

CITRIN LONGEVITY

Membership Terms & Conditions

State of California

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Effective Date: _____ Document Version: 2.0

IMPORTANT LEGAL NOTICE: PLEASE READ THIS ENTIRE AGREEMENT CAREFULLY BEFORE SIGNING, ENROLLING AS A MEMBER, OR USING ANY SERVICE, EQUIPMENT, OR FACILITY AT CITRIN LONGEVITY. THIS AGREEMENT CONTAINS A BINDING ARBITRATION CLAUSE AND CLASS ACTION WAIVER IN SECTION 15 THAT AFFECTS YOUR LEGAL RIGHTS. BY SIGNING BELOW OR BY USING ANY SERVICE AT CITRIN LONGEVITY, YOU ACKNOWLEDGE THAT YOU HAVE READ, UNDERSTOOD, AND AGREE TO BE BOUND BY EVERY TERM AND CONDITION OF THIS AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS, DO NOT USE OUR SERVICES.

CALIFORNIA AUTOMATIC RENEWAL DISCLOSURE (Required under California Business & Professions Code Section 17601 et seq.): If you enroll in a subscription or recurring membership plan, your plan will automatically renew at the end of each billing period at the then-current rate unless you cancel before the next renewal date. You will be charged to the payment method you designate at enrollment. To cancel, contact us at Info@citrinlongevity.com or in person at least seven (7) days before your next billing date. See Section 5 of this Agreement for complete billing and cancellation terms.

Section 1: Parties, Definitions & Scope of Agreement

1.1 The Parties

This Membership Terms and Conditions Agreement ("Agreement") is entered into by and between you, the individual enrolling as a member or using any service, equipment, or facility ("Member," "you," or "your"), and Citrin Longevity, LLC, a California limited liability company, its owners, managers, members, officers, practitioners, licensed and unlicensed staff, independent contractors, agents, and successors in interest (collectively "Citrin Longevity," "the Clinic," "we," "us," or "our"), operating within the State of California.

1.2 Definitions

For purposes of this Agreement, the following terms have the meanings set forth below:

- "Services" means all wellness programs, longevity assessments, consultations, therapies, memberships, classes, events, and any other offering provided by Citrin Longevity, whether in-person, virtual, or otherwise.

- "Equipment" means all devices, machines, technology, and tools made available to Members, including but not limited to hyperbaric oxygen therapy chambers, red light therapy devices, massage chairs, percussive therapy devices, body composition analyzers, cold plunge or cryotherapy units, IV therapy equipment, and any other wellness technology introduced by the Clinic.
- "Membership" means a recurring enrollment in a Citrin Longevity service plan or membership tier that provides access to Clinic services and Equipment.
- "PHI" means Protected Health Information as defined under the Health Insurance Portability and Accountability Act of 1996 (HIPAA).
- "CMI" means Confidential Medical Information as defined under the California Confidentiality of Medical Information Act (CMIA), California Civil Code Section 56 et seq.
- "Individual Consent Form" means a separate, equipment-specific or service-specific Informed Consent and Liability Waiver Form that you are required to sign before using specific Equipment or receiving specific Services at Citrin Longevity.
- "Effective Date" means the date this Agreement is signed by the Member.

1.3 Scope

This Agreement governs your entire relationship with Citrin Longevity, including your use of all Services, Equipment, facilities, digital platforms, and any other interactions with the Clinic. This Agreement applies to all Membership tiers and all pay-per-visit or session-based service arrangements unless a separate written agreement expressly supersedes a specific provision herein.

1.4 Eligibility

To enroll as a Member or use any Service at Citrin Longevity, you must: (a) be at least 18 years of age; or (b) be a minor between the ages of 14 and 17 accompanied by a parent or court-appointed legal guardian who reads, agrees to, and co-signs this Agreement and all applicable Individual Consent Forms on your behalf; (c) complete all required intake and health history forms fully and truthfully; and (d) not be under any court order or legal restriction that would prohibit you from entering into this Agreement or using any of the Services.

1.5 Accuracy of Information & Duty to Disclose

You represent and warrant that all information you provide to Citrin Longevity, including health history, medical conditions, medications, contact information, and payment details, is accurate, complete, and current at the time of enrollment and will be kept current throughout your Membership. You have a continuing affirmative duty to disclose any change in your health status, new medications, diagnoses, or medical procedures that may affect your safe use of Equipment or receipt of Services. Citrin Longevity shall bear no liability for harm that arises from your failure to disclose accurate, complete, or updated health information. Providing false or materially misleading information constitutes a material breach of this Agreement and may result in immediate termination of Membership without refund.

Section 2: Membership Enrollment & Individual Consent Forms

2.1 Enrollment Process

Membership at Citrin Longevity is established upon: (a) your execution of this Agreement; (b) completion and submission of all required health history and intake forms; (c) your provision of a valid payment method; and (d) Citrin Longevity's acceptance of your enrollment. Citrin Longevity reserves the right, in its sole and absolute discretion, to deny or revoke Membership to any individual for any lawful reason.

2.2 Mandatory Individual Consent Forms for Equipment & Services

IN ADDITION TO THIS AGREEMENT, and as a strict condition of access, you acknowledge and agree that before you use any individual piece of Equipment or participate in any specific Service or wellness modality offered at Citrin Longevity, you will be required to read and sign a separate Individual Consent Form. These Individual Consent Forms:

- Are specific to each piece of Equipment or Service and disclose risks, contraindications, and precautions unique to that item;
- Constitute your informed, voluntary, and knowing assumption of all risks disclosed therein;
- Operate as a full and complete release and waiver of liability specific to that Equipment or Service, releasing Citrin Longevity, its owners, practitioners, employees, and agents from any and all claims arising from use of that Equipment or receipt of that Service;
- Are incorporated by reference into this Agreement and are legally binding supplements hereto;
- Do not replace or limit the broad liability protections afforded to Citrin Longevity under this Agreement.

Equipment and Services for which Individual Consent Forms are currently required include, without limitation:

- Hyperbaric Oxygen Therapy (HBOT) Chamber - pressurized oxygen sessions
- Red Light Therapy / Photobiomodulation Devices
- Massage Chair and Percussive Therapy Equipment
- IV Vitamin, Mineral, and Nutrient Infusion Therapy
- Cold Plunge, Cryotherapy, or Contrast Therapy Modalities
- Body Composition Analysis and Biometric Scanning Technology
- Infrared Sauna or Thermotherapy Services
- Any additional Equipment or Services introduced by Citrin Longevity in the future

Your refusal to sign any required Individual Consent Form will result in denial of access to that specific Equipment or Service. No refund or credit will be issued for Services or sessions forfeited due to refusal to execute a required Individual Consent Form.

2.3 No Medical Treatment Unless Explicitly Stated

Unless explicitly performed by a duly licensed California healthcare provider acting within the scope of their state-issued license, the Services and Equipment at Citrin Longevity are offered solely for general wellness and longevity support purposes. Nothing provided at Citrin Longevity, including any wellness assessment, consultation, biometric reading, or program, constitutes, or should be construed as, the practice of medicine, the diagnosis of any disease or medical condition, or a prescription or recommendation for any medical treatment under California law. You are strongly encouraged to consult with your primary care physician or a qualified California-licensed healthcare provider before beginning any wellness program or using any Equipment at Citrin Longevity.

2.4 Member Responsibility for Ongoing Health Disclosures

You are solely responsible for immediately notifying Citrin Longevity of any change in your health status, including new diagnoses, surgeries, medications, implanted devices, or any other condition that may affect your safe use of Equipment or Services. Citrin Longevity's staff and practitioners may, in their discretion, require updated intake forms, medical clearance, or physician authorization as a condition of continued access to any Service or Equipment. Citrin Longevity reserves the right to deny or suspend access to any Equipment or Service if it reasonably determines that such access poses a material risk to your health or safety.

Section 3: Equipment, Technology & Facility Use

3.1 Assumption of All Risks

You expressly acknowledge that the use of wellness Equipment and participation in wellness Services at Citrin Longevity involves inherent and unavoidable risks, including but not limited to physical injury, burns, bruising, adverse health reactions, equipment malfunction, temporary discomfort, aggravation of pre-existing conditions, and other foreseeable and unforeseeable risks. In accordance with California Civil Code Section 1431 and applicable California tort law, you voluntarily and knowingly assume all such risks, whether known or unknown, as a condition of your Membership and use of any Services or Equipment at Citrin Longevity.

3.2 Equipment-Specific Release of Liability

As stated in Section 2.2, your execution of each Individual Consent Form prior to using specific Equipment or Services constitutes a knowing, voluntary, informed, and irrevocable release and waiver of liability from Citrin Longevity, its owners, practitioners, managers, employees, and agents, specific to each such Equipment or Service. Collectively, all Individual Consent Forms executed by you, together with this Agreement, form the complete and integrated release of claims applicable to your entire Membership and use of Citrin Longevity's facilities and offerings.

3.3 Safe Use Requirements & Practitioner Instructions

You agree at all times to: (a) follow all oral and written instructions provided by Citrin Longevity staff or practitioners regarding the safe and proper use of Equipment; (b) disclose any physical discomfort, adverse symptoms, or unusual reactions during or after use of any Equipment or Service immediately to Clinic staff; (c) use Equipment only in the manner directed and for the intended duration; (d) not use Equipment while under the influence of alcohol, recreational drugs, or any substance that may impair your judgment or coordination; and (e) not use Equipment in a manner that could cause harm to yourself or others.

Failure to follow posted safety instructions, staff directives, or Equipment use protocols may result in immediate suspension or termination of your Membership, denial of access to specific Equipment or Services, and may constitute a contributory factor in any harm suffered, reducing or eliminating any potential claim against Citrin Longevity.

3.4 Facility Rules & Conduct Standards

While on Citrin Longevity's premises, all Members agree to:

- Behave respectfully toward staff, practitioners, and other members at all times;
- Not photograph, film, or record other Members or staff without their express written consent;
- Comply with all posted facility rules, hygiene standards, and safety notices;
- Not bring animals (other than documented service animals under California law) onto the premises without prior approval;
- Not bring or consume alcohol or controlled substances on the premises;
- Report any equipment malfunction, safety hazard, or incident to staff immediately;
- Respect the privacy and personal space of other Members and staff at all times.

3.5 Photography, Social Media & Intellectual Property of Others

Citrin Longevity respects the privacy of its Members and staff. You may photograph or record yourself at Citrin Longevity's facilities for personal use, provided such photography or recording does not capture other Members, staff, or proprietary Equipment details without their express consent. Any use of Citrin Longevity's name, logo, branding, or likeness in any social media post, review, or publication requires prior written approval from Citrin Longevity management.

3.6 Minors & Supervised Use

Members under the age of 18 must be accompanied by a parent or legal guardian at all times while on Citrin Longevity's premises. The parent or legal guardian accepts full joint and several liability for the minor's conduct and safety on the premises and assumes all risks on the minor's behalf. Certain Equipment and Services may not be available to minors regardless of parental consent, in accordance with applicable California law and Citrin Longevity's clinical policies.

Section 4: Privacy, HIPAA, California Privacy Law & Medical Data

4.1 HIPAA Compliance

To the extent Citrin Longevity qualifies as a Covered Entity or Business Associate under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), as amended by the Health Information Technology for Economic and Clinical Health Act (HITECH), the Clinic is committed to full compliance with all applicable

requirements of HIPAA and HITECH, including the Privacy Rule (45 C.F.R. Parts 160 and 164), the Security Rule, and the Breach Notification Rule. A separate Notice of Privacy Practices (NPP) is provided to you at enrollment and is available upon request and on our website. Your PHI will be used and disclosed only as permitted or required under HIPAA.

4.2 California Confidentiality of Medical Information Act (CMIA)

In addition to HIPAA protections, Citrin Longevity complies with the California Confidentiality of Medical Information Act (CMIA), California Civil Code Sections 56 through 56.37. Under the CMIA, Citrin Longevity will not disclose your Confidential Medical Information (CMI) to any third party without your prior written authorization, except as required or permitted by California law, including disclosures necessary to provide healthcare services you have requested, disclosures required by court order or law enforcement, and disclosures to healthcare providers involved in your care. You have the right under the CMIA to request access to and copies of your CMI records held by Citrin Longevity.

4.3 California Consumer Privacy Act (CCPA) / California Privacy Rights Act (CPRA)

Citrin Longevity complies with the California Consumer Privacy Act of 2018 (CCPA), as amended by the California Privacy Rights Act (CPRA), California Civil Code Section 1798.100 et seq. As a California consumer, you have the following rights with respect to your personal information:

- **Right to Know:** You may request that Citrin Longevity disclose the categories and specific pieces of personal information collected about you, the sources of collection, the business purpose for collection, and any third parties with whom your information has been shared.
- **Right to Delete:** You may request deletion of your personal information collected by Citrin Longevity, subject to certain exceptions under applicable law.
- **Right to Correct:** You have the right to request correction of inaccurate personal information that Citrin Longevity maintains about you.
- **Right to Opt-Out of Sale or Sharing:** Citrin Longevity does not sell your personal information to third parties for monetary consideration. To the extent any data sharing activity constitutes a "sale" under California law, you have the right to opt out.
- **Right to Limit Use of Sensitive Personal Information:** You have the right to limit Citrin Longevity's use of your sensitive personal information (which includes health and medical data) to purposes necessary to provide the Services you have requested.
- **Right to Non-Discrimination:** You have the right to not receive discriminatory treatment for exercising any of your CCPA/CPRA rights.

To exercise any CCPA/CPRA right, submit a verifiable consumer request to Citrin Longevity's Privacy Contact at Info@citrinlongevity.com. We will respond to verifiable consumer requests within 45 days as required under California law, with up to a 90-day extension where reasonably necessary.

4.4 Permitted Uses of Your Health and Personal Information

Citrin Longevity collects and uses your personal and health information solely for the following purposes:

- Providing and administering wellness and longevity Services to you;
- Coordinating your care among Citrin Longevity's practitioners and staff;
- Processing membership fees, billing, and payment transactions;
- Communicating with you about your Membership, appointments, Services, and administrative matters;
- Maintaining accurate health and wellness records;
- Quality assurance, clinical oversight, and internal business operations;
- Complying with applicable federal and California legal and regulatory obligations;
- Responding to authorized government or law enforcement requests;
- Protecting the rights, property, or safety of Citrin Longevity, its Members, staff, or the public as permitted by law.

4.5 ABSOLUTE PROHIBITION: No Use of Medical or Personal Data for AI or Machine Learning

CITRIN LONGEVITY EXPRESSLY WARRANTS THAT YOUR PROTECTED HEALTH INFORMATION (PHI), CONFIDENTIAL MEDICAL INFORMATION (CMI), PERSONAL HEALTH DATA, BIOMETRIC DATA, MEDICAL INTAKE FORMS, WELLNESS RECORDS, TREATMENT NOTES, OR ANY OTHER PERSONALLY IDENTIFIABLE OR HEALTH-RELATED INFORMATION COLLECTED FROM YOU WILL NEVER BE: (a) USED, SOLD, LICENSED, RENTED, SHARED, TRANSFERRED, OR OTHERWISE PROVIDED TO ANY PARTY FOR THE PURPOSE OF TRAINING, DEVELOPING, FINE-TUNING, TESTING, EVALUATING, OR IMPROVING ANY ARTIFICIAL INTELLIGENCE (AI), MACHINE LEARNING (ML), LARGE LANGUAGE MODEL (LLM), OR AUTOMATED DECISION-MAKING SYSTEM; (b) INCLUDED IN ANY AI DATASET, TRAINING CORPUS, OR DATA AGGREGATION PROGRAM OF ANY KIND; OR (c) USED FOR ANY COMMERCIAL RESEARCH OR DEVELOPMENT PURPOSE NOT DIRECTLY RELATED TO PROVIDING WELLNESS SERVICES TO YOU. THIS PROHIBITION IS ABSOLUTE, APPLIES TO ALL CURRENT AND FUTURE TECHNOLOGY, AND CANNOT BE WAIVED WITHOUT YOUR EXPLICIT WRITTEN INFORMED CONSENT.

4.6 Data Security Safeguards

Citrin Longevity employs commercially reasonable administrative, physical, and electronic safeguards to protect your PHI, CMI, and personal information from unauthorized access, use, disclosure, alteration, or destruction, consistent with the requirements of the HIPAA Security Rule, the CMIA, and California law. These safeguards include access controls, encryption of electronic health records where applicable, workforce training, and physical security measures at the Clinic.

4.7 Data Breach Notification

In the event of a breach of unsecured PHI involving your health information, Citrin Longevity will notify you in accordance with the HIPAA Breach Notification Rule (45 C.F.R. Part 164, Subpart D) and the California Consumer Privacy Act. In the event of a breach of your personal information under California law, Citrin Longevity will notify you in accordance with California Civil Code Section 1798.29 and Section 1798.82 as applicable. Notifications will be provided without unreasonable delay and in no case later than 60 days after discovery of a qualifying breach, or within the timeframe required by applicable law.

4.8 Retention and Disposal of Records

Citrin Longevity retains your health and personal records for the minimum period required by California law, applicable federal law, and Citrin Longevity's internal record retention policy. Health records are generally retained for a minimum period consistent with California Business and Professions Code requirements. Upon expiration of applicable retention periods, records are securely destroyed in accordance with HIPAA and California law.

Section 5: Billing, Subscription Memberships & Payment Terms

5.1 California Automatic Renewal Law (ARL) Compliance

Citrin Longevity's subscription and recurring Membership plans are governed by California's Automatic Renewal Law (ARL), California Business and Professions Code Sections 17600 through 17606. Before a recurring Membership is initiated, Citrin Longevity will present to you, in a clear and conspicuous manner, the following automatic renewal offer terms: (a) the subscription or membership price and billing frequency; (b) the fact that the subscription will automatically renew unless cancelled; (c) the cancellation policy that allows you to cancel before the charge date; and (d) any applicable promotional pricing and its end date. By enrolling in any subscription Membership, you affirmatively acknowledge having reviewed and accepted these disclosures.

5.2 Recurring Billing Authorization

By enrolling in a subscription Membership, you authorize Citrin Longevity and/or its designated payment processor to automatically charge your designated payment method for the applicable Membership fee on a

recurring basis at the frequency established at enrollment (monthly, quarterly, or as otherwise specified). This authorization continues until your Membership is validly cancelled in accordance with Section 5.6. You represent and warrant that you are the authorized user of the payment method provided and that sufficient funds or credit are available to cover all charges.

5.3 Free Trials & Promotional Offers

If Citrin Longevity offers a free trial, introductory rate, or promotional offer, the specific terms of such offer will be disclosed to you in writing before you enroll. Upon expiration of any free trial or promotional period, your Membership will automatically convert to a paid subscription at the standard rate disclosed at enrollment, unless you cancel before the end of the trial or promotional period. In accordance with the California ARL, Citrin Longevity will provide you with an acknowledgment containing the automatic renewal or continuous service offer terms, and will provide a mechanism to cancel your Membership.

5.4 Billing Cycle & Statement

Membership fees are billed on the same calendar date each billing cycle, beginning on the date of enrollment. If your enrollment date falls on the 29th, 30th, or 31st of a month and the billing month does not contain that date, you will be billed on the last day of that month. Citrin Longevity will provide you with a receipt or billing confirmation for each transaction via email to the address on file.

5.5 Failed Payments

If any scheduled charge is declined, reversed, or fails for any reason, Citrin Longevity reserves the right to: (a) retry the charge up to three (3) additional times within a fifteen (15) day window; (b) suspend your Membership and access to all Services and Equipment immediately upon a failed payment, with access restored only upon successful payment; (c) assess a returned payment or NSF administrative fee not to exceed twenty-five dollars (\$25.00) per occurrence; and (d) refer past-due balances to a third-party collection service after sixty (60) days of non-payment. You remain fully responsible for all amounts owed during any period of account suspension.

5.6 Cancellation Policy

You may cancel your subscription Membership at any time using any of the following methods: (a) by submitting a written cancellation request via email to Info@citrinlongevity.com; (b) by completing and submitting a cancellation form in person at the Clinic during business hours; or (c) by sending written notice via certified mail to Citrin Longevity's principal address.

To avoid being charged for the next billing cycle, your cancellation request must be received by Citrin Longevity at least seven (7) calendar days before your next scheduled billing date. Cancellations received less than seven (7) days before the next billing date will take effect at the end of the billing cycle immediately following that next charge. Upon valid cancellation, your Membership will remain active through the end of the then-current paid billing period, and no further charges will be processed thereafter.

5.7 California Health Studio Services Right to Cancel

To the extent that Citrin Longevity's services constitute "health studio services" under California Business and Professions Code Section 17500 et seq., you have the right to cancel your Membership contract within five (5) business days after signing this Agreement and receive a full refund of any initiation or prepaid fees, excluding the reasonable value of any services already received. To exercise this right, deliver written notice of cancellation to Citrin Longevity at the address or email provided on the cover page of this Agreement within the five-business-day cancellation window.

5.8 Refund Policy

Except as expressly provided in Section 5.7 or as required by California law, all Membership fees paid to Citrin Longevity are non-refundable. Prepaid session packages, service bundles, and gift cards or credits are non-transferable and non-refundable after purchase. Citrin Longevity may, in its sole discretion, offer partial refunds or service credits in exceptional circumstances. Chargebacks or payment disputes initiated without first contacting Citrin Longevity in good faith to resolve the issue may be treated as a material breach of this Agreement and may result in immediate Membership termination.

5.9 Price Changes

Citrin Longevity reserves the right to modify Membership fees and service pricing. In accordance with California ARL requirements, Citrin Longevity will provide you with clear and conspicuous notice of any material price increase at least thirty (30) days before the effective date of the change, via email to your address on file. If you do not accept the new pricing, you may cancel your Membership before the next billing date at which the new pricing would take effect. Your continued use of Services after the effective date of a price change constitutes your acceptance of the revised pricing.

5.10 Taxes

All fees are stated exclusive of applicable taxes. You are responsible for all federal, state, and local taxes applicable to your Membership and Services, including any California sales or use taxes assessed on taxable services or goods provided by Citrin Longevity.

5.11 Chargebacks & Dispute Resolution

Before initiating any chargeback, dispute, or reversal with your financial institution or credit card provider, you agree to first contact Citrin Longevity directly at Info@citrinlongevity.com to attempt resolution in good faith. Chargebacks or reversals that are initiated without a good-faith prior dispute attempt and that are later found to be unwarranted may result in assessment of collection costs and attorneys' fees to the extent permitted by California law.

Section 6: Telehealth & Remote Consultation Services

6.1 California Telehealth Law Compliance

To the extent Citrin Longevity offers virtual consultations, remote wellness coaching, or any other service via electronic communication, such services are governed by the California Telehealth Advancement Act of 2011, California Business and Professions Code Section 2290.5. You acknowledge and agree that any telehealth or remote consultation service is subject to the same terms, conditions, and limitations as in-person services, including the privacy protections under HIPAA, CMIA, and Section 4 of this Agreement.

6.2 Technology Requirements & Limitations

Citrin Longevity is not responsible for technology failures, connectivity interruptions, or third-party platform malfunctions that affect the quality or delivery of any telehealth or remote consultation service. In the event of a material technology failure that prevents delivery of a scheduled service, Citrin Longevity will make reasonable efforts to reschedule or provide an alternative delivery method.

Section 7: Intellectual Property

7.1 Citrin Longevity's Proprietary Rights

All content, materials, programs, methodologies, treatment protocols, branding, trademarks, service marks, logos, website content, digital materials, and proprietary wellness systems developed by or associated with Citrin Longevity are the exclusive intellectual property of Citrin Longevity and are protected under applicable United States and California intellectual property laws. No right, title, license, or interest in any Citrin Longevity intellectual property is granted to you by virtue of this Agreement or your Membership.

7.2 Prohibited Uses

You may not copy, reproduce, distribute, publish, display, perform, modify, create derivative works of, transmit, or otherwise exploit any Citrin Longevity intellectual property for any commercial or public purpose without the prior written consent of Citrin Longevity. Unauthorized use may result in civil liability and criminal prosecution under applicable law.

7.3 Member-Generated Content

If you post any review, testimonial, social media content, or feedback that references Citrin Longevity ("Member Content"), you grant Citrin Longevity a non-exclusive, royalty-free, worldwide, perpetual license to use, display, and share your Member Content for marketing and promotional purposes. You represent that your Member Content is truthful, does not infringe any third-party rights, and complies with applicable law.

Section 8: Limitation of Liability & Indemnification

8.1 Limitation of Liability

TO THE FULLEST EXTENT PERMITTED BY CALIFORNIA LAW, CITRIN LONGEVITY, ITS OWNERS, MEMBERS, MANAGERS, PRACTITIONERS, EMPLOYEES, CONTRACTORS, AND AGENTS SHALL NOT BE LIABLE TO YOU OR ANY THIRD PARTY FOR ANY INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE, OR EXEMPLARY DAMAGES, INCLUDING LOST PROFITS, LOSS OF DATA, PERSONAL INJURY, OR PROPERTY DAMAGE, ARISING OUT OF OR RELATED TO YOUR MEMBERSHIP, USE OF SERVICES, OR USE OF ANY EQUIPMENT, EVEN IF CITRIN LONGEVITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL CITRIN LONGEVITY'S TOTAL AGGREGATE LIABILITY TO YOU FOR ALL CLAIMS ARISING UNDER OR RELATED TO THIS AGREEMENT EXCEED THE TOTAL MEMBERSHIP FEES ACTUALLY PAID BY YOU TO CITRIN LONGEVITY IN THE THREE (3) CALENDAR MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO THE CLAIM. THIS LIMITATION APPLIES REGARDLESS OF THE LEGAL THEORY UNDER WHICH LIABILITY IS ASSERTED.

8.2 California Civil Code Section 1542 Waiver

CALIFORNIA CIVIL CODE SECTION 1542 PROVIDES: "A GENERAL RELEASE DOES NOT EXTEND TO CLAIMS THAT THE CREDITOR OR RELEASING PARTY DOES NOT KNOW OR SUSPECT TO EXIST IN HIS OR HER FAVOR AT THE TIME OF EXECUTING THE RELEASE AND THAT, IF KNOWN BY HIM OR HER, WOULD HAVE MATERIALLY AFFECTED HIS OR HER SETTLEMENT WITH THE DEBTOR OR RELEASED PARTY." BY SIGNING THIS AGREEMENT, YOU EXPRESSLY WAIVE ALL RIGHTS AND BENEFITS OF CALIFORNIA CIVIL CODE SECTION 1542, AND ACKNOWLEDGE THAT THIS RELEASE EXTENDS TO ALL UNKNOWN AND UNSUSPECTED CLAIMS ARISING FROM YOUR MEMBERSHIP, USE OF SERVICES, OR USE OF EQUIPMENT AT CITRIN LONGEVITY.

8.3 Release of Claims

By executing this Agreement, you, on behalf of yourself, your heirs, estate, personal representatives, assigns, and legal successors, hereby irrevocably release, waive, and forever discharge Citrin Longevity, its owners, members, managers, practitioners, employees, independent contractors, and agents from any and all claims, demands, actions, causes of action, lawsuits, damages, losses, costs, liabilities, and expenses of any nature whatsoever, whether known or unknown, suspected or unsuspected, arising out of or related to your use of or access to any Service, Equipment, technology, or facility at Citrin Longevity, to the maximum extent permitted by California law.

8.4 Indemnification

You agree to defend, indemnify, and hold harmless Citrin Longevity, its owners, managers, practitioners, employees, contractors, and agents from and against any and all third-party claims, damages, losses, costs, liabilities, and expenses (including reasonable attorneys' fees and court costs) arising out of or related to: (a) your breach of any term of this Agreement or any Individual Consent Form; (b) your violation of any applicable federal, state, or local law or regulation; (c) your provision of false, inaccurate, incomplete, or misleading health or personal information to Citrin Longevity; (d) your negligent or intentional misconduct on Citrin Longevity's premises or in connection with its Services or Equipment; or (e) any claim by a third party arising from your actions or omissions on the Clinic's premises.

8.5 Emergency Medical Situations

In the event of a medical emergency on Citrin Longevity's premises, Clinic staff will contact emergency medical services (911) and provide reasonable first-response assistance consistent with staff training. You hereby authorize Citrin Longevity's staff to contact emergency medical services and to share relevant health information with responding medical personnel as necessary to address a medical emergency. Citrin Longevity is not a medical facility and does not maintain emergency medical staff or equipment beyond basic first aid materials.

Section 9: Communications, Marketing & Consent

9.1 Electronic Communications Consent

By providing your email address and mobile phone number at enrollment, you consent to receive electronic communications from Citrin Longevity, including: appointment confirmations and reminders; account and billing notifications; Membership updates; wellness newsletters and health tips; and promotional offers and marketing content. All electronic notices and communications from Citrin Longevity to you at the email address on file satisfy any legal requirement that such communications be in writing.

9.2 SMS & Text Message Communications

By providing a mobile phone number and opting into text message communications, you consent to receive SMS/MMS text messages from Citrin Longevity. Message and data rates may apply. You may opt out of text message marketing communications at any time by replying "STOP" to any marketing text message. Transactional messages (e.g., appointment reminders, billing alerts) are not subject to marketing opt-out.

9.3 California Commercial Email Compliance

Citrin Longevity complies with the CAN-SPAM Act and California Business and Professions Code Section 17529 et seq. governing commercial electronic mail. All marketing emails from Citrin Longevity will include a functioning opt-out mechanism. You may unsubscribe from marketing emails at any time by clicking the unsubscribe link in any marketing email or by contacting us at Info@citrinlongevity.com. Opt-outs will be processed within 10 business days.

Section 10: Membership Suspension & Termination

10.1 Termination by Citrin Longevity

Citrin Longevity reserves the right to immediately suspend or permanently terminate your Membership, without prior notice and without refund of any prepaid fees (except as required by California law), for any of the following reasons:

- Violation of any provision of this Agreement or any Individual Consent Form;
- Provision of false, fraudulent, or materially misleading information during enrollment or at any time during your Membership;
- Non-payment or repeated failed payment of any Membership fees or other amounts owed;
- Disruptive, threatening, harassing, or abusive behavior toward Citrin Longevity staff, practitioners, or other Members;
- Failure to comply with safety protocols, facility rules, or Equipment use instructions;
- Conduct that, in the sole good-faith judgment of Citrin Longevity, poses a risk to the health, safety, or well-being of staff, other Members, or the public;
- Any conduct that materially harms or could reasonably be expected to harm the reputation, operations, or business of Citrin Longevity.

10.2 Termination by Member

You may terminate your Membership at any time in accordance with the cancellation procedures set forth in Section 5.6. Termination by a Member does not entitle the Member to any refund of prepaid fees except as expressly provided in Section 5.7 or as required by California law.

10.3 Effect of Termination

Upon termination of your Membership for any reason: (a) all access to Services, Equipment, and Clinic facilities will immediately cease as of the termination effective date; (b) any remaining prepaid sessions or service credits will be forfeited, unless California law requires otherwise; and (c) any outstanding balances will remain immediately due and payable. Sections 4, 7, 8, 13, 14, 15, and 16 of this Agreement will survive termination and continue in full force.

10.4 Medical Leave or Suspension

If you are temporarily unable to use Citrin Longevity's Services due to a documented medical condition, surgery, or injury, you may request a temporary Membership suspension of up to ninety (90) days per calendar year. Membership suspension requests must be submitted in writing with supporting documentation and are subject to approval by Citrin Longevity management. During an approved suspension period, your billing cycle will be paused, and your Membership term extended accordingly.

Section 11: Disclaimer of Warranties

THE SERVICES AND EQUIPMENT PROVIDED BY CITRIN LONGEVITY ARE PROVIDED ON AN "AS IS" AND "AS AVAILABLE" BASIS WITHOUT ANY WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE, OR NON-INFRINGEMENT. CITRIN LONGEVITY DOES NOT WARRANT OR REPRESENT THAT: (a) ANY SERVICE OR EQUIPMENT WILL ACHIEVE A PARTICULAR HEALTH OUTCOME OR RESULT; (b) ANY CONSULTATION, ASSESSMENT, OR WELLNESS PROGRAM WILL DIAGNOSE, TREAT, CURE, OR PREVENT ANY MEDICAL CONDITION OR DISEASE; OR (c) THE CLINIC'S SERVICES OR EQUIPMENT WILL MEET YOUR SPECIFIC HEALTH OR WELLNESS GOALS. INDIVIDUAL RESULTS WILL VARY. ALL WELLNESS AND LONGEVITY SERVICES ARE INTENDED FOR GENERAL HEALTH AND WELLNESS SUPPORT ONLY AND DO NOT CONSTITUTE MEDICAL TREATMENT.

Section 12: Force Majeure

Citrin Longevity shall not be liable for any delay, interruption, or failure in the performance of its obligations under this Agreement to the extent such delay or failure is caused by circumstances beyond Citrin Longevity's reasonable control, including but not limited to natural disasters, earthquakes, floods, fires, pandemics, epidemics, governmental orders or restrictions (including public health orders issued under California or federal law), utility failures, civil unrest, labor disputes, acts of terrorism, or any other event constituting force majeure under California law. In the event of a qualifying force majeure event, Citrin Longevity will: (a) notify Members of the interruption as promptly as practicable; (b) make reasonable efforts to resume Services as soon as the event is resolved; and (c) provide billing credits, freezes, or refunds to the extent required by applicable California law or regulation.

Section 13: Modifications to This Agreement

Citrin Longevity reserves the right to modify, update, or amend this Agreement at any time. The following notification standards apply based on the nature of the change:

- Material changes (including changes to fees, cancellation terms, liability provisions, or dispute resolution procedures): Citrin Longevity will provide at least thirty (30) days' advance written notice via email to your address on file before the effective date of any material change.
- Non-material or administrative changes (including corrections, clarifications, or updates to contact information): Citrin Longevity may implement such changes without prior notice, effective upon posting to the Clinic's website or distribution to Members.

Your continued use of any Services or Equipment at Citrin Longevity after the effective date of any modification constitutes your acceptance of the revised Agreement. If you do not agree to a material modification, your sole remedy is to cancel your Membership in accordance with Section 5.6 before the modification's effective date. The most current version of this Agreement will always be available at the Clinic or upon request.

Section 14: Governing Law & California-Specific Legal Provisions

14.1 Governing Law

This Agreement shall be governed by, construed under, and enforced in accordance with the laws of the State of California, without regard to its choice of law or conflict of laws principles. Any and all disputes, claims, or legal proceedings arising under or related to this Agreement shall be subject to California law.

14.2 California Unruh Civil Rights Act

Citrin Longevity is committed to non-discriminatory access to its Services and facilities in compliance with the California Unruh Civil Rights Act, California Civil Code Section 51 et seq. Citrin Longevity does not discriminate against any Member or applicant on the basis of race, color, religion, national origin, ancestry, sex, gender, gender identity or expression, sexual orientation, disability, medical condition, age, marital status, or any other characteristic protected by California law.

14.3 Americans with Disabilities Act & Unruh Act Accommodations

Citrin Longevity complies with the Americans with Disabilities Act (ADA) and the Unruh Civil Rights Act with respect to facility accessibility and reasonable accommodations. Members with disabilities who require accommodations are encouraged to contact the Clinic in advance to discuss available options.

14.4 California Consumer Protection Laws

This Agreement is further subject to the California Consumer Legal Remedies Act (CLRA), California Civil Code Section 1750 et seq., the California Unfair Competition Law, California Business and Professions Code Section 17200 et seq., and all other applicable California consumer protection statutes. Nothing in this Agreement is intended to waive any non-waivable right you have under California consumer protection law.

14.5 Severability of California Void Provisions

To the extent any provision of this Agreement is found by a California court or arbitrator to be void, unenforceable, or in violation of California law, such provision shall be modified to the minimum extent necessary to make it enforceable, or, if modification is not possible, severed from this Agreement. The remaining provisions shall continue in full force and effect.

Section 15: Dispute Resolution, Binding Arbitration & Class Action Waiver

PLEASE READ THIS SECTION CAREFULLY. IT REQUIRES YOU TO RESOLVE MOST DISPUTES WITH CITRIN LONGEVITY THROUGH BINDING INDIVIDUAL ARBITRATION RATHER THAN THROUGH COURT PROCEEDINGS OR CLASS ACTIONS. YOU HAVE THE RIGHT TO OPT OUT OF THE ARBITRATION PROVISION AS DESCRIBED IN SECTION 15.7.

15.1 Good-Faith Negotiation

Before initiating any arbitration or legal proceeding, the parties agree to attempt to resolve any dispute, claim, or controversy ("Dispute") arising out of or related to this Agreement, any Individual Consent Form, or your Membership at Citrin Longevity through good-faith informal negotiation. You must first contact Citrin Longevity in writing at Info@citrinlongevity.com describing your Dispute and the resolution you seek. Citrin Longevity will

respond within fifteen (15) business days. If the Dispute is not resolved within thirty (30) days of your initial written notice, either party may initiate binding arbitration as set forth below.

15.2 Binding Arbitration

Any unresolved Dispute shall be submitted to final and binding individual arbitration administered by JAMS Dispute Resolution or, if JAMS is unavailable, by the American Arbitration Association (AAA), in accordance with its applicable Consumer Arbitration Rules, as modified by this Agreement. The arbitration shall take place in Los Angeles County, California, or, at your election, by telephone or video conference. The arbitrator shall be empowered to award any relief that a California court could award. The arbitrator's award shall be final and binding and may be confirmed and entered as a judgment in any court of competent jurisdiction in California.

15.3 Arbitration Fees & Costs

Arbitration filing fees and arbitrator fees shall be allocated in accordance with JAMS or AAA Consumer Arbitration Rules. Citrin Longevity will pay the initial arbitration filing fee for disputes involving amounts of \$10,000 or less. Each party shall bear its own attorneys' fees and costs in arbitration, unless the arbitrator determines that a claim was frivolous or brought in bad faith.

15.4 Class Action Waiver

YOU AND CITRIN LONGEVITY AGREE THAT EACH PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY ON AN INDIVIDUAL BASIS AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS, COLLECTIVE, CONSOLIDATED, OR REPRESENTATIVE ACTION OR PROCEEDING. THE ARBITRATOR MAY NOT CONSOLIDATE MORE THAN ONE PERSON'S CLAIMS AND MAY NOT PRESIDE OVER ANY CLASS OR REPRESENTATIVE PROCEEDING. IF THIS CLASS ACTION WAIVER IS FOUND TO BE UNENFORCEABLE, THEN THE ENTIRETY OF THE ARBITRATION PROVISION IN THIS SECTION 15 SHALL BE NULL AND VOID, AND THE DISPUTE SHALL BE RESOLVED IN A COURT OF COMPETENT JURISDICTION IN CALIFORNIA.

15.5 Jury Trial Waiver

TO THE EXTENT ANY DISPUTE PROCEEDS IN A COURT OF LAW (INCLUDING WHERE THE CLASS ACTION WAIVER IN SECTION 15.4 IS FOUND UNENFORCEABLE), YOU AND CITRIN LONGEVITY EACH WAIVE ANY RIGHT TO A TRIAL BY JURY FOR ANY CLAIMS ARISING UNDER OR RELATED TO THIS AGREEMENT.

15.6 Exceptions to Arbitration

Notwithstanding the foregoing, either party retains the right to seek: (a) injunctive, declaratory, or other equitable relief in a California court of competent jurisdiction to prevent irreparable harm or to protect intellectual property rights; (b) relief in small claims court for disputes that qualify under applicable small claims court rules in California; and (c) any remedy expressly preserved under the CCPA, CMIA, or other non-waivable California consumer protection statutes.

15.7 Right to Opt Out of Arbitration

You have the right to opt out of the binding arbitration requirement in this Section 15 by sending written notice of your election to opt out to Info@citrinlongevity.com within thirty (30) days of the Effective Date of this Agreement. Your opt-out notice must include your full name, address, and a clear statement that you are opting out of arbitration. If you opt out, any Dispute will be resolved in a California state or federal court as specified in Section 15.8.

15.8 Venue for Court Proceedings

For any Dispute that is not subject to arbitration under this Agreement, or where the arbitration provision is found unenforceable, the parties consent to exclusive jurisdiction and venue in the state and federal courts located in Los Angeles County, California.

Section 16: General Provisions

16.1 Entire Agreement

This Agreement, together with all Individual Consent Forms you execute, the Notice of Privacy Practices provided at enrollment, and any other written addenda or schedules expressly incorporated herein, constitutes the entire agreement between you and Citrin Longevity with respect to your Membership and use of Services, and supersedes all prior and contemporaneous agreements, representations, understandings, and negotiations, whether oral or written, relating to the same subject matter.

16.2 Severability

If any provision of this Agreement is held by a court or arbitrator of competent jurisdiction to be invalid, unlawful, unenforceable, or contrary to California or federal law, such provision shall be modified to the minimum extent necessary to make it valid and enforceable, or if modification is not possible, shall be severed. The remainder of this Agreement will continue in full force and effect.

16.3 Waiver

No failure or delay by Citrin Longevity in exercising any right, power, or remedy under this Agreement shall operate as a waiver of such right. No waiver of any provision of this Agreement shall be valid or binding unless made in writing and signed by an authorized officer of Citrin Longevity.

16.4 Assignment

You may not assign, delegate, or transfer your rights or obligations under this Agreement without the prior written consent of Citrin Longevity. Any unauthorized assignment shall be null and void. Citrin Longevity may assign or transfer this Agreement, in whole or in part, without your consent in connection with a merger, acquisition, reorganization, sale of assets, or by operation of law, provided that the assignee assumes all obligations hereunder.

16.5 Headings

Section headings and titles in this Agreement are included for convenience only and shall not affect the construction or interpretation of any provision.

16.6 Counterparts & Electronic Signature

This Agreement may be executed in one or more counterparts, each of which shall constitute an original and all of which together shall constitute one binding agreement. An electronic signature, digital signature, or other electronic acknowledgment of this Agreement shall be deemed valid and binding to the same extent as an original ink signature under the California Uniform Electronic Transactions Act (UETA), California Civil Code Section 1633.1 et seq., and the federal Electronic Signatures in Global and National Commerce Act (E-SIGN).

16.7 Notices

All notices, requests, and communications required or permitted under this Agreement must be in writing and shall be deemed duly given when: (a) delivered personally to the receiving party; (b) sent by certified mail, return receipt requested, to the address on file; or (c) sent by email to the email address on file and receipt is acknowledged. Citrin Longevity will send official notices to the email address you provide at enrollment.

16.8 Contact Information

For Membership inquiries, billing questions, privacy requests, cancellations, or legal notices, please contact:

Citrin Longevity

Website: www.citrinlongevity.com

Address: 9200 W Sunset Blvd, Suite 170, Hollywood, CA 90069

Phone: (424) 228-8850

General Inquiries: Info@citrinlongevity.com
Billing & Cancellations: Info@citrinlongevity.com
Privacy & HIPAA Officer: Info@citrinlongevity.com
Legal Notices: Info@citrinlongevity.com

Section 17: Member Acknowledgment & Signature

BY SIGNING BELOW, YOU CONFIRM EACH OF THE FOLLOWING: (1) YOU HAVE READ THIS ENTIRE AGREEMENT AND ALL SECTIONS CONTAINED HEREIN; (2) YOU FULLY UNDERSTAND YOUR RIGHTS AND OBLIGATIONS, INCLUDING THE ARBITRATION PROVISION AND CLASS ACTION WAIVER IN SECTION 15; (3) YOU VOLUNTARILY AGREE TO BE BOUND BY ALL TERMS OF THIS AGREEMENT; (4) YOU UNDERSTAND THAT YOU WILL BE REQUIRED TO SIGN A SEPARATE INDIVIDUAL CONSENT AND LIABILITY WAIVER FORM FOR EACH PIECE OF EQUIPMENT AND SPECIFIC SERVICE YOU USE AT CITRIN LONGEVITY; (5) YOU ACKNOWLEDGE THE CALIFORNIA AUTOMATIC RENEWAL DISCLOSURE AND UNDERSTAND HOW TO CANCEL YOUR SUBSCRIPTION; AND (6) YOU HAVE HAD THE OPPORTUNITY TO SEEK INDEPENDENT LEGAL COUNSEL BEFORE SIGNING THIS AGREEMENT.

MEMBER

Member Printed Full Legal Name: _____

Member Signature: _____ Date: _____

Date of Birth: _____ Phone: _____

Email Address: _____

Address: _____

PARENT / LEGAL GUARDIAN (if Member is a minor)

Complete this section ONLY if the Member is under 18 years of age. Parent or legal guardian assumes full joint liability for the minor member.

Parent/Guardian Printed Full Legal Name: _____ Relationship: _____

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Phone: _____ Email: _____

OPTIONAL: ARBITRATION OPT-OUT

Check this box only if you wish to opt out of the binding arbitration provision in Section 15. See Section 15.7 for details.

☐ I elect to OPT OUT of the binding arbitration requirement in Section 15 of this Agreement.

FOR CITRIN LONGEVITY OFFICE USE ONLY

Membership ID Assigned: _____

Membership Tier: _____ Billing Frequency: _____

Enrollment Date: _____ First Billing Date: _____

Staff Member Processing Enrollment: _____ Staff Initials: _____

All required intake forms completed: ☐ Yes ☐ No (list any outstanding): _____

Individual Consent Forms to be completed at first service use: _____

Thank you for choosing Citrin Longevity. We look forward to supporting your health and longevity journey.

www.citrinlongevity.com