FORMA FITNESS CLUB VISITING RULES

1. GENERAL PROVISIONS

1.1. These FORMA FITNESS Visiting Rules (hereinafter referred to as the “Rules”) establish the procedure for visiting the Club and using its premises, equipment and services, and also regulate the rights and obligations of visitors. The Rules have been developed taking into account the Civil Code of the Republic of Azerbaijan, the Laws of the Republic of Azerbaijan “On Protection of Consumer Rights”, “On Personal Data”, “On Physical Culture and Sports”, “On Restriction of the Use of Tobacco Products”, and other regulatory legal acts.

1.2. The principal terms used in these Rules:

- Club — a fitness and wellness center (branch) operating under the FORMA FITNESS trademark and the person carrying out its activities;
- Client — an individual who has entered into a Club Membership Agreement with the Club or has paid for the Club’s services;
- Guest — a person admitted to the Club on the basis of a guest or single visit under the conditions established by the Club;
- Visitor — Clients, guests and other persons present on the Club premises;
- Agreement — a club membership agreement entered into between the Club and the Client, including an agreement concluded on the basis of an offer or electronically;
- Price List — a document approved by the Club and made available at the Club and/or on its official information resources, setting out the amounts of service fees, penalties (fines) and other payments;
- Club Card — a plastic card, electronic wristband, QR code in a mobile application or another identification method used by the Club to provide access to the Club.

1.3. The Rules are binding on all Clients, guests and other persons present on the Club premises.

1.4. By purchasing club membership, including electronically, arranging a single visit, registering in the mobile application or entering the Club premises, the visitor confirms that he or she has read these Rules, agrees to them and undertakes to comply with them. Lack of knowledge of the Rules is not a ground for non-compliance.

1.5. The purpose of these Rules is to ensure safety, comfort, a high level of service and the protection of the property of the Club and its visitors.

1.6. These Rules form an integral part of the Club Membership Agreement. In the event of any conflict between the Rules and the Agreement, the provisions of the Agreement shall prevail.

1.7. The current version of the Rules is displayed on the Club’s information boards, on the official website and/or made available by QR code.

1.8. The Club may amend these Rules unilaterally. Unless the Club specifies a different effective date, a new version shall enter into force upon publication on the Club’s official website. Continued visits to the Club after the new version enters into force shall be deemed the visitor’s acceptance of the new version. Material terms of the Agreement, such as price and term, may not be changed pursuant to this clause. A Client who does not agree with the new version of the Rules may terminate the Agreement in the manner provided for by the Agreement.

2. CLUB OPERATING HOURS

2.1. The Club operates according to the following schedule:

- Monday – Friday: 07:00 to 23:00;
- Saturday – Sunday: 09:00 to 22:00.

2.2. On public holidays, national days of mourning and other non-working days that are not working days under the laws of the Republic of Azerbaijan, the Club’s operating hours are determined separately by the Club and announced in advance.

2.3. Entry to the Club closes 30 (thirty) minutes before the Club's closing time. Training areas, the swimming pool and the SPA complex close 15 (fifteen) minutes before the Club's closing time.

2.4. The operating hours of individual Club areas, including the swimming pool, SPA, group programs, children's programs, solarium, massage, cryotherapy and other services, may differ from the Club's general operating hours.

2.5. Information on the operating hours of individual areas, class schedules and possible changes is made available through the Club's information resources.

2.6. The Club may change the operating hours of individual areas and class schedules and may temporarily restrict access to particular premises or equipment due to sanitary, technical, preventive maintenance or repair work or for other objective reasons.

2.7. Temporary restriction of access to individual Club areas shall not be considered improper provision of services if the Client retains the ability to use other services included in the purchased club membership. Temporary restriction of access to individual Club areas or services shall not constitute grounds for recalculation of the club membership fee, extension of its term or compensation.

If the Club's operations are suspended in full, the club membership term shall be extended by the number of days during which the Club's operations were suspended.

2.8. When scheduled repairs, preventive maintenance, technical or other works are carried out, the Club, where possible, informs visitors in advance through official information resources, including the mobile application, social media, SMS, email, information boards or other available means. If advance notice is not possible, the information is posted promptly after the relevant circumstances arise.

3. ACCESS TO THE CLUB

3.1. Entry to the Club is permitted only with a valid Club Card issued by the Club. Biometric identification, including facial recognition and fingerprints, may be used as a Club Card only on the basis of the visitor's written, including electronic, consent provided in accordance with the Law of the Republic of Azerbaijan "On Personal Data".

3.2. The Club Card is personal, confirms the right of access to the Club and may not be transferred to third parties, except in cases of transfer of club membership in accordance with the Agreement. If transfer of a Club Card to a third party is identified, the Club may temporarily block the card, confiscate it and apply a penalty (fine) in accordance with the Price List. A repeated violation shall constitute grounds for termination of club membership in the manner provided for by the Agreement.

3.3. At each visit, the Client must present the Club Card to a Club employee. To establish the visitor's identity, a Club employee may request an identity document or compare the visitor with the photograph in the Club's database.

3.4. If a Club Card is lost, the Client must immediately notify the Club administration. A replacement card is issued in the manner established by the Club Membership Agreement, subject to payment in accordance with the Price List. The Club is not liable for use of the card by third parties before the Club has been notified of its loss.

3.5. The Club may deny entry to persons:

- who do not present a valid Club Card;
- whose club membership is invalid or expired;
- who violate these Rules;
- who are under the influence of alcohol, narcotics or other toxic substances;
- who display aggressive or dangerous behavior;
- who show signs of an infectious disease posing a risk to others;
- who have outstanding debt to the Club;
- whose club membership was previously terminated due to a violation of these Rules;

• who do not meet the age requirements set out in Clause 3.9 of these Rules.

Note: denial of entry to the Club is permitted only on the grounds set out in these Rules and does not constitute discrimination on the basis of race, nationality, religion, language, sex, political views or any other characteristic.

3.6. The visitor must comply with the Club's operating hours and with the visiting time provided for by the terms of club membership, the purchased service or the applicable schedule, and must leave the Club premises by the end of the Club's operating hours or the applicable visiting time.

3.7. If the requirements of this section are violated, the Club may apply the measures provided for by these Rules, the Club Membership Agreement and the applicable Price List, including charging an additional fee for exceeding the permitted stay where such a fee is provided for in the Price List.

3.8. Video surveillance is carried out on the Club premises for the safety of visitors and protection of property. Information about video surveillance is provided by warning signs at the Club entrance and in the relevant areas. Video surveillance is not carried out in showers or sanitary facilities. Video recordings are processed in accordance with the Law of the Republic of Azerbaijan "On Personal Data", retained for the period determined by the Club and disclosed to third parties only in cases provided for by law, including upon request of law-enforcement authorities. The Club may use video recordings as evidence to establish violations and incidents of damage.

3.9. Age requirements for access to the Club:

- persons under 14 (fourteen) years of age are admitted to the Club only as part of children's programs or when accompanied by a parent or legal representative;
- club membership for persons aged from 14 (fourteen) to 18 (eighteen) is arranged only with the written consent of a parent or legal representative; the parent or legal representative is responsible for the minor's compliance with these Rules while at the Club and for any damage caused by the minor;
- persons under 16 (sixteen) years of age may train in the gym only under the supervision of a Club trainer.

3.10. Where necessary for the visitor's health and safety, the Club may require a medical certificate confirming the absence of contraindications to physical exercise or to the use of specific services. Until such certificate is provided, the Club may temporarily restrict access to the relevant services for safety purposes.

4. GUEST AND SINGLE VISITS

4.1. Guest and single visits are carried out under the conditions established by the Club. When arranging a guest visit, the guest must present an identity document and confirm that he or she has read these Rules by signature or electronic confirmation.

4.2. The guest must read these Rules and comply with them in full.

4.3. The person inviting a guest must explain the principal Club visiting rules to the guest and is jointly responsible with the guest for the guest's compliance with these Rules and for any damage caused by the guest to the Club's property.

4.4. The Club may refuse to arrange a guest or single visit without stating reasons where this is necessary to ensure safety, compliance with sanitary requirements or the established capacity of the Club.

4.5. A guest visit does not entitle the guest to use services not included in the conditions of the relevant visit.

4.6. The number and conditions of guest visits, including the maximum number of visits by the same person as a guest during a calendar month, are determined by the Club in the Price List or the Agreement.

5. CHANGING ROOMS AND STORAGE OF PERSONAL BELONGINGS

5.1. During a Club visit, the Client is provided with an individual locker for temporary storage of personal belongings. The visitor is assigned an individual locker number at reception. The visitor must use only the locker assigned to him or her and must not occupy other lockers. If a locker not assigned at reception is used, the Club may charge a penalty (fine) of 20 (twenty) manats in accordance with the current Price List. In the event of loss of a locker key, electronic wristband or card, or damage to a locker or lock, the visitor shall pay the amount specified in the Price List.

5.2. A locker is intended solely for temporary storage of clothing, footwear and other personal belongings while the Client is present at the Club.

5.3. The Club administration may open a locker without the Client being present in the following cases:

- at the end of the Club's operating hours;
- if belongings remain in the locker after the visit has ended;
- in the event of an emergency;
- where necessary to ensure visitor safety or protect property.

5.4. A locker is opened without the Client being present in the presence of at least 2 (two) Club employees, with a written report listing the items in the locker and, where possible, video recording of the process.

5.5. Items remaining in lockers after the end of the working day are removed by Club employees, placed in the lost property storage area and kept in accordance with Section 18 of these Rules. For this purpose, the Club may open or cut a personal lock on the locker, and the Visitor shall be responsible for any resulting damage.

5.6. The Club recommends that visitors do not bring cash, jewelry, documents, expensive equipment or other valuables to the Club.

5.7. The Club is not responsible for the safekeeping of items left unattended outside designated storage areas. The Club is not liable for loss of or damage to cash, jewelry, documents or expensive equipment kept in lockers, except where the loss or damage resulted from willful misconduct or gross negligence of Club employees.

5.8. It is prohibited to store the following in lockers:

- weapons;
- explosive, flammable, toxic or other hazardous substances;
- items whose possession is prohibited by law;
- food products that may contaminate the locker or damage Club property.

5.9. In changing rooms and shower areas, it is prohibited to cut nails, shave, perform manicures, pedicures or other cosmetic or personal hygiene procedures.

6. GENERAL RULES OF CONDUCT AT THE CLUB

6.1. Club visitors must comply with these Rules, treat other visitors and Club employees with respect and refrain from actions that may interfere with the comfort or safety of others.

6.2. Training areas may be entered only in clean sportswear and clean indoor sports footwear appropriate for the type of activity.

6.3. For sanitary and hygiene purposes, the use of a personal towel in training areas is recommendedmandatory.

6.4. After using equipment, sports inventory and accessories, the visitor must return them to the designated place.

6.5. The following is prohibited on the Club premises:

- smoking, including the use of electronic cigarettes, tobacco heating systems and similar devices, as well as hookahs, in accordance with the Law of the Republic of Azerbaijan "On Restriction of the Use of Tobacco Products";

- consuming alcoholic beverages, narcotic substances or other substances that may affect behavior or safety;
- bringing weapons, explosive, flammable, toxic or other hazardous substances or objects;
- engaging in actions that pose a threat to the life, health or property of other visitors or the Club;
- using obscene language or displaying aggressive, insulting or other behavior that disturbs public order;
- using, distributing or offering to others doping substances or medicinal products whose circulation is restricted by law;
- selling goods, offering services, distributing advertising materials or carrying out other commercial activities without the Club's written consent;
- entering with pets, except guide dogs accompanying persons with disabilities;
- bringing beverages in glass containers into training areas or consuming food in training areas;
- being in training areas bare-chested or in beachwear.

6.6. Without the written permission of the Club administration, it is prohibited to conduct personal training, group classes, master classes, consultations or other activities related to the provision of fitness and wellness services on the Club premises.

6.7. Visitors must comply with the requirements of Club employees aimed at ensuring safety, compliance with these Rules and maintaining order.

6.8. In the event of an emergency, signs of equipment malfunction or deterioration in health, the visitor must immediately notify a Club employee.

6.9. The Club administration may deny admission to or require a person to leave the Club premises if that person violates these Rules, creates a safety risk or interferes with the comfort of other visitors. Where necessary, the Club may contact law-enforcement authorities. Refusal to comply with a requirement to leave the Club premises shall be considered a gross violation of these Rules.

6.10. Visitors are advised to refrain from loud telephone conversations in training areas, observe confidentiality and respect the right of other visitors to personal space.

7. GYM VISITING RULES

7.1. The gym is intended for independent training and training under the guidance of Club trainers.

7.2. Before beginning a workout, visitors are advised to assess their health condition and level of physical fitness and, if necessary, seek advice from a Club trainer.

7.3. Visitors must use equipment and sports inventory only for their intended purpose and in accordance with operating instructions.

7.4. After a workout, used inventory must be returned to its designated place.

7.5. The use of a personal towel during training is recommendedmandatory.

7.6. It is prohibited to occupy exercise machines or equipment for extended periods without using them or to leave personal belongings on them.

7.7. If equipment is found to be defective, the visitor must stop using it and immediately notify a Club employee.

7.8. Visitors are prohibited from moving exercise machines on their own, modifying their construction, dismantling equipment components or using equipment in a manner not intended by the manufacturer.

7.9. Actions that create a risk to the safety of the visitor or others are not permitted.

7.10. During training, visitors are advised to maintain a safe distance from others and not interfere with their workouts.

7.11. Magnesium chalk, liquid chalk and similar products may be used only in cases and areas designated by the Club.

7.12. Personal training in the gym may be conducted only by FORMA FITNESS trainers or persons who have received written permission from the Club administration.

7.13. If rest between sets prevents other visitors from using a machine, the visitor must make the machine available.

7.14. It is prohibited to use equipment other than for its intended purpose or to perform actions that may damage equipment or Club property.

7.15. It is prohibited to drop barbells, dumbbells or weight plates onto the floor or set them down with impact, or to train with maximum weights without a spotter. Any damage to equipment or flooring resulting from violation of this requirement shall be compensated by the visitor.

8. GROUP PROGRAM VISITING RULES

8.1. Group classes are held according to the Club's current schedule.

8.2. The current class schedule is posted at the Club and on official information resources. The Club may change the schedule, instructor lineup, duration and format of classes.

8.3. Visitors are advised to arrive before the class begins.

8.4. If a visitor arrives more than 10 (ten) minutes after the class has started, the trainer may refuse admission where late entry could affect safety, disrupt the structure of the class or cause inconvenience to other participants.

8.5. The decision whether to admit a late visitor is made by the trainer, taking into account the characteristics of the program, the stage of the class and safety requirements.

8.6. The visitor must follow the trainer's instructions, perform exercises according to his or her level of physical fitness and immediately report pain, deterioration in health or any other circumstance preventing continued participation.

8.7. Certain types of classes may involve special equipment and inventory, which must be used only for their intended purpose and returned to their place after the class.

8.8. Participants are admitted to classes only in sportswear and footwear appropriate for the type of program.

8.9. Barefoot classes are permitted only for yoga, Pilates and other group programs where this is provided for by the training methodology and permitted by the trainer.

8.10. Where the number of places in particular group programs is limited, the Club may introduce an advance booking system.

8.11. If a visitor cannot attend a class for which he or she has booked in advance, the visitor is advised to cancel the booking in a timely manner so that other Club members may participate.

8.11.1. If a visitor fails to attend pre-booked classes 3 (three) times without timely cancellation, the Club may block the visitor's ability to make future advance bookings for group classes. Reinstatement of this ability is subject to a decision by the Club administration.

8.12. For safety reasons, the trainer may refuse a visitor's participation in a class if the visitor's health condition, well-being, clothing or behavior may pose a risk to the visitor or other participants.

8.13. After the class, used sports inventory must be returned to the designated place.

8.14. Entry to and exit from the room during a group class must be carried out in a manner that does not interfere with the class or cause inconvenience to other participants.

9. RULES FOR PERSONAL TRAINING

9.1. Personal training is an additional Club service and is provided for a separate fee in accordance with the current Price List.

9.2. Personal training is conducted exclusively by FORMA FITNESS trainers.

9.3. Persons who are not Club employees and have not been authorized by the Club administration may not conduct personal training, consultations or other fitness and wellness sessions on the Club premises.

9.4. The date and time of a personal training session are agreed between the Client and the trainer, taking into account the Club's operating hours and the trainer's schedule.

9.5. If the Client is unable to attend a personal training session, the Client must notify the trainer or Club administration no later than 12 (twelve) hours before the scheduled time.

9.6. If a session is cancelled less than 12 (twelve) hours before the scheduled time or the Client fails to attend without prior notice, the session is deemed to have been held and is deducted from the paid package.

9.7. If a personal training session is cancelled at the initiative of the trainer or the Club, the Client is offered another suitable time or the session is rescheduled without any loss to the Client.

9.8. Personal training packages are valid for 30 (thirty) calendar days from the first completed session unless otherwise provided by the terms of the purchased package.

9.9. Unused personal training sessions are cancelled after the package expires and are not compensated. The Client is informed of this condition when purchasing the package, and purchase of the package confirms the Client's acceptance of this condition. The package term may be extended only in the event of the Client's illness confirmed by a medical certificate, for the period specified in that certificate.

9.10. At the Client's request and subject to the availability of a suitably qualified specialist, the Club may replace the personal trainer.

9.11. In the event of illness, vacation, termination of employment, a change in work schedule or other objective reasons, the Club may replace the personal trainer by notifying the Client and offering an equivalent replacement.

9.12. During a personal training session, the Client must follow the trainer's recommendations and immediately report changes in well-being, pain or medical restrictions.

9.13. If the Client is late for a personal training session, the end time of the session is not extended. Unless otherwise agreed with the trainer, the duration of the session is reduced by the amount of the delay.

9.14. Payment for personal training is accepted only through the Club cashier or official payment methods. Payments made by the Client directly to a Club trainer are not deemed accepted by the Club, and the Club is not responsible for such arrangements.

9.15. Personal training packages may not be transferred to another person. Amounts paid for a package are non-refundable except where required by the laws of the Republic of Azerbaijan.

10. SWIMMING POOL VISITING RULES

10.1. Depending on the branch, the Club may have a common swimming pool, separate swimming pools for men and women, or special women-only pool hours (days). The rules for using the swimming pools, operating schedule and visit restrictions are determined by the Club and communicated to visitors through information materials displayed at the Club and/or on official information resources.

10.2. During special women-only pool hours (days), boys up to and including 11 (eleven) years of age may visit together with women unless otherwise provided by the rules of the relevant branch.

10.3. Swimming pools are intended for swimming, wellness activities, recreation and training in accordance with their intended purpose.

10.4. Before entering the swimming pool, the visitor must take a shower using personal hygiene products.

10.5. The Club may require a medical certificate confirming the absence of skin and infectious diseases for use of the swimming pool. If no certificate is provided, the visitor may be denied access to the swimming pool.

10.6. The following must be used when visiting the swimming pool:

- swimwear;

- swimming cap;
- clean, changeable, non-slip footwear.

10.7. In the swimming pool area, visitors must observe personal hygiene rules and maintain cleanliness.

10.8. Access to the swimming pool is not permitted:

- where the visitor has a disease that poses a risk to others;
- in the presence of open wounds, bleeding or other conditions that pose a threat to the health and safety of visitors;
- while under the influence of alcohol, narcotics or other toxic substances.

10.9. In the swimming pool area, it is prohibited to:

- run on the walkways around the pool;
- dive into the water unless this is provided for by the pool design or instructed by an instructor;
- create situations that threaten the safety of other visitors;
- use glass containers or other fragile objects.

10.10. While swimming, visitors are advised to follow the established direction of movement, maintain a safe distance and treat other visitors with respect.

10.11. Sports equipment may be used only for its intended purpose and in accordance with the instructions of Club employees.

10.12. A separate women’s swimming pool is intended exclusively for women.

10.13. The Club administration may temporarily restrict the use of individual lanes or swimming pools due to personal training, group classes, sports events, sanitary treatment, maintenance or repair work.

10.14. In the event of equipment malfunction, an accident or deterioration in health, the visitor must immediately notify a Club employee.

10.15. When the swimming pool is heavily occupied, visitors are advised not to remain in one swimming lane for an extended period and to take into account the movement speed of other visitors.

10.16. The Club may temporarily close the swimming pool in full for sanitary treatment, water replacement, maintenance, competitions or other activities necessary for safe operation.

10.17. Children under 14 (fourteen) years of age may be in the swimming pool only under the direct supervision of a parent or legal representative or an instructor. Persons who cannot swim may use the swimming pool only in the shallow area or together with an instructor.

10.18. Visitors must immediately comply with the instructions of the duty lifeguard or instructor.

11. SPA COMPLEX VISITING RULES

11.1. The Club’s SPA complex is intended for relaxation, recovery and wellness procedures. Visitors must comply with these Rules and the recommendations of Club employees.

11.2. Before visiting the SPA complex, taking a shower and observing personal hygiene rules are mandatory.

11.3. When visiting the SPA complex, appropriate clothing, swimwear, changeable footwear and a towel must be used depending on the purpose of the specific area.

11.4. For sanitary and hygiene purposes, the use of a towel is mandatory when using benches, loungers and other surfaces.

11.5. In the SPA complex, it is prohibited to:

- use cosmetics, scrubs, oils, hair dyes or other products that may damage equipment or adversely affect the sanitary condition of the premises;
- shave, carry out cosmetic procedures or perform other actions unrelated to the intended purpose of the SPA area;
- bring glass containers or other fragile objects;
- independently change equipment settings or otherwise interfere with engineering systems.

11.6. Access to the SPA complex is not permitted:

- where the visitor has a disease that poses a risk to others;
- in the presence of open wounds, bleeding or other conditions that prevent safe use;
- while under the influence of alcohol, narcotics or other toxic substances.

11.7. Visitors are advised to take into account the individual characteristics of their bodies, health condition and possible medical contraindications and to independently monitor the duration of their stay in SPA areas.

11.8. If the visitor's health deteriorates, use of the SPA complex must be stopped immediately and a Club employee must be notified.

11.9. Visitors must maintain cleanliness, take care of Club property and avoid causing inconvenience to other visitors.

11.10. The Club may temporarily restrict access to individual SPA areas or close the SPA complex in full for sanitary treatment, preventive measures, maintenance or repairs.

11.11. Persons under 16 (sixteen) years of age may use saunas and baths only when accompanied by a parent or legal representative.

11.12. Pregnant women and persons with cardiovascular conditions or high blood pressure use the thermal areas of the SPA complex after consulting a doctor and at their own responsibility.

12. SOLARIUM VISITING RULES

12.1. The solarium is an additional Club service and is provided in accordance with the current Price List and operating schedule.

12.2. Solarium services are not provided to persons under 18 (eighteen) years of age.

12.3. Before the first visit to the solarium, visitors are advised to familiarize themselves with contraindications to artificial ultraviolet radiation and, if necessary, consult a doctor.

12.4. The visitor independently determines whether he or she can use the solarium, taking into account health condition, skin type and other individual characteristics of the body.

12.5. When visiting the solarium, visitors must follow the recommendations of Club employees and the equipment operating instructions.

12.6. When visiting the solarium, visitors are advised to use special protective and cosmetic products intended for artificial tanning.

12.7. Use of the solarium is not permitted:

- in the presence of medical contraindications;
- while under the influence of alcohol, narcotics or other toxic substances;
- when feeling unwell or having an elevated body temperature.

12.8. The visitor must comply with the established duration of the session. Independent adjustment of equipment operating parameters is permitted only in cases provided for by the operating instructions.

12.9. In the event of equipment malfunction or deterioration in health, the visitor must immediately stop the session and notify a Club employee.

12.10. After the session, the visitor must leave the room in proper sanitary condition.

12.11. The Club ensures sanitary treatment of the equipment in accordance with applicable requirements and may temporarily restrict use of the solarium for preventive, sanitary or technical work.

13. MASSAGE ROOM VISITING RULES

13.1. Massage services are an additional Club service and are provided by prior booking in accordance with the current Price List.

13.2. The time of the procedure is agreed with the Club administrator or massage specialist.

13.3. If the visitor is late, the duration of the procedure may be reduced by the period of delay without changing the price, unless otherwise agreed with the specialist.

13.4. Cancellation or rescheduling must be made no later than 12 (twelve) hours before the start of the procedure. In the event of a later cancellation or no-show, the service shall be deemed provided unless otherwise specified by the terms of the purchased service package.

13.5. Before a massage procedure, the visitor must inform the massage specialist about his or her health condition, existing illnesses, injuries, pregnancy and other circumstances that may affect the safety of the procedure. To the extent permitted by the laws of the Republic of Azerbaijan, the Club shall not be liable for consequences arising from concealment or inaccurate disclosure of such information by the visitor.

13.6. If the visitor's condition may pose a risk to his or her health or safe performance of the procedure cannot be ensured, the specialist may refuse to perform the procedure or stop it.

13.7. If the visitor's health deteriorates during the procedure, the visitor must immediately inform the specialist. The procedure may be stopped at the specialist's discretion.

13.8. Visitors must observe personal hygiene, treat specialists and Club property with respect and follow the specialist's recommendations during the procedure.

13.9. For organizational reasons, the Club may replace the specialist or offer the visitor another time for the procedure.

13.10. The Club may temporarily suspend massage services due to sanitary treatment, technical reasons, absence of a specialist or other circumstances preventing safe provision of the service.

14. CRYOTHERAPY VISITING RULES

14.1. Cryotherapy is an additional Club service and is provided by prior booking or in another manner established by the Club.

14.2. Persons under 18 (eighteen) years of age may receive cryotherapy services only with the written consent of a parent or legal representative and in his or her presence.

14.3. Before the first visit, visitors are advised to familiarize themselves with contraindications to the procedure and, if necessary, consult a doctor.

14.4. The visitor independently decides whether to undergo the procedure based on his or her health condition and the absence of medical contraindications.

14.5. Before a cryotherapy procedure, the visitor must inform the relevant Club specialist about his or her health condition, existing illnesses, pregnancy, medications being taken and other circumstances that may affect the safety of the procedure. To the extent permitted by the laws of the Republic of Azerbaijan, the Club shall not be liable for consequences arising from concealment or inaccurate disclosure of such information by the visitor.

14.6. The visitor must follow the specialist's recommendations and the procedure rules, including requirements concerning clothing, personal protective equipment and session duration.

14.7. In the event of lateness, the duration of the procedure may be reduced by the period of delay without changing the price, unless otherwise agreed with the specialist.

14.8. Cancellation or rescheduling must be made no later than 12 (twelve) hours before the start of the procedure. In the event of a later cancellation or no-show, the service shall be deemed provided unless otherwise specified by the terms of the purchased service package.

14.9. Where circumstances create a risk to the visitor's health or prevent safe performance of the procedure, the specialist may refuse to perform the procedure or stop it.

14.10. If the visitor's health deteriorates during the procedure, the visitor must immediately inform the specialist. The procedure may be stopped at the specialist's discretion.

14.11. The Club may temporarily suspend cryotherapy services due to sanitary treatment, equipment maintenance or other circumstances preventing safe provision of the service.

15. CHILDREN'S PROGRAMS

15.1. This section applies only to FORMA FITNESS Clubs that provide children's group, sports, developmental and other programs.

15.2. Children's programs are held according to the schedule approved by the Club. Where necessary, the Club may change the schedule, class duration, group composition and instructor.

15.3. Only children who meet the age requirements of the relevant program are admitted to classes.

15.4. Parents or legal representatives must inform the Club of all known circumstances that may be relevant to the child's safe participation in a class, including chronic illnesses, allergic reactions, medical restrictions and other health-related characteristics.

15.5. Parents or legal representatives are responsible for the child's safety before and after the class.

15.6. The instructor's responsibility applies only during the organized class.

15.7. The Club does not provide supervision, care or temporary stay services for children outside organized class times.

15.8. Parents or legal representatives must bring the child to the class on time and collect the child immediately after the class. The child is released only to a parent or legal representative or to an authorized person whose details have been provided to the Club in writing in advance. If the child is collected more than 15 (fifteen) minutes after the class ends, the Club may charge an additional fee in accordance with the Price List. If the child is not collected within 1 (one) hour and the parents or legal representatives cannot be contacted, the Club will notify the police.

15.9. During classes, children must follow the instructor's directions, observe discipline, handle Club equipment carefully and treat other participants with respect.

15.10. If a child shows signs of illness, has an elevated body temperature or is in another condition preventing safe participation in the class, the Club may refuse the child's participation.

15.11. If the child's health deteriorates during the class, the instructor may stop the child's participation and immediately notify the parents or legal representatives.

15.12. Parents or legal representatives must ensure that the child has sportswear, changeable footwear and any other items required by the conditions of the relevant program.

15.13. The Club may temporarily cancel or reschedule children's classes due to sanitary treatment, technical reasons, instructor replacement or other circumstances preventing the safe conduct of the class.

15.14. In Clubs equipped with separate children's changing rooms, children up to and including 13 (thirteen) years of age use the children's changing rooms. Visitors who have reached 14 years of age use the corresponding men's or women's changing room.

15.15. If the requirements of this section are not complied with, the Club may require a visitor to leave the changing room designated for the opposite sex.

16. ADDITIONAL SERVICES

16.1. This section applies only to FORMA FITNESS Clubs that provide the relevant additional services.

16.2. The Club may provide additional services not included in the club membership fee, including personal training, massage, solarium, cryotherapy, sports nutrition, bar services, children's programs and other services in accordance with the current list.

16.3. The list of additional services, the conditions of their provision, prices and payment procedure are determined by the Club and communicated to visitors through information materials, the official website, mobile application or other information channels.

16.4. Additional services are provided subject to available time, the necessary specialists, equipment and other conditions established by the Club.

16.5. Booking for individual additional services is made in the manner established by the Club. In the event of lateness, the duration of the service may be reduced without changing the price.

16.6. If a booking for an additional service is cancelled less than 12 (twelve) hours before the scheduled time or the visitor fails to attend without prior notice, the Club may deem the service to have been provided unless otherwise specified by the terms of the purchased service.

16.7. Where there are medical contraindications, signs of illness, intoxication by alcohol, narcotics or other toxic substances, or other circumstances preventing safe provision of the service, the Club may refuse to provide the service.

16.8. The Club may change the list of additional services, their prices, the mode of provision and booking procedure without amending these Rules.

16.9. Payment for all Club services is made in the national currency — manats — through the Club cashier or other official Club payment methods. Payments made directly to Club employees outside the Club cashier are not deemed accepted by the Club.

17. PHOTO AND VIDEO RECORDING

17.1. For the comfort of visitors, photo and video recording on the Club premises is permitted subject to compliance with these Rules and the laws of the Republic of Azerbaijan.

17.2. When taking photos or making video recordings, visitors must respect the right of others to privacy. Except in cases provided for by law, other visitors and Club employees may not be photographed or recorded without their prior consent.

17.3. Photo and video recording is prohibited in changing rooms, showers, sanitary facilities, SPA areas, massage rooms and other places where recording may violate the rights and legitimate interests of visitors.

17.4. If photo or video recording in violation of these Rules is identified, Club employees may require the recording to stop and the recorded materials to be deleted; if the requirement is not complied with, they may restrict the visitor’s access to the Club and contact law-enforcement authorities. Recording in changing rooms, showers and sanitary facilities shall be considered a gross violation of the Rules and grounds for termination of club membership.

17.5. The use of professional photo, video and lighting equipment, tripods and stabilizers, as well as photo or video recording for commercial purposes, is permitted only with prior written approval from the Club.

17.6. Photo and video recording must not interfere with workouts, the work of Club employees, the use of equipment by other visitors or create a safety risk.

17.7. The Club may restrict or prohibit photo and video recording during events, group classes, in individual areas or in other cases where necessary to ensure safety, privacy and visitor comfort.

17.8. The Club may carry out photo and video recording on its premises for security purposes, as well as during events and for advertising and informational recordings. Where images of visitors are used in advertising and marketing materials, the Club obtains the visitor’s written, including electronic, consent in accordance with the Law of the Republic of Azerbaijan “On Personal Data”. Visitors are informed in advance of recording during events; a visitor who does not wish to be recorded must notify a Club employee before recording begins.

18. LOST AND FOUND PROPERTY

18.1. Items found on the Club premises are handed to Club employees and, where possible, recorded in the lost property register.

18.2. If the owner of a found item is known or can be identified, the Club may notify the owner by any available means.

18.3. Perishable food, opened containers, hygiene products and towels may be disposed of on the day they are found; other found items are kept at the Club for 7 (seven) calendar days from the date they are found.

18.4. After the specified period expires, unclaimed items may be disposed of, donated to charity or otherwise placed at the Club's disposal.

18.5. Clause 18.4 does not apply to identity cards, passports, driving licences and other personal documents, or to cash, jewelry, mobile phones and other valuables. If such items are not collected by the owner within 7 (seven) calendar days, they are handed over to the police or the relevant state authority in accordance with the provisions of the Civil Code of the Republic of Azerbaijan concerning found property.

18.6. The Club is not liable for loss, damage or abandonment of personal belongings left unattended by visitors, except where the loss or damage occurred due to the Club's fault.

18.7. Visitors are advised not to leave personal belongings unattended and not to keep cash, jewelry, documents, electronic devices or other valuables in lockers.

18.8. If a forgotten, suspicious or potentially dangerous item is found, the visitor must immediately notify Club employees and must not move or open the item independently.

19. LIABILITY

19.1. Visitors must comply with these Rules, the requirements of Club employees and safety rules, and must handle Club property with care.

19.2. The visitor is independently responsible for his or her health condition and for the safety of workouts and equipment use, taking into account physical capabilities and medical restrictions.

19.3. If the visitor violates these Rules, the recommendations of Club employees or safety requirements, or conceals information about his or her health condition, the Club shall not be liable for harm to the visitor's life or health to the extent permitted by the laws of the Republic of Azerbaijan.

19.4. The visitor is responsible for damage caused through his or her fault to the property of the Club or other visitors and must compensate such damage in full in accordance with the laws of the Republic of Azerbaijan. The amount of damage is determined on the basis of a report drawn up by the Club, video recordings and documents confirming repair or restoration costs. Until the damage is compensated, the Club may temporarily restrict the visitor's access to the Club.

19.5. Lockers in changing rooms are provided solely for temporary storage of the visitor's personal belongings while the visitor is at the Club and do not constitute acceptance of property for safekeeping. The Club is not liable for items stored in changing-room lockers, subject to the exception provided for in Clause 5.6 of these Rules.

19.6. If these Rules are violated, the Club may refuse to provide services to the visitor, temporarily restrict access to the Club or terminate club membership in the cases and manner provided for by the Club Membership Agreement.

19.7. Depending on the nature and recurrence of a violation, the Club may apply the following measures for violations of the Rules:

- oral or written warning;
- termination of the visit and a requirement to leave the Club premises;
- restriction of access to the Club for up to 30 (thirty) calendar days;
- application of a penalty (fine) provided for in the Price List;
- termination of club membership in the manner provided for by the Agreement.

19.8. A violation of the Rules is documented by Club employees by means of a written report and/or video recordings. A visitor's refusal to sign the report is noted in the report and does not affect its evidentiary value. Any period during which access to the Club is restricted under these Rules is not added to the club membership term, and no payment is refunded for that period.

19.9. The Club is not liable for the inability to provide services as a result of force majeure, utility network failures, actions of state authorities, interruption of utility services or other circumstances beyond the Club's control.

19.10. The Club is not liable for temporary restriction of access to individual areas, equipment or services where such restriction is related to maintenance, repairs, sanitary treatment, compliance with safety requirements or other objective reasons.

19.11. In all cases, the Club's liability is determined in accordance with the laws of the Republic of Azerbaijan and the terms of the Club Membership Agreement.

19.12. Visitor comments and complaints are submitted in writing, at the Club reception, by email or through official information resources, and are reviewed by the Club within 10 (ten) business days from receipt. Disputes are first resolved through negotiations and subsequently through mediation at Baku Mediation Organization No. 15; if no agreement is reached by these means, disputes are resolved by the courts in accordance with the laws of the Republic of Azerbaijan.

20. FINAL PROVISIONS

20.1. These Rules are binding on all visitors from the moment they enter the Club premises.

20.2. By purchasing club membership and/or visiting the Club, the visitor confirms that he or she has read these Rules, understands their content and undertakes to comply with them.

20.3. The Club may amend and supplement these Rules in order to improve service quality, ensure visitor safety, comply with legal requirements or change the procedure for providing services.

20.4. The current version of the Rules is displayed on the Club's information boards, on the official website and/or made available by QR code or other Club information materials.

20.5. Matters not regulated by these Rules are governed by the Club Membership Agreement and the laws of the Republic of Azerbaijan.

20.6. If any individual provisions of these Rules are deemed invalid or unenforceable, this shall not affect the validity of the remaining provisions of the Rules.

20.7. These Rules are drawn up in the Azerbaijani language. In the event of any discrepancy between translations of the Rules into other languages and the Azerbaijani text, the Azerbaijani text shall prevail.

20.8. This version of the Rules enters into force upon being posted on the official information resources.