

# Third Eye Archery

# SERVICE POLICIES

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## TABLE OF CONTENTS

1. SERVICE USE POLICY
  - 1.1. SERVICE DESCRIPTION
    - TRAINING PLAN PACKAGE
    - ONE-OFF FULL FORM VIDEO ASSESSMENT
2. BOOKING POLICY
  - 2.1. BEFORE YOU BOOK: BOOKING CONDITIONS
3. CANCELLATION & REFUND POLICY
4. SITE USE POLICY
5. INTELLECTUAL PROPERTY RIGHTS POLICY
  - 5.0. COPYRIGHT AND ORIGINAL WORK
    - [Full List of Prohibited Activities]
  - 5.1. USER REPRESENTATIONS
  - 5.2. PURCHASES AND PAYMENTS
  - 5.3. USER GENERATED CONTRIBUTIONS
    - 5.3.1 GUIDELINES FOR REVIEW
  - 5.4. SITE MANAGEMENT
  - 5.5. MODIFICATIONS AND INTERRUPTIONS
  - 5.6. ELECTRONIC COMMUNICATIONS, TRANSACTIONS, AND SIGNATURES

# 1. SERVICE USE POLICY

## 1.1. SERVICE DESCRIPTION

### TRAINING PLAN PACKAGES

-3 dedicated Packages are available:

Recurve&Compound/Barebow/Traditional. Each programme runs for 4 weeks.

-The purpose of this programme is to: 1) **resolve** one or two technical issues, 2) **introduce, modify or increase** the load or intensity in your physical and mental skillset, 3) **provide** an athlete with a **tailored training plan** for technical, physical and mental development & **encourage learning**.

-The programme runs for **4weeks (roughly)**, during which **you receive four weekly coach feedbacks in two modes- 2 offline & 2 online**. Closer to the end of each week you will record and send a set of videos to your coach for assessment.

**-Week 1&3- offline feedback, Week 2&4- online feedback.**

-At the start of your programme you will receive an **Athlete's Questionnaire**. It is divided into blocks of short questions: shooting experience, physical fitness regime, sports psychology, aspirations etc. Those would be the questions your coach would ask you if you met in person :) That will help build your individual profile, assess your level of experience, so that your coach can start to tailor your workload for the programme and the future training plan.

- For offline feedback your coach will pre-record the feedback as a video reply: commenting on your shot cycle, strong parts in technique, and highlight one technical aspect you will be working on fixing. For example, if your technical issue is your 'release', your coach will focus on what makes a good release, describe it **kinaesthetically, biomechanically, psychologically** etc., give you visual aids, examples of good release, introduce technical corrections into your form, give necessary drills and exercises etc. + give a couple of tasks (mental/physical or both)\*\*. These tasks will be carefully chosen to help you develop as an athlete, so it is **important** that all the information you provide in

your Athlete's Questionnaire, is truthful to the best of your knowledge (especially concerning health and physical fitness)- as you are responsible for your health and any injury or accident which may occur before/during /after your part-taking in this remote coaching programme. Just remember, **the goal is to improve**, therefore you will never be asked to do anything that may harm your physical or mental wellbeing.

**It is your responsibility** to always ensure environment and equipment safety and to complete regular safety checks, and to remove any hazards which may cause trips, slips or falls while you film and train. Safety First!

-At the end of **Week 2**- you meet your coach online. Here is where you discuss your form in person; your coach will see how you have progressed, how you got on with your exercises, evaluate the pace and methods of learning that suit you best. You will also have the opportunity to ask questions. You receive your next task.

-**Week 3**- Offline mode. Coach pre-records feedback on your video assessment. Adds any necessary drills, mental or physical exercises. You receive material on effective goal setting.

-**Week 4**- online mode. Check on technical progress. Goal setting, physical/mental load discussion. Your coach finishes your **3 months training plan** and sends it off to you, following the final discussion (**allow for a maximum of 7 days**). You can then either come back for a single reassessment on your 3 months progress (online mode suggested), or take another course, where you can opt for weekly, bi-weekly or monthly reassessments, to keep you on track and provide you with new challenges. If you require additional support during your 3 Months training, you can book in for a One-Off session to ensure you are on track and motivated.

**Commitment, feedback, continuity.**

**\*\*Some of the exercises & tools you may be asked to do/use:**

**-Physical strength and stamina exercises for any of the muscle groups**

**(core and back being most common)**

**- Physical drills with your bow, shot-trainer or a stretch band.**

**- Coordination and balance exercises**

**- Mental Skills and Resilience: Visualisation Techniques, Attention &**

**Concentration tasks, Positive Self-image & Thinking, Breathing techniques. \*\***

## **ONE-OFF FULL FORM VIDEO ASSESSMENT**

- This Service includes **1 Coached Assessment in online or offline mode**. Shortly after booking, you will receive a set of Instructions for filming- asking to make 4 videos; **Athlete's Questionnaire is not sent with this service. But please read the description of 'intermediate level' on the 'ABOUT' page on the website.**

- Feedback will analyse & cover your entire shot cycle, commenting on positive elements of form, and highlight a technical part of your shot that requires work. **Your Coach will pre-record feedback**, generate a link/or links that are necessary for your improvement, and add any necessary exercises to help explain and fix your technical issue. Demonstrations, video/audio/written sources may be used to help aid your understanding.

**-Your Coach Feedback should be with you within the next 7 days following your video set submission.** You have **7 days to film the videos** and send them off- you are responsible for respecting these deadlines, so please ensure you have the time to produce the videos, much like your Coach has the responsibility to provide your feedback within the set 7 day period after receiving your videos. Remember, always work on one thing at a time and be consistent when working on something.

## **2. BOOKING POLICY**

### **2.1. BEFORE YOU BOOK: BOOKING CONDITIONS**

#### **BEFORE YOU BOOK**

- 1. Ensure you have roughly 4 weeks of commitment to benefit fully**
- 2. Please familiarise yourself with the terms and conditions, privacy policy etc**

**Third Eye Archery stands for information transparency and follows**

**GDPR Data privacy law guidelines**

3. **Check Service availability before booking.** This can be done by clicking any of the 'Book Now' buttons, which will take you to the booking page where you will clearly see '**service availability**' by the service option you are interested in, or by simply going to the 'Book Online' tab on main menu at the top of the menu screen . \*If the service is currently unavailable, it means it has reached its full capacity.

**You will be able to join the waiting list- please email:**

info@thirdeyearchery.com to check on the estimated waiting time.

4. When you proceed to payment you will be asked to select a day in the calendar- **mark the day you are making the payment on, then select any 1 available Time Slot \* time slot or session duration do not reflect the actual timings, and are there for internal administrative purposes only\***

**- Recommendation:** after you book, email Third Eye Archery to agree on video submission & feedback days. **Video submission and feedback day should be the same day to allow a week in between for carrying out tasks.**

Once you select your Day 1., you have 72 hours (3 full days) to complete the Athlete's Questionnaire and to film your first set of videos. This will give your coach plenty of time to study your individual profile, complete technical analysis of your videos, prepare your first offline video feedback.

**-Weekends are preferred for video submissions & weekdays for feedback, because most intermediate archers shoot on weekends-**

**\*Your first video Assessment feedback will be ready on day 7 of the first week\***

**\*\*You have 6 months to redeem your package; if you need help finding a suitable date- please email and make further inquiries\*\***

5. You will receive all the necessary instructions for filming and file sharing-these will be shared through **Sync (World's safest 'dropbox')- safety and privacy of your materials, as well as those created by your Coach, is priority.**

6. You and your Coach will exchange materials through Sync (account set up is easy, and you will receive the instructions for that also; if you already have a Sync account- simply email that back when you receive your instructions after payment.)

7. Take your time studying the filming instructions. They are illustrated and annotated, so you will have no trouble. You will be asked to film 4 videos.
8. Athlete's Questionnaire will come as a PDF file. It is advised to fill that in first, then film the videos.
9. When both tasks are done - drop both off through Sync (as the emails won't support heavy files)
10. Modern smartphones have excellent cameras, so please use yours, just make sure the camera is suitable for videos.
11. You will be **asked to write a review** following your experience and **asked permission to share your progress on Third Eye Archery website/social media page**- the main idea is to improve and promote the service and learning amongst the archers and coaches. Always with anonymity, unless you would like your first name to be included. Plus, you get to show off your progress :)
12. The service is available in English and Russian languages (contact before booking for feedback in Russian)
13. **Only available to senior archers (18+). Junior programme is in development.**
14. One-off Full Form Video Assessments are available as an option to all willing archers (offline feedback only)
15. Archers returning for a One-Off Full Form Video reassessment following their 3 Months Plan will receive online mode feedback, unless prefer otherwise (contact before booking)
16. **Bow divisions under assessment:**
  - Olympic recurve, barebow, compound (sports only, not hunting).
  - Traditional bows: English/American longbow, traditional bows shot off the shelf, Korean/Turkish/ Hungarian/ Mongolian horsebows.
17. Any bow discipline: Indoor and Outdoor.

### 3. CANCELLATION & REFUND POLICY

#### **IMPORTANT**

**-All services on offer are non-refundable. Please make sure you familiarise yourself with Service Description prior to booking and inquire about any issues that are not clear by contacting [info@thirdeyearchery.com]**

- In the event where you, for whatever reason, cannot continue with the programme, you can: 1) freeze your course, and use up the remaining amount of sessions until end of validity date from the day of purchase (within the period of 6 months from Day 1.) or, exchange the remainder of your package for gift certificates addressed to your or any other name. These can only be exchanged for One-Off Full Form Video Assessment Gift Certificates with offline feedback- for the amount of weeks you have not used up. If you fail to provide your coach with video material for Week 1, you can only claim 3 single certificates to account for 3 weeks of the 4 Week Package.
- **In the event where you fail to provide videos for One-Off Full Form Video Assessment, the fees are non-refundable and cannot be exchanged or extended. Please check your availability and make sure you have up to 7 days to arrange for the videos to be filmed. If you are not sure you have the time, check again later and book the service when you know you have the time.**

### 4. SITE USE POLICY

4.1 The information provided on the Site is not intended for distribution to or use by any person or entity in any jurisdiction or country where such distribution or use would be contrary to law or regulation or which would subject us to any registration requirement within such jurisdiction or country.

Accordingly, those persons who choose to access the Site from other locations do so on their own initiative and are solely responsible for compliance with local laws, if and to the extent local laws are applicable.

**4.2 The Site is intended for users who are at least 13 years of age.** All users who are minors in the jurisdiction in which they reside (generally under the age of 18) must have the permission of, and be directly supervised by, their parent or guardian to use the Site. If you are a minor, you must have your parent or guardian read and agree to these Terms of Use prior to you using the Site.

## **5. INTELLECTUAL PROPERTY RIGHTS**

- **Unless otherwise indicated, the Site is our proprietary property and all source code, databases, functionality, software, website designs, audio, video, text, photographs, and graphics on the Site (collectively, the “Content”) and the trademarks, service marks, and logos contained therein (the “Marks”) are owned or controlled by us or licensed to us, and are protected by copyright and trademark laws and various other intellectual property rights.**

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**digitally published material and intellectual property visit**

**[<https://www.gov.uk/browse/business/intellectual-property>]**

**Full List of Prohibited Activities (including when Site is accessed through a mobile or any other type of device)**

**You may not:**

- (1) decompile, reverse engineer, disassemble, attempt to derive the source code of, or decrypt the Site;
- (2) make any modification, adaptation, improvement, enhancement, translation, or derivative work from the Site;
- (3) violate any applicable laws, rules, or regulations in connection with your access or use of the Site;
- (4) remove, alter, or obscure any proprietary notice (including any notice of copyright or trademark) posted by us or the licensors of the Site;
- (5) use the Site for any revenue generating endeavour, commercial enterprise, or other purpose for which it is not designed or intended;
- (6) make the Site available over a network or other environment permitting access or use by multiple devices or users at the same time;
- (7) use the Site for creating a product, service, or software that is, directly or indirectly, competitive with or in any way a substitute for the Site;
- (8) use the Site to send automated queries to any website or to send any unsolicited commercial e-mail;
- (9) use any proprietary information or any of our interfaces or our other intellectual property in the design, development, manufacture, licensing, or distribution of any applications, accessories, or devices for use with the Site.

## **5.1. USER REPRESENTATIONS**

-By using the Site, you represent and warrant that:

- (1) all registration information you submit will be true, accurate, current, and complete;

- (2) you will maintain the accuracy of such information and promptly update such registration information as necessary;
- (3) you have the legal capacity and you agree to comply with these Terms of Use;
- (4) you are not under the age of 13;
- (5) you will not access the Site through automated or non-human means, whether through a bot, script or otherwise;
- (6) you will not use the Site for any illegal or unauthorized purpose;
- (7) your use of the Site will not violate any applicable law or regulation.

If you provide any information that is untrue, inaccurate, not current, or incomplete, we have the right to suspend or refuse any and all current or future use of the Site (or any portion thereof).

## **5.2. PURCHASES AND PAYMENTS**

5.2.2 You agree to pay all charges at the prices stated in effect for your purchases and you authorise us to charge your chosen payment provider for any such amounts upon placing your order.

5.2.3 We reserve the right to correct any errors or mistakes in pricing, even if we have already requested or received payment.

5.2.4. You agree to provide current, complete, and accurate purchase and account information for all purchases made via the Site. You further agree to promptly update account and payment information, including email address, payment method, and payment card expiration date, so that we can complete your transactions and contact you as needed. Sales tax will be added to the price of purchase, and the price you see is the price you pay for the service. We may change prices at any time.

5.2.5 All payments shall be in British Pound (GBP).

5.2.6 We reserve the right to limit the amount of orders, subject to service availability. You will be informed.

5.2.7 We reserve the right to refuse service if the transaction seems suspicious, and report to the relevant authorities, in case any malpractice or fraudulent activity is detected.

## **5.3 USER GENERATED CONTRIBUTIONS**

- The Site may use and publish your written reviews and/or video material (“Contributions”) [with your consent]. Contributions may be viewable by other users of the Site and through third-party websites. As such, any Contributions you transmit may be treated as non-confidential and non-proprietary. When you create or make available any Contributions.

### **5.3.1 GUIDELINES FOR REVIEWS**

- When posting a review, you must comply with the following criteria:
  - (1) you should have first-hand experience with the person/entity being reviewed;
  - (2) your reviews should not contain offensive profanity, or abusive, racist, offensive, or hate language;
  - (3) your reviews should not contain discriminatory references based on religion, race, gender, national origin, age, marital status, sexual orientation, or disability;
  - (4) your reviews should not contain references to illegal activity;
  - (6) you should not make any conclusions as to the legality of conduct;
  - (7) you may not post any false or misleading statements;We may accept, reject, or remove reviews in our sole discretion.

## **5.4. SITE MANAGEMENT**

We reserve the right to:

- (1) monitor the Site for violations of these Terms of Use;
- (2) take appropriate legal action against anyone who, in our sole discretion, violates the law or these Terms of Use, including without limitation, reporting such user to law enforcement authorities;

(3) in our sole discretion and without limitation, refuse, restrict access to, limit the availability of, or disable (to the extent technologically feasible) any of your Contributions or any portion thereof;

(4) otherwise manage the Site in a manner designed to protect our rights and property and to facilitate the proper functioning of the Site.

## **5.5. MODIFICATIONS AND INTERRUPTIONS**

We reserve the right to change, modify, or remove the contents of the Site at any time or for any reason at our sole discretion without notice. We reserve the right to modify or discontinue all or part of the Site without notice at any time.

We will not be liable to you or any third party for any modification, price change, suspension, or discontinuance of the Site.

-We cannot guarantee the Site will be available at all times. We may experience hardware, software, or other problems or need to perform maintenance related to the Site, resulting in interruptions, delays, or errors. We reserve the right to change, revise, update, suspend, discontinue, or otherwise modify the Site at any time or for any reason without notice.

## **5.6. ELECTRONIC COMMUNICATIONS, TRANSACTIONS, AND SIGNATURES**

Visiting the Site, sending us emails, and completing online forms constitute electronic communications. You consent to receive electronic communications, and you agree that all agreements, notices, disclosures, and other communications we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communication be in writing. YOU HEREBY AGREE TO THE USE OF ELECTRONIC SIGNATURES, CONTRACTS, ORDERS, AND OTHER RECORDS, AND TO ELECTRONIC DELIVERY OF NOTICES, POLICIES, AND RECORDS OF TRANSACTIONS INITIATED OR COMPLETED BY US OR VIA THE SITE.

Third Eye Archery