

## Service

Individualized remote coaching service to improve the level of golf of a given player. This service is 100% digital and relies on the Hello Birdie app to record golf performances from any course in the world. The follow-up is 100% real and carried out remotely by our coach in person. This allows him to identify the strengths and weaknesses of each golfer in order to concentrate efforts on the aspects that will effectively reduce the score.

A "Money-back" guarantee mechanism is also offered for annual registrations. See conditions below.

Interactions between the player and Hello Birdie during the service:

- **Client >> Hello Birdie:** The golfer's data is automatically transmitted via the Hello Birdie app, which must be used to access this service. The general terms and conditions for use of the app apply.
- **Hello Birdie >> Client**
  - Coach: Stéphane Barras
  - Frequency of golf instructions:
    - Every 6 (six) rounds signed within the app, and **at least** 1 (one) time per month: written feedback, in a shared file - Google Doc type - between Hello Birdie and the Client,
    - Every 6 (six) rounds signed in the app, and **at most** 1 (one) time per month: a 30 min video conference if the customer wishes it in addition to the written feedback. Time slots to be freely determined between the Client and the coach.

## Price

- **Option 1:** 12 consecutive months
  - Price: 2.990 EUR incl. VAT (approximately 2.500 GBP incl. VAT or 2.990 USD) for 1 (one) year.
  - "Money-back" guarantee included. See conditions below.
- **Option 2:** 3 consecutive months

- 1,490 EUR incl. VAT (approximately 1.250 GBP incl. VAT or 1.490 USD), then 1,000 EUR incl. VAT for the following quarters if no interruption.
- **Without** "Money-back" guarantee.

Payment by bank wire transfer, at the beginning of the period. Instruction with SWIFT/IBAN to follow after registration.

## Money-back guarantee

This guarantee is subject to the following conditions to be exercised:

- Limited to the first year of subscription to the **CaddiePlayer by Hello Birdie** service, with an annual subscription. (12 month rate **option #1**)
- Customer has played enough golf rounds to put recommendations to use - based on courses played and signed within the Hello Birdie app. In particular, the customer has actually played golf on courses:
  - Over a minimum period of **M = 8** months, out of the 12 months concerned.
  - Signed **R = 48** rounds of 18 holes, spread over the period. Twice the number in case of 9-holes rounds.
  - With a minimum of **X = 6** rounds played each month **M**.
- The client has recorded a minimum number of cards counting for his level (HCP) in the sense of the WHS (World Handicap System). In detail:
  - In each month of the period **M**, the client has effectively registered at least **3** cards that count for the WHS ranking
- The client has not - at any time - improved his HCP by at least **S** strokes compared to his HCP at the time of subscription to the present offer.
  - **S = 5** for HCP above **36**
  - **S = 4** for HCP from **25 to 36**
  - **S = 3** for HCP from **18 to 24.9**
  - **S = 2** for HCP from **10 to 17.9**
  - **S = 1** for PHC from **5 to 9.9**
- The baseline HCP at the beginning of the period must consist of at least **20** rounds over the past **24** months to ensure that it is a true starting level.
- The customer's golf information, including access to their HCP and License # or equivalent, is freely shared throughout the service with Hello Birdie and its partners implementing the service.