

TERMS AND CONDITIONS

Tamreen Platform Tamreen Sports Consulting Company (شركة تمرين للاستشارات الرياضية)

Effective Date: May 9, 2026 **Last Updated:** May 9, 2026 **Document Version:** 2.0

1. Introduction

These Terms and Conditions ("Terms") form a legally binding agreement between Tamreen Sports Consulting Company ("Tamreen," "we," "us," or "our") and each person who accesses, registers for, purchases through, or uses the Tamreen mobile application, website, or related digital services.

By creating an account, purchasing a Subscription, purchasing a Program, viewing a Program, or otherwise using Tamreen, you confirm that you have read, understood, and agree to these Terms and all policies incorporated by reference.

These Terms are governed by the laws of the State of Kuwait, including the Kuwait Civil Code, Kuwait Commercial Code, Kuwait Electronic Transactions Law, Kuwait Consumer Protection Law, and other applicable laws and regulations.

2. Key Definitions

"Tamreen" means شركة تمرين للاستشارات الرياضية, commercially registered in Kuwait under Commercial Registration No. 531660 and operating under License No. 2026/4823.

"Platform" means the Tamreen app, website, backend systems, user interfaces, payment flows, program library, messaging tools, consent flows, and related digital services.

"User" means an individual who creates an account or uses the Platform as an end user.

"Service Provider" means a coach, trainer, nutrition professional, physiotherapist, wellness professional, or other approved provider who offers programs, content, or services through the Platform.

"Program" means any digital fitness plan, training plan, nutrition plan, wellness plan, educational series, or structured service offering made available through the Platform.

"Subscription" means a recurring paid plan that gives a User access to paid features, Programs, or Services for a selected billing cycle.

"Fitness and Wellness Data" means fitness goals, measurements, training progress, dietary information, self-reported health information, and similar information entered by a User or generated through Platform use.

"Consent Record" means the electronic record created when a User accepts these Terms, another policy, or a specific consent prompt through the Platform.

3. Digital Acceptance

These Terms are accepted electronically through the Platform. No handwritten signature, paper signature, wet-ink signature, or external signing process is required.

Acceptance may occur when a User checks an acceptance box, taps an acceptance button, starts a trial, subscribes, completes onboarding, or completes another in-Platform consent step.

Tamreen may create and retain Consent Records showing account identifier, timestamp, document version, consent method, device information, session metadata, and IP address where technically available. Consent Records may be used as evidence of acceptance and are retained according to the Privacy Policy.

4. Eligibility

The Platform is intended for Users aged sixteen (16) and above. Users aged 16 or older may create an Account and use the Platform independently, subject to these Terms. Users aged twelve (12) to fifteen (15) may use the Platform only with verified consent and supervision from a parent or legal guardian through the consent flow approved by Tamreen. Users under twelve (12) are not permitted to create an Account or use the Platform.

Tamreen may refuse, suspend, or close any Account where it reasonably believes that eligibility requirements are not met, false information was provided, or the Platform was misused.

5. Account Security

Each Account is for one individual only. Users must keep login credentials secure and may not share account access. Users must notify Tamreen promptly at **support@Mytamreen.com** if they suspect unauthorized access.

6. Platform Role

Tamreen operates a digital platform for accessing fitness, nutrition, wellness, and sports-related Programs and Content. Tamreen is not a medical provider and does not provide medical advice, diagnosis, treatment, physiotherapy, dietetic treatment, psychological care, emergency care, or regulated healthcare services.

Programs may be created or delivered by independent Service Providers. Service Providers are not employees, agents, partners, or legal representatives of Tamreen. Tamreen may review credentials as part of onboarding, but this review is a commercial screening process and does not guarantee competence, suitability, or continued validity of qualifications.

7. Health Risk

Platform Content is for general informational and educational purposes only. Users should consult a qualified healthcare professional before starting exercise, nutrition, or wellness programs, especially if they have any medical condition, injury, chronic illness, medication use, pregnancy, postpartum status, eating disorder history, or health concern.

Fitness and nutrition activities carry inherent risks. Users voluntarily assume those risks. Tamreen must not be used for emergencies.

8. User Conduct

Users must not use the Platform unlawfully, submit misleading or harmful content, infringe rights, share another person's data without permission, harass others, hack or scrape the Platform, bypass payment or security controls, abuse the refund window, copy or resell content, or move Platform transactions outside the Platform in violation of Platform rules.

Tamreen may remove content, restrict access, suspend accounts, or take other reasonable action where these rules are breached.

9. Intellectual Property

Tamreen owns or licenses the Platform, brand assets, software, design, interfaces, databases, and Tamreen-created content. Users receive only a personal, non-commercial, revocable license to access the Platform.

Users may not copy, download, screen-record, publish, distribute, sell, license, modify, translate, or publicly display Platform Content unless expressly allowed.

Service Provider content rights are governed by the applicable Coach Agreement or Service Provider Agreement.

10. Subscriptions and Payment

Some features require payment. User-facing prices may vary by subscription plan, Program, promotion, Service Provider, billing cycle, and checkout screen. Prices, included features, billing cycles, renewal terms, and payment details must be shown before purchase, renewal, upgrade, or trial activation. Prices are shown in Kuwaiti Dinars unless stated otherwise, and the checkout screen is the controlling price for that User transaction.

Tamreen acts as merchant of record unless the checkout flow states otherwise. Payments may be processed through MyFatoorah or another designated payment processor.

For recurring subscriptions, Users authorize Tamreen to charge the selected payment method automatically until cancellation. Tamreen will give at least thirty (30) calendar days' notice before applying a price increase to an active recurring subscription, unless a shorter period is required by law, payment processor rules, or urgent regulatory change. Any new price applies only after the notice period or at the next renewal date stated by Tamreen, unless the User accepts the change earlier.

Users may cancel through Account settings or **support@Mytamreen.com**. Cancellation usually takes effect at the end of the current paid billing period.

Refunds are governed by the Payment and Refund Policy. Nothing limits mandatory consumer rights under Kuwait law.

11. Trial Period and First-Purchase Refund Window

Tamreen does not currently offer a free trial. Each new paid Subscription or one-time Program purchase begins charging immediately upon activation, and the price, first charge date, and cancellation method must be shown on the checkout screen before activation.

A User who has just activated a new paid Subscription or completed a new one-time Program purchase may request a full refund within three (3) calendar days of activation or purchase, in accordance with the Payment and Refund Policy. Renewals of an existing Subscription and any charge that is not a brand-new Subscription or a brand-new Program purchase are not refundable, except where required by Kuwait law.

12. Privacy

Tamreen processes Personal Data according to the Privacy Policy. Fitness and Wellness Data is treated as sensitive information and is shared with Service Providers only where the required consent is given through the Platform, unless disclosure is required by law or necessary for safety, dispute resolution, or Platform integrity.

13. Complaints and Disputes

Users may contact **support@Mytamreen.com** for support, complaints, billing issues, refund requests, safety concerns, privacy requests, or legal notices.

Before legal proceedings, the parties should attempt good-faith resolution for thirty (30) calendar days after written notice. These Terms are governed by Kuwait law, and the competent courts of Kuwait have exclusive jurisdiction unless mandatory law requires otherwise.

14. Liability

The Platform is provided on an "as is" and "as available" basis to the maximum extent permitted by Kuwait law. Tamreen is not liable for indirect, incidental, special, consequential, punitive, or exemplary damages to the maximum extent permitted by law.

Tamreen's total aggregate liability to a User for Platform-related claims will not exceed the Fees paid by that User to Tamreen during the twelve (12) months before the event giving rise to the claim, except where liability cannot legally be limited.

Nothing excludes liability for fraud, fraudulent misrepresentation, willful misconduct, gross negligence, or liability that cannot be excluded under Kuwait law.

15. Warranty Disclaimer

To the maximum extent permitted by Kuwait law, the Platform, Programs, and Content are provided without warranties of any kind, whether express or implied, including any implied warranties of merchantability, fitness for a particular purpose, accuracy, non-infringement, uninterrupted availability, or freedom from errors or harmful components. Tamreen does not warrant that the Platform will meet any specific fitness, health, performance, or commercial outcome.

16. Indemnity

You agree to defend, indemnify, and hold harmless Tamreen, its affiliates, officers, employees, contractors, and agents from and against any claim, demand, loss, liability, damage, cost, or expense (including reasonable legal fees) arising out of or related to: (a) your breach of these Terms or any policy incorporated by reference; (b) your misuse of the Platform; (c) any content, data, or material you submit, upload, transmit, or share through the Platform; (d) your violation of any law or third-party right; or (e) any dispute between you and a Service Provider or another User. Tamreen may, at its option, assume the exclusive defense and control of any matter subject to indemnification, and you agree to cooperate with that defense.

17. Force Majeure

Tamreen is not liable for any delay, suspension, degradation, or failure to perform caused by events beyond its reasonable control, including acts of God, natural disasters, fire, flood, epidemic or pandemic, war, terrorism, civil disturbance, government action, regulatory change, sanctions, labor disputes, internet or telecommunications failure, payment processor outage, cloud or hosting provider outage, cyber-attack, or other force majeure event.

Tamreen will use commercially reasonable efforts to restore service as soon as practicable.

18. Severability

If any provision of these Terms is held to be invalid, illegal, or unenforceable by a competent authority, that provision will be modified to the minimum extent necessary to make it enforceable while preserving its intent, or, if modification is not possible, severed from these Terms. The remaining provisions will continue in full force and effect. No waiver of any provision of these Terms will be effective unless in writing and signed by an authorized representative of Tamreen, and no waiver will constitute a continuing waiver.

19. Modification of Terms

Tamreen may update these Terms from time to time to reflect changes in law, regulatory guidance, business operations, product features, payment processing, security practices, or platform policies. When Tamreen makes a material change, it will provide at least thirty (30) calendar days' prior notice through the Platform, by email, or by another reasonable method, except where a shorter notice period is required by law, payment processor rules, or urgent safety or regulatory needs. Non-material changes (such as clarifications, formatting corrections, or contact updates) may take effect upon posting. Continued use of the Platform after the effective date of an update constitutes acceptance of the updated Terms. If you do not agree to an update, you may stop using the Platform and cancel your Subscription in accordance with the Payment and Refund Policy.

20. Suspension and Termination

You may stop using the Platform and cancel your Subscription at any time through Account settings or by contacting support@Mytamreen.com. Tamreen may suspend, restrict, or terminate your Account or access to any feature, with or without prior notice, where Tamreen reasonably believes you have breached these Terms, applicable law, or another policy; where required by a regulator, court, or payment processor; where necessary to protect the safety,

rights, or property of Tamreen, Users, Service Providers, or third parties; or where your Account has been inactive for an extended period as defined in the Platform.

Tamreen may also discontinue the Platform, a Program, or a feature, in whole or in part, for legitimate business reasons. Where the discontinuation affects paid features and is not caused by your breach, Tamreen will provide reasonable advance notice and a prorated refund or service credit in accordance with the Payment and Refund Policy. Sections that by their nature should survive termination (including intellectual property, indemnity, liability limits, governing law, and dispute resolution) will survive.

21. Assignment, Notices, and Entire Agreement

You may not assign or transfer these Terms or any rights or obligations under them without Tamreen's prior written consent. Tamreen may assign these Terms, in whole or in part, to an affiliate, successor, or acquirer in connection with a merger, acquisition, reorganization, sale of assets, or similar transaction, and will provide notice through the Platform or by email.

Tamreen may deliver legal notices to you through the Platform, the email address linked to your Account, or another reasonable method. You must deliver legal notices to Tamreen by email to **legal@Mytamreen.com** and by registered post to the registered address in the Contact section. These Terms, the Privacy Policy, the Health and Fitness Disclaimer, the Payment and Refund Policy, the User Consent, the Cookie and Tracking Policy, the Acceptable Use Policy, the Community and Anti-Harassment Policy, the Minors and Parental Consent Policy, the DMCA and IP Takedown Policy, the Accessibility Statement, and any in-Platform consent flows constitute the entire agreement between you and Tamreen regarding the Platform and supersede any prior or contemporaneous understanding. The Arabic and English versions are intended to be equivalent in meaning; in case of conflict, the Arabic version prevails.

22. Contact

Tamreen Sports Consulting Company (شركة تمرين للاستشارات الرياضية)

Commercial Registration No.: 531660 · License No.: 2026/4823

Legal Form: Single Person Company

Registered Address: Unit 11, Reem Marzouq Mohammad Al-Ghanim Building, Abdulaziz

Hamad Al-Saqr Street, Al Mirqab, Capital Governorate, State of Kuwait

General Support: **support@Mytamreen.com**

Legal Notices: **legal@Mytamreen.com**

Privacy & Data Requests: **legal@Mytamreen.com**

Safety & Trust: **legal@Mytamreen.com**

Official address details should be verified against Tamreen's latest commercial registration, official invoices, payment processor records, and in-Platform account information before final publication.
