Thorpe Mills · thorpe@vitrovitalitygames.com · 07477 296369

STEP 2 — BUILD THE CHECKOUT FORM

Recommended approach: Stripe Payment Link with custom fields + Jotform or Tally for consent capture

The cleanest way to handle this — and the way that keeps Stripe's checkout clean and fast — is a two-stage flow:

Stage 1: Registration form (Tally.so — free) Collects personal details + all five consent checkboxes + t-shirt size
Takes under 90 seconds to complete Confirms submission → redirects to Stripe payment

Stage 2: Payment (Stripe) Price pre-set · No additional questions · One click to pay

This is how professional events handle it. The registration captures consent. The payment captures money. They are two separate acts, clearly sequenced.

STEP 3 — BUILD YOUR TALLY REGISTRATION FORM

Go to **tally.so** and create a free account. Click New Form.

Build the form in this exact order:

SECTION 1 — YOUR DETAILS

Field 1: First name (*required, short text*) Field 2: Last name (*required, short text*) Field 3: Email address (*required, email — this becomes their Kit.com subscriber*) Field 4: Phone number (*required, phone — for WhatsApp wave confirmation*) Field 5: Date of birth (*required, date*) Field 6: T-shirt size (*required, dropdown: XS / S / M / L / XL / XXL*) Field 7: Ticket type (*required, dropdown: Adult £25 / Vitrokids Under-16 £15*) Field 8: Any relevant health information we should know about (*optional, long text*)

SECTION 2 — REQUIRED CONSENT

Add a section header: **Before you continue, please read and confirm the following.**

Sub-header in smaller text: *All four boxes must be ticked to complete your registration.*

Checkbox 1 — Participant Waiver (required)

Checkbox label:

☐ I confirm that I understand the Vitro Games involve physical exercise. I have read and agree to the [Participant Waiver] and take part at my own risk.

Set [Participant Waiver] as a hyperlink to vitrovitalitygames.co.uk/waiver — opens in new tab

In Tally: mark this field as Required. The form cannot be submitted without it.

Checkbox 2 — Terms & Conditions (required)

Checkbox label:

☐ I have read and agree to the Vitro Games [Terms & Conditions], including the cancellation and refund policy. I understand that all bookings are non-refundable.

Set [Terms & Conditions] as a hyperlink to vitrovitalitygames.co.uk/terms

Checkbox 3 — Health declaration (required)

Checkbox label:

☐ I confirm that I am in good physical health, have no medical condition that makes participation unsafe, and have not been advised by a healthcare professional to avoid this type of physical activity. If I have any doubt, I have sought medical clearance before registering.

No external link needed — this is a self-declaration.

Checkbox 4 — Privacy & Results (required)

Checkbox label:

☐ I understand that my personal information and performance data will be used to calculate my Vitality Score and Vitality Age and to communicate my results, in accordance with the Vitro [Privacy Policy].

Set [Privacy Policy] as a hyperlink to vitrovitalitygames.co.uk/privacy

SECTION 3 — OPTIONAL CONSENT

Add a section header: **Optional — you can change these preferences at any time.**

Checkbox 5 — Marketing (optional)

Checkbox label:

☐ I'd like to receive Vitro news, training tips, event updates and exclusive offers by email and SMS.

Not required. Leave unticked by default.

Checkbox 6 — Photography (optional)

Checkbox label:

☐ I consent to photography and video being taken during the event for use in Vitro marketing and promotional material. *(If not selected, please notify us at least 48 hours before the event.)*

Not required. Tick by default — change to unticked if you want opt-in rather than opt-out.

SECTION 4 — PAYMENT REDIRECT

After submission, Tally shows a confirmation screen. Set it to:

Title: You're almost there.

Message:

Your registration details and consent have been saved.

One final step — click below to complete your payment securely via Stripe.

Your wave time and all event details will be confirmed by email within 24 hours of payment completing.

Button: Complete Payment → [link to your Stripe Payment Link]

STEP 4 — CONFIGURE TALLY TO SEND DATA TO YOUR SYSTEMS

Connect Tally to Google Sheets (free, automatic):

1. In your Tally form → Integrations → Google Sheets
2. Connect your Google account
3. Select or create your athlete registration spreadsheet
4. Map fields: First name, Last name, Email, Phone, DOB, T-shirt size, Ticket type, Health notes, all 6 checkbox responses, submission timestamp

Every registration now creates a new row automatically. You see who has registered, what they consented to, and when.

Connect Tally to Kit.com (free via Zapier or Tally's native integration):

1. Tally → Integrations → Kit (ConvertKit)
2. When a form is submitted → Add subscriber to Kit.com
3. If marketing checkbox = ticked → apply tag **marketing-consent**
4. Apply tag **vitro-registered-sep-6** to all registrants regardless

This fires your Kit.com welcome email sequence automatically.

STEP 5 — UPDATE YOUR STRIPE PAYMENT LINK

Your Stripe Payment Link handles payment only. Keep it minimal.

In Stripe Dashboard → Payment Links → your existing link:

Remove the custom fields for t-shirt size and medical info — these are now captured in Tally.

Keep:

- Product name: Vitro Games — Adult Ticket (6th September 2026)
- Price: £25
- After payment: show confirmation message

Set the confirmation message to:

Payment confirmed. Your place at the Vitro Games on 6th September 2026 is secured.

Your wave time, event details and pre-event preparation guide will be in your inbox within 24 hours.

Train for life. — Thorpe, Vitro

Add a footer note in Stripe: *By purchasing this ticket you have already agreed to the Vitro Terms & Conditions and Participant Waiver during registration. Non-refundable.*

STEP 6 — CONNECT THE TWO STAGES

The flow needs to feel seamless even though it is two steps.

In Tally → Redirect URL after submission: Set to your Stripe Payment Link URL.

This means the athlete: fills in the form → ticks the checkboxes → clicks Complete Payment → lands directly on Stripe → pays → receives confirmation.

From their perspective it feels like one continuous process. From your perspective you have a full consent record in Google Sheets and a payment record in Stripe, matched by email address.

STEP 7 — ADD THE REGISTRATION LINK TO YOUR WEBSITE

Replace every “Book Now” / “Sign Up” button on your website and Eventbrite listing with a single URL: your Tally form link.

This is the only entry point. Stripe is never linked directly — you can only reach payment through the form.

On your website events page, below the event details:

Button 1 (primary): REGISTER — VITRO GAMES 6TH SEPTEMBER → [Tally form link] **Button 2 (secondary, smaller):** Already registered? Complete payment → [Stripe link]

The second button is a fallback for anyone who completed the form but got interrupted before paying.

STEP 8 — THE VITROKIDS VARIATION

For Vitrokids participants, the consent process needs one additional step.

In your Tally form, add conditional logic:

When Ticket type = Vitrokids Under-16:

- Show additional field: Child's full name
- Show additional field: Child's date of birth
- Show additional field: Age category (U12 / U16 / U18 — circle one)
- Show additional field: Parent/guardian name
- Show additional field: Parent/guardian relationship to child
- Replace Checkbox 1 with:

☐ I confirm that I am the parent or legal guardian of the child named above. I have read and agree to the [Vitrokids Waiver & Parent Consent Form] on behalf of my child and myself. I understand that children under 14 are NOT covered by the venue's insurance policy and that participation is at my own risk as parent/guardian.

Link to vitrovitalitygames.co.uk/vitrokids-waiver

THE COMPLETE FLOW — ONE PAGE VIEW

ATHLETE LANDS ON EVENTS PAGE



Clicks REGISTER



TALLY FORM

- Personal details (name, email, phone, DOB, t-shirt, ticket type)
- Health notes (optional)
- ☒ Waiver (required, linked)
- ☒ T&Cs + refund policy (required, linked)
- ☒ Health declaration (required, self-declaration)

- ☒ Privacy (required, linked)
- ☐ Marketing (optional)
- ☐ Photography (optional)



Form submitted → consent timestamped in Google Sheets



Redirect to STRIPE

- Name, email pre-filled from Tally (if configured)
- Price: £25 or £15
- One click to pay



STRIPE CONFIRMATION

- Kit.com welcome sequence fires automatically
- Wave time confirmed within 24 hours

THE CONSENT RECORD — WHAT YOU KEEP

Every registration produces a timestamped Google Sheet row containing:

Field	Why it matters
Name + email + phone	Identity and contact
Date of birth	Age verification, multiplier calculation
Ticket type	Adult vs Vitrokids flag
Health notes	Operational awareness before event day
Waiver ticked (Y/N) + timestamp	Legal record of consent
T&Cs ticked (Y/N) + timestamp	Contractual acknowledgement
Health declaration ticked (Y/N)	Self-declaration of fitness
Privacy ticked (Y/N)	GDPR compliance
Marketing ticked (Y/N)	Kit.com consent basis
Photography ticked (Y/N)	Media use permission
Form submitted timestamp	Legal timestamp for all consents

This is your legal record. Keep it. If anyone ever disputes a claim, this is what you point to.

TOTAL SETUP TIME

Task	Time
Create 3 legal pages on website	30 minutes
Build Tally form	30 minutes
Connect Tally → Google Sheets	10 minutes

Connect Tally → Kit.com	10 minutes
Update Stripe Payment Link	10 minutes
Update website buttons to Tally link	10 minutes
Test the full flow yourself	15 minutes
Total	~1 hour 45 minutes

THE TEST — DO THIS BEFORE GOING LIVE

1. Complete the entire flow yourself as a customer
2. Confirm your details appear in the Google Sheet with all checkboxes recorded
3. Confirm the Stripe payment completes
4. Confirm the Kit.com welcome email fires within 5 minutes
5. Confirm the Stripe confirmation message displays
6. Refund yourself in Stripe Dashboard
7. Delete your test row from the Google Sheet

If all six work — you are live. Share the Tally link.