

ClubAir® Privacy Policy

1. Introduction and Scope

ClubAir®, ClubAir® Phase I LLC, ClubAir® Phase II LLC, ClubAir® Phase III LLC, and any / all of our affiliates including but not limited to MAPPds: MAPP Digital Solutions LLC ("ClubAir," "we," "us," or "our") operates indoor trampoline and family entertainment centers in NJ. located at 150 Mt. Bethel Rd., Warren, New Jersey. We respect your privacy and are committed to handling your personal information responsibly.

This Privacy Policy explains what information we collect, how we use and share it, and the choices available to you. It applies to our website, online booking and waiver systems, website chat, text messaging (SMS) services, phone communications, and in-person visits to our facility (together, the "Services").

By using our Services, you acknowledge that you have read and understood this Privacy Policy. If you do not agree with it, please do not use our Services.

2. Information We Collect

We collect information you provide directly, information collected automatically, and information from third parties.

Information you provide:

- Contact details, such as name, email address, mailing address, and mobile phone number.
- Booking and party details, such as visit dates, number of jumpers, party preferences, and special requests.
- Liability waiver information, including the names and dates of birth of participants and minors, emergency contacts, and signatures.
- Messages you send us through website chat, text message, email, phone, or social media.
- Payment information, which is processed by our third-party payment processors. We do not store full credit card numbers on our systems.
- Membership, employment application, and feedback or survey information.

Information collected automatically:

- Device and usage data, such as IP address, browser type, pages viewed, referring site, and time spent on our website.
- Cookies, pixels, and similar technologies (see Section 6).
- Message metadata, such as phone numbers, date and time of messages, and delivery status, when you use our chat or SMS services.
- Video surveillance footage recorded inside and around our facility for safety and security.
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Information from third parties:

- Booking, waiver, payment, marketing, and communications service providers that operate on our behalf.
- Social media platforms, if you interact with our pages or advertisements.

3. How We Use Your Information

We use your information to operate our business and serve you, including to:

- Process bookings, party reservations, memberships, and payments.
- Administer liability waivers and verify participant eligibility.
- Respond to inquiries and provide customer support through chat, text, phone, and email.
- Send booking confirmations, reminders, and service-related updates.
- Send promotional offers and news, where you have agreed to receive them.
- Maintain the safety and security of our guests, staff, and facility, including responding to incidents.

- Improve our website, Services, and guest experience.
- Prevent fraud and enforce our terms, rules, and waivers.
- Comply with legal obligations and respond to lawful requests.

We do not sell your personal information.

4. Text Messaging (SMS) and Chat Services

ClubAir offers website, APP, and Phone chat and text messaging so guests can ask questions, manage bookings, and receive updates. These services use a third-party communications provider, Twilio Inc., which assigns ClubAir a business phone number used to send, receive, track, and respond to messages from our website, and / or APP and by phone.

Voluntary use. Use of our chat and SMS services is entirely optional. By starting a chat, texting our business number, or providing your mobile number and opting in, you consent to receive messages from ClubAir and acknowledge that you use these services willingly, voluntarily, and at your own risk. You may contact us by phone or in person instead at any time.

Types and frequency of messages. Messages may include replies to your inquiries, booking confirmations, reminders, waiver links, and, if you opt in, promotional offers. Message frequency varies. Consent to receive marketing messages is not a condition of any purchase.

Opting out and help. Reply **STOP** to any message to stop receiving texts. You will receive one final message confirming your opt-out. Reply **HELP** for assistance, or contact us using the details in Section 14.

Carrier charges. Message and data rates may apply. Any charges for sending or receiving messages, data use, or calls are set by your mobile carrier under your own plan. ClubAir is not responsible for any message, data, or other charges your carrier may apply. Carriers are not liable for delayed or undelivered messages.

Mobile information sharing. No mobile information will be shared with third parties or affiliates for marketing or promotional purposes. Text messaging originator opt-in data and consent will not be shared with any third parties. Information may be shared only with service providers, such as Twilio, that help us deliver our messaging services, and as required by law.

Message content. Please do not send sensitive information, such as payment card numbers, Social Security numbers, or medical details, through chat or text. Messages and related records are stored by ClubAir and our communications provider and may be reviewed to respond to you, improve service, and maintain records.

5. How We Share Information

We share information only as described here:

- **Service providers** that help us operate, such as booking, waiver, payment, website hosting, email, chat, and SMS providers (including Twilio). They may use your information only to provide services to us.
- **Legal and safety purposes**, when required by law, subpoena, or court order, or to protect the rights, property, or safety of ClubAir, our guests, staff, or others, including insurers and emergency responders after an incident.
- **Business transfers**, in connection with a merger, sale, financing, or transfer of all or part of our business.
- **With your consent** or at your direction.

6. Cookies and Tracking Technologies

Our website uses cookies, pixels, and analytics tools to remember preferences, understand site usage, and measure advertising. These may be provided by third parties such as analytics and social media platforms. You can disable cookies in your browser settings, though some site features may not work properly. Our website does not currently respond to "Do Not Track" browser signals.

7. Data Security and Limitation of Liability

We use reasonable administrative, technical, and physical safeguards to protect your information. However, no website, internet transmission, text message, or electronic storage system is completely secure, and we cannot guarantee the security of your information.

You acknowledge that you provide information and use our website, chat, and SMS services voluntarily and at your own risk. To the fullest extent permitted by applicable law, ClubAir shall not be liable for any unauthorized access to, or disclosure, loss, or misuse of, your information resulting from a data breach, cyberattack, or security incident, including incidents involving our third-party service providers, that occurs despite our reasonable safeguards.

Nothing in this Policy limits any right you have that cannot be waived under applicable law. If a security breach affecting your personal information occurs, we will provide notice as required by New Jersey and other applicable law.

8. Children's Privacy

Our website, chat, and SMS services are intended for adults. We do not knowingly collect personal information online directly from children under 13. Information about minors, such as names and dates of birth on waivers or party bookings, is provided by a parent or legal guardian. If you believe a child under 13 has provided us information directly, contact us and we will delete it.

9. Waivers, Photos, and Video

All participants must have a signed liability waiver, completed by a parent or legal guardian for minors. Waiver records are retained as required for legal, insurance, and safety purposes.

Our facility uses security cameras. Guests may also be photographed or filmed during events and open jump sessions, and ClubAir may use such images on our website and social media. If you prefer that you or your child not appear in promotional content, please notify a staff member or contact us.

10. Data Retention

We keep personal information only as long as needed for the purposes in this Policy, including legal, accounting, insurance, and safety requirements. Waiver and incident records may be kept for extended periods, including until the applicable legal limitation period for claims involving minors has passed.

11. Your Choices and Rights

- **Marketing emails:** use the "unsubscribe" link in any email.
- **Text messages:** reply STOP to any message.
- **Access, correction, and deletion:** you may ask to see, correct, or delete your personal information, subject to legal exceptions and our need to retain records such as waivers.

Depending on where you live, including New Jersey, you may have additional rights under state privacy laws. To make a request, contact us using the details below. We will verify your identity before acting on a request and will not discriminate against you for exercising your rights.

12. Third-Party Links

Our website may link to third-party sites, such as booking platforms or social media. We are not responsible for the privacy practices of those sites, and we encourage you to review their policies.

13. Changes to This Policy

We may update this Privacy Policy from time to time. Changes take effect when posted on this page with a revised effective date. Continued use of our Services after changes are posted means you accept the updated Policy.

14. Contact Us

For questions about this Privacy Policy or your information, contact:

ClubAir® 150 Mt. Bethel Rd. Warren, NJ Email: info@clubair.fun Phone: 908-604-0150

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