

Dear Prospective Trainer,

Thank you for applying to be a trainer with Synagein! We are honored by your interest in being a part of Synagein in what we anticipate will be the primary venue of fitness training in the future. In this packet we hope you will find answers to all your questions and we encourage you to keep it to reference in the future. This packet and all its contents will also be available on our website (www.synagein.com). We reserve the right to change any terms and agreements and it will be your responsibility to adhere to any updates.

Initial Steps

After downloading the [Synagein trainer app](#), begin to build a trainer profile. Remember this profile is completely separate from a regular [Synagein app](#) profile. Fill out your basic demographics, write a bio if you desire, choose any certifications you currently hold and be sure to upload them through the app, select your discipline(s), set a profile picture, and set your rate which is \$US/30 minutes. All of this will be under Edit Profile in your settings in the app.

Next you will need to set your availability, which is also found under the settings. Select what day(s) of the week you are available and then the hours of those days; you are welcome to change your availability as you see fit. You will still always have to confirm a session when a client attempts to hire you, in the event that an emergency arises or you have mistakenly set your availability.

Next you need to link a bank account under My Balance and then Payout Method in order to receive your earnings. My Balance will display your total earnings, sessions, and hours trained. You can manually "payout" any allotment of your earnings or it will automatically transfer funds every ...

Next you need to upload a w9 under My Tax Form in the settings. You will not be activated until this document has been received and reviewed by Synagein. As with everything above, you need to update this in the event there are any changes to your information.

Back on your home screen, you will need to add at least one picture of your workout venue. This will be the location in which you will conduct your training sessions. It can be as basic or elaborate as you like. It will be quite likely that clients will use the workout venue pictures as a means of screening potential trainers. Ideally you have a smart tv in your venue as our training sessions are optimized when mirroring to a larger screen. Additionally, your venue needs to have access to reliable high speed internet. You are welcome to have more than 1 workout venue in the app. At the time of confirmation, you will be expected to reach out to the client immediately and indicate to them which of your venues you will be using for that session. You have to conduct any training session in the workout venue you have indicated on your profile as that will be a question every client receives at the end of a training session. In the event you do not conduct the entirety of your training session in the pictured workout venue, that will be

grounds for immediate termination. You are always welcome to change your workout venue(s), but that must be done prior to confirming any future training sessions.

Finally, Synagein highly recommends that you have a certification in any discipline that you intend to train through our platform, though it is not required. Similarly, Synagein highly recommends that you carry an insurance policy for training others on our platform, though that also is not required. You must sign and upload this acknowledgement form as well as the onboarding acknowledgement page at the end of this document before Synagein will consider activating your trainer account.

Activation/Deactivation

Synagein will not activate your trainer account until we have received the certification/insurance acknowledgement, the onboarding acknowledgement, and your w9 and your profile is built including workout venue photo(s) and any certifications that you indicate on your profile have been uploaded. We reserve the right to deactivate and even terminate any trainer account for any reason, including complaints, star ratings, unprofessional conduct, no shows, etc.

Getting Hired

When a client attempts to hire you, you will receive a notification. Clients are able to book you in as little as five minutes and as far out as seven days. Sessions are booked on the hour or half hour and will be in increments of :25, :55, 1:25, and 1:55 so as to allow you five minutes between back to back sessions. You have the prerogative to accept or decline the session. We ask that you accept or decline the session ASAP for a better customer experience. Clients can cancel a session at any time before you have responded without any penalty whatsoever. If a client cancels an appointment that you have confirmed in 24 hours to 1 hour before the session is scheduled, they have a \$5 penalty of which you will receive 85% (\$4.25). If they cancel in under 1 hour or no show on the session that you have confirmed, that is a \$10 penalty of which you will receive 85% (\$8.50).

If you cancel a confirmed appointment

Earnings

Remember you set your own rate in \$US/30 minutes. Price will be one parameter that clients may use to filter trainers. Ideally, a session goes the full length of the booked appointment (:25, :55, 1:25, and 1:55). All sessions, no matter when they end, will yield you a prorated rate based on the rate you set in relation to 30 minutes. You or the customer may end the session at any time for any reason. You will then have earned your rate prorated in line to the time the session ran. Sessions may end due to technical and internet issues, inappropriate activity, or simply at the will of the client. We expect our trainers to be professional and have reliable internet and technology to limit as much as is possible training sessions ending early from the trainer's end.

(More on this later.) **With all earnings—directly from training sessions, tips, and cancellation fees—you will receive 85% while Synagein receives 15%.**

Before the Session

After you have confirmed the session, we expect for you to reach out to the client ahead of the session as long as time allows. You can text them through the app. Remember to communicate which venue you will be using if you have more than one. Ask for their goals and expectations, inquire of any limitations or restrictions, discern the equipment that will be available to them, determine their current fitness level and how you will adapt your discipline to their ability and environment. Clear communication of these factors beforehand will lead to better customer satisfaction and better tips and ratings for you.

During the Session

The session can begin up to 2 minutes before the scheduled time. You will receive a 5 minute notification prior to the scheduled start time. You must be in your indicated workout venue for the duration of the session. Our goal is for the session to go the entirety of the scheduled allotment. We expect that our trainers conduct themselves professionally, stick to the discipline that you have indicated in your profile, and be gracious and courteous. We expect the same from our customers as well. If a customer is behaving inappropriately, you are welcome to end the call at that point in time. Inform us of what happened and the client's name through trainer@synagein.com.

If there is an incident during the session involving the health and/or well being of the client, first immediately utilize the SOS function. Assist through the call in any way you can. Afterwards, you must fill out this incident form and email it to within 1 hour of the end of the call.

After the Session

Your earnings, including your base rate and any potential tip, will be accumulated under My Balance in your settings. Remember you get 85% of all the earnings and tip from the session. Clients will receive a few questions at the conclusion of the session, which will also include a star rating for you. Your rating will be visible in your profile and regular users will see your rating under the trainer tab. That is another parameter that they may use to filter through trainers. Ideally trainers follow up with clients via text with a courteous and beneficial message of gratitude, future advice, and encouragement.

Other

We expect our trainers to be super users. While not required, it is highly encouraged that you have both trainer and regular user profiles. The regular app, while very similar to the trainer app, has additional tabs including the trainer tab which is how you will be hired in the first place. The

more familiar you are with both apps, the better you can troubleshoot any issues that may arise and can instruct your clients in technical app matters.

Trainers are also encouraged to make regular posts. Users will likely view your profile and see what workouts you are doing when determining which trainer to hire. They may even follow your account. The more you are posting, the more likely you will be hired. Once again, our expectations for trainers are that they always conduct themselves professionally in all facets of the trainer app, including posts.

Competition

If activated, you will be a 1099 employee with Synagein. While we hope Synagein will be your top employment priority, you are welcome to train through any other competitors. We do, however, prohibit taking any of our clients to another platform or even off platform. Such actions will be met with termination and potential legal pursuit.

If you have any questions regarding this onboarding document or feel that something was not addressed, please contact us through trainer@synagein.com.

Checklist

Build Profile

Upload workout venue picture(s)

Upload w9

Upload certifications

Sign and upload onboarding acknowledgement

Sign and upload certification/insurance acknowledgement

Set availability

Link bank account

Post and Train!

Onboarding Acknowledgement

I have read the above onboarding document. I acknowledge that I will abide by the expectations outlayed as a 1099 contractor with Synagein.

Name:

Signature:

Date:

Certification and Insurance Acknowledgement

I acknowledge that Synagein highly recommends that I am currently certified in any discipline I train clients through the Synagein app.

I acknowledge that Synagein highly recommends that I get individual insurance for training clients in my stated discipline through the Synagein app.

I acknowledge that Synagein carries its own insurance policy that will not cover me as a 1099 contractor for any incident that occurs during or as a result of a training session through the Synagein app.

Name:

Signature:

Date: