



OPERATIONS MANUAL

Oomph! Physical Activity Sessions

Oomph!

Welcome!

This Operation Manual outlines how to complete each stage of starting, delivering and reviewing Oomph! Physical Activity classes.

This manual provides step-by-step guidance and advice to support you to deliver outstanding physical activity and exercise classes for older adults.



**SPORT
ENGLAND**

LOTTERY FUNDED

IT'S GREAT TO HAVE YOU ON BOARD!

CONGRATS! You're are now an **Oomph! Instructor!** You're part of a nationwide network of more than 1,500 people who are dedicated to making exercise fun, inclusive and adaptive to the needs of older adults and in doing so contributing to their health, wellbeing and physical independence.

WE'RE PROUD TO CALL YOU AN OOMPH! INSTRUCTOR!

This manual, combined with your training has everything you need to get going and all the key information you will need to understand your role and responsibilities as an Oomph! Instructor and the responsibilities of the organisation of group who hold the Oomph! license.

WHAT IS OOMPH!?

Oomph! is a social enterprise with a mission to transform the quality of life of older adults. Through various services Oomph!'s goal is to improve the quality of life of older people and ensure that people live a full life, for life.

WHAT IS THE ROLE OF AN OOMPH! LICENSE HOLDER AND OOMPH! INSTRUCTOR?

An Oomph! license holder is the organisation or group that takes responsibility for the co-ordination and delivery of Oomph! in their venue(s). They will be ultimately responsible for all financial matters and adhere to their responsibilities as a licensee.

An Oomph! instructor is an individual who has been trained to deliver Oomph! physical activity and exercise sessions. They may take responsibility for the co-ordination and delivery of Oomph! but are not personally ultimately responsible for the contractual and financial responsibilities of the license holder. Although, an Oomph! instructor may be involved in the meeting and discussions with the wider license holder organisation or group. The role of an instructor is to facilitate and support more physical activity and exercise for older people in the venue they either work, live or volunteer at.

WHO CAN BENEFIT?

Everyone can benefit from exercise. It truly is a 'wonder drug' and has endless physical, mental and emotional benefits for people of all ages and abilities.

WHAT IS ADAPTABLE EXERCISE?

Adaptable exercise is adjusting a movement or activity to be achievable for individuals with varying physical and cognitive needs. It's about making Oomph! truly inclusive and accessible to everyone which was part of your Oomph! training.



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OOMP! INSTRUCTOR PROFESSIONAL CONDUCT

As an Oomph! instructor you will be responsible for maintaining professional conduct and standards for the benefit and consideration of all participants, their family and friends, other instructors and any other stakeholder involved in Oomph!

Code of conduct:

- 1.** Always be guided by the best interests of participants; your primary role will be to ensure participant safety and welfare and this should always be a priority
- 2.** Physical touching can be a large part of motivating and supporting participants in exercise but it's important to ask for permission first and to end contact if a participant requests so or displays signs of discomfort
- 3.** Be open, honest, fair and work with integrity to guide all decisions
- 4.** Maintain your knowledge of being a competent exercise leader through reading on-going continuous professional development (CPD) hand-outs, attending workshops where appropriate and attending annual refresher training.
- 5.** Never deliver any form of physical activity or advice outside of what you have been trained to do or what the Oomph! resources describe. Always work within your own personal competency and ability.
- 6.** You must demonstrate a duty of care when working in your venue and work to prevent any reasonably foreseeable accidents and emergencies
- 7.** You should always feel in good personal health when delivering physical activity and exercise sessions
- 8.** You will uphold the confidentiality and protection of all documents and resources provided to you by Oomph! and not distribute them without prior permission from Oomph!

LICENSEE (YOUR) RESPONSIBILITIES

The licensee is the organisation or group who has agreed to take on contractual responsibility and been licenced to deliver Oomph! in their venue(s). Responsibilities may be delegated to Oomph! instructors to carry out the roles of the licensee, however the licensee will ultimately be responsible.

CLASS DELIVERY EXPECTATIONS

Oomph! is an exercise programme designed to increase the physical activity of older adults. For physical activity to improve the health and wellbeing of participants it should be delivered regularly. As an Oomph! licensee each **venue** is to deliver:

- **Two or more** Oomph! classes **per week**.
- **Each class** should be between **30-60 minutes**.
- The licensee will ideally deliver Oomph! at least **46 out of 52 weeks** a year in each venue.

CHARGING

Oomph! is designed to create a sustainable model of exercise that can be incorporated in any organisation or group. For it to be sustainable it is essential that participants contribute towards each Oomph! class. The licensee is responsible for charging participants **£1.00 or more per session**. The charge can be taken directly from participants at each session or the cost can be incorporated in to an alternate payment method, such as having Oomph! included in the cost of day care or a maintenance charge for housing associations. Without generating a class revenue Oomph! is not viable long-term. To have a positive long-term impact on older adult physical activity, health and wellbeing it is essential to have a sustainability plan in delivering Oomph! as a licensee. The funds you generate at sessions are for the venue/licensee to account for an use accordingly.

REPORTING

Oomph! is an organisation that has created positive change through using feedback and data effectively. As a licensee you are responsible for continued reporting of Oomph! sessions through the Oomph! App on the tablet computer provided for the Oomph! instructor(s) in each venue. Oomph! instructors are trained how to use the Oomph! app and provide delivery reports. The Oomph! account management team will contact Oomph! instructors who **do not use the Oomph! app weekly to report sessions**. In the event Oomph! instructor fail to submit a session delivery report after **10 working days**, we will notify you as the license holder. To upload the data the tablet computer will need to be connected to a wireless internet (WIFI) network which can be at a place of work, café, public WIFI or at home. Remember, the more you put into the app, the more you get out of it! You will be able to see how many sessions you have done and the difference it will make to the older people. **If you have any difficulties please get in touch!**

LICENSEE (YOUR) RESPONSIBILITIES

BEING PART OF THE NETWORK

Being an Oomph! licensee and delivering Oomph! at your nominated and licensed venue(s) means you will be part of a national network contributing towards increasing physical inactivity for older adults and improving their health and wellbeing.

Oomph! is a research and data led organisation and we work with academic partners to conduct impact research. Any research will be carried out by competent professionals and not impede the activities of your organisation. By agreeing to be an Oomph! licensee you agree to the possibility of research being completed at your venues. You will be suitably notified and informed with at least **4 weeks** notice before any research is completed and all Oomph! instructors participants will be given the voluntary option to be included in the research or not.

The research completed will include the impact of Oomph! on the physical, mental and emotional health of participants and instructors. This aligns with Sport England's new funding priorities

CONTRIBUTION AND COMMUNICATION

Being part of the Oomph! network will involve on-going communication between Oomph! the licensee and Oomph! instructors. This communication will include our responsibility to keep all instructors up to date with new information and resources along with our responsibility to licensee to provide quarterly reports.

All licensees are expected to continue an open communication throughout the licensee period in addition to Oomph! instructors continuing in communication with the Oomph! regional co-ordinators and account managers who are there to support them.

LICENSEE (YOUR) RESPONSIBILITIES

STARTING SESSIONS

Oomph! classes should start **within 10 working days** of Oomph! instructor training.

Starting with 10 working days is important for Oomph! instructors to have the learning from the Oomph! course fresh in their mind, abilities and competencies and have the confidence to lead an Oomph! class.

Moreover, as the financial sustainability of Oomph! classes is reliant on delivering regular classes, by delaying the start date it will affect the income generated by Oomph! classes.

If no Oomph! class delivery report is submitted within 10 working days the instructors and the licensee will be contacted by email. We will work with you following our escalation procedure if delivery doesn't happen after this time.

DISTRIBUTION OF OOMPH! RESOURCES AND INTELLECTUAL PROPERTY

As the licensee you will be provided with Oomph! resources and intellectual property. Resources will also be provided to the trained Oomph! instructors. As the licensee you do not have the right to copy or distribute any of these resources to another party without written permission from Oomph! In doing so you will be in breach of agreed confidentiality. Additionally, no Oomph! instructor may copy or distribute any of Oomph's content or intellectual property without prior consent.

LICENSOR (OOMPH!'S) RESPONSIBILITIES

PROVIDE LICENSEE AND OOMPH! INSTRUCTORS WITH ALL NECESSARY INFORMATION

Oomph! will provide all required information and resources for the licensee to establish Oomph! sessions in their venue(s) of choice. This will include on-going resources to deliver a wide range of physical activities and sports.

DELIVER HIGH QUALITY TRAINING FOR OOMPH! INSTRUCTORS

Oomph! will provide industry leading training for individuals to be certified in exercise leadership in community settings with endorsement from Active IQ and Skills for Care through Oomph!.

PROVIDE EQUIPMENT TO DELIVER EXERCISE AND SPORTS

Oomph! will provide each venue with the equipment necessary to deliver the sports included in the training and resources. The equipment pack will be a standardised amount of equipment. The licensee will be provided with purchase information if additional equipment is required.

EXTEND LICENSEE BENEFITS THROUGH A NETWORK OF STAKEHOLDERS THAT BENEFIT OOMPH! LICENSEE AND OOMPH! PARTICIPANTS

Oomph! works with national organisations to provide every licensee with additional benefits to increase the opportunities for participants to engage with exercise and sport in the wider community.

PROVIDE A TABLET COMPUTER WITH SOFTWARE FOR ON-GOING INSTRUCTOR RESOURCES AND SESSION REPORTING AT EACH VENUE

Oomph! will provide a tablet computer to be used for the Oomph! app. The tablet computer is provided for the purposes of delivering Oomph! and is not for personal use, but may be used for other activities related to older adult quality of life, health and wellbeing. Oomph! is responsible for ensuring the content on the Oomph! app is continually updated to provide the best user experience and extensive suitable content.

INSTRUCTOR REQUIREMENTS

INDIVIDUAL EXPECTATIONS

The expectation for each Oomph! instructor is to follow the Oomph! Instructor Professional Requirements listed at the start of the Operations Manual.

As an Oomph! Instructor you are expected to support the licensee in achieving the Oomph! (licensors) expectations

MULTI-OOMPH! INSTRUCTOR GROUP RESPONSIBILITIES

Where a venue has more than one Oomph! Instructor all the instructors will be part of the venue instructor group and each be collectively responsible for delivering Oomph! sessions. The instructor group must identify one Oomph! instructor who will be the '**Key Communicator**'. This instructor will be responsible for phone calls and communications between the venue and the Oomph! support team. This role will require providing contact details where you can be reached during normal working hours (9-5pm) and a mobile phone contact number.

We recommend that the **Key Communicator** be an individual who is employed by the organisation or group or a person who has been with the organisation, although no necessarily employed role, for more than one year.

The Key Communicator does not have to be the instructor of the group who delivers the most Oomph! sessions. Between the a group of instructors at a venue, it is the group decision of the group who will deliver Oomph! sessions and how often as long as they achieve the expectation of minimum delivery requirements each week as listed on page 5.

It is fully acceptable for an instructor in a group to have a passive or supporting role rather than a direct delivery role, where they support the other Oomph! instructor(s) at the venue. The group roles and dynamic is to be decided between the group of instructors. Working with other members of staff, volunteers or residents to support an Oomph! instructor is fully acceptable and encouraged. There must be a certified Oomph! instructor at every session, who will be responsible for the session, but other people who are supporting the instructor may take an active role in the session.

VENUE REQUIREMENTS

Oomph! is designed to be versatile and flexible when it comes to spaces where Oomph! can be delivered. However there are some specific requirements for a space to deliver Oomph! classes

INDOORS

Most Oomph! classes are delivered in an indoor space. This include communal lounges, dining areas, sports halls and meeting rooms. For indoor classes there are some key requirements that must be adhered to:

Fire Safety – The space must have been included in fire safety checks for the building and have a fire escape route and/or plan

Risk Assessed – The space must have been risk assessed for the potential of the environment and equipment in that environment (chairs, furniture, electrical equipment, lighting, flooring) to cause harm to health. Where risks have been identified they must be suitably and reasonably managed to remove or minimise that risk of causing harm. Venue risk assessment was covered in the Oomph! training, please refer to your Training Manual for further information.

Suitable Size – The space must be big enough for the number of participants intended to take part

Equipment Use – When using equipment ensure it does not become a potential trip hazard by it being placed on the floor where participants or others are likely to walk. Equipment is to be used as indicated or directed in Oomph! training and resources.

Insurance – Make sure the building has insurance suitable for the activities undertaken

Emergency plan – Have an plan in the event of an emergency included immediate access to call for support and a phone to contact emergency services if necessary

VENUE REQUIREMENTS

OUTDOORS

If the weather is nice during the warmer months you may decide to deliver Oomph! classes outdoors.

Fire Safety – The space must have been included in fire safety checks for the building, for example if this is a communal garden, potential fire hazards are to have been identified and managed and a fire escape route planned if this is a closed garden or courtyard.

Risk Assessed – The space must have been risk assessed for the potential of the environment and equipment in that environment (seats, floor/grass) to cause harm to health. Where risks have been identified they must be suitably and reasonably managed to remove or minimise that risk of causing harm. Venue risk assessment was covered in the Oomph! training, please refer to your Training Manual for further information.

If the outdoor space you will be using is not on the organisations property it is essential that you investigate the outdoor space and risk assess it before you deliver a class. In the event the outdoor space is not part of your organisations property it is essential that you enquire if your company insurance covers your to deliver activities when not on company property as you may require additional insurance.

Suitable Size – The space must be big enough for the number of participants intended to take part.

Equipment Use – When using equipment ensure it does not become a potential trip hazard by it being placed on the floor where participants or others are likely to walk.

Access to outdoor space – The access route to the space for the outdoor class must be risk assessed so that it can be safely accessed by participants and others taking part in the class.

Weather – It is essential that you check the weather conditions are suitable for an outdoor Oomph! class. This includes the time to access and return from the outdoor space. In the event of rain or forecast rain do not deliver an Oomph! class outdoors.

Oomph!

GETTING STARTED

REGISTRATION OF PARTICIPANTS

It is essential that you register **every participant** that takes part in Oomph! The reason for this is Oomph! must report activity statistics to Sport England as part of our obligation to measuring the impact of older adult physical activity.

As part of your responsibility as an Oomph! Instructor, you must collect participant information from the registration forms which is completed digitally on the Oomph! app

SHARING THE REGISTRATION FORM WITH OOMPH!

The information gathered on these forms are to be entered in to the Oomph! App. By using the app you avoid postage time and costs. This information will be used as part of our monitoring and evaluation responsibilities to Sport England. Importantly, it is essential that **you keep a hard copy record** of all registration forms for your own records and in the event you need to get in touch with an emergency contact.

DATA PROTECTION

As part of Oomph!'s responsibility for data protection, all personal information collected in the app is protected and encrypted. It is essential that each participant reads and signs the form as it states how their information is used and that we never share personal information with any 3rd parties with the exception of academic partners as part of our evaluation. Participants' details will never be used to contact them for anything not relating to Oomph!.



COLLECTING FEEDBACK – PARTICIPANT OPT-IN

There is an option on the form where participants are entitled not to opt-in, and not participate in an evaluation or being contacted by Oomph! as part of the evaluation of the Oomph! programme. Any communication will be regarding participants feedback about their activity levels of views on the Oomph! classes as part of our commitment to service impact, monitoring and evaluation.

REGISTRATION OF PARTICIPANTS – PAR Q

The Physical Activity Readiness Questionnaire (PAR Q) is to assess the suitability of an individual taking part in Oomph! classes. It is to be completed by anyone taking part in Oomph!, including family, friends and carers who may be taking part in support of a participant.

This is both for their safety and wellbeing and for your protection as an instructor to complete your responsibly for managing reducing risks.

SHARING THE PAR-Q FORM WITH OOMPH!

Just like the information in the participant registration form, it's much simpler for this to be collected in the Oomph! App rather than posting these forms in. The PAR Q information can be quickly and easily submitted through the Oomph! App.

PAR Q DISCLAIMER

The PAR Q form includes a disclaimer statement in the event a participant decides they wish to take part in Oomph! under their own free decision if they do answer YES to one of the PAR Q questions.

If a participants does decide to take part in Oomph! when signing the disclaimer, they do so with the understanding that Oomph! is a low-moderate intensity physical activity session, but it cannot remove all risks association with physical activity. It is important that you always recommend that a participant speaks with their GP or health care professional as soon as possible.

OOMPH! EQUIPMENT

Oomph! provides a range of equipment for every venue so that they are able to deliver a wide variety of physical activity sessions and games.

MAINTENANCE

All the equipment provided is designed to be low maintenance and should require no additional time other than storing the equipment correctly and cleaning equipment regularly.

SAFETY

All the equipment provided for each venue has been selected on their low likelihood to cause injury or present a hazard to health. Nonetheless, all equipment should be used as directed by the Oomph! training and Oomph! resources.

STORAGE

Please store all equipment in a dry location, ideally in a space where the equipment has secure access to prevent loss or theft. Please ensure that equipment is stored in a space that does not present a trip hazard to others.

REPLACEMENT

In the event equipment fails through reasonable use, please get in touch with us to see if we can replace it. We are happy to replace equipment at our purchase prices minus the costs of post and packaging. We are not able to replace any equipment that fails or is faulty through incorrect use.

VENUE EQUIPMENT

At every venue there will be some equipment which will be required to run an Oomph! class. Below is our recommendations and guidance to using this equipment.

FURNITURE AND SEATING

Oomph! involves a high proportion of seated movements and games. As a result a venue should have suitable chairs for use in Oomph! physical activity sessions. As the instructor, it is your responsibility to ensure that this furniture is suitable and safe.

SUITABLE:

- Has four legs (not a stool) or a chair leg design that is a highly stable
- Has arms on the chair (this is not essential, but recommended)
- Is of a reasonable height (i.e not so low it's difficult to get up out of, not so high that the participant cannot rest their feet on the floor)

SAFE:

- All legs are secure with no signs of damage
- There is no indication of faults or missing screws/bolts that hold the chair together
- There no damage to the chair seat, back or arms (if the chair has arms)

PAT TESTING ELECTRICAL EQUIPMENT

It is a statutory requirement for organisations that use electrical equipment (i.e. speakers, plug-in lamps) to PAT test the equipment for electrical safety. If a electrical item has been PAT tested it will have a sticker confirming this on the plug or wiring of the equipment. In the event there is no PAT test stick please contact the person who is responsible for the venue you are delivering in to ask if the item has been PAT tested and if it is within date before it's next test. If it is not, please ask this person to arrange PAT testing.

TABLET COMPUTER

Oomph! provides a tablet computer for every venue for two purposes:

- To collect participation information to provide you with reports
- As a digital resource with guides on how to deliver Oomph! sessions

The whole purpose of the tablet is to make your life simpler without having eight-page forms and posting in all the details. More importantly, the Oomph! resources are designed to minimise planning time and be a continual guide for ideas on how to deliver engaging and exciting Oomph! sessions.

MAINTENANCE

The Oomph! tablet requires no maintenance beyond charging it regularly in the same way you would look after your mobile phone.

It is **essential** that the tablet is connected to the internet (WIFI) at least every **two weeks**. This is so that the information you collect can be uploaded to Oomph! and new content and ideas can be accessed on your Oomph! app for new idea and pre-planned activities. It is part of your obligation as a venue that delivers Oomph! to connect the tablet to the internet (WIFI) every two weeks.

STORAGE

Please store the tablet in a dry, safe and secure place.

REPLACEMENT

The tablets are covered by a 12 month warranty for any technical faults. This does not include accidental damage. In the event the tablet stops working for any reason please get in touch with Oomph! on 0203 784 7979 as soon as possible so we can find a solution.

MEDIA AND PHOTOS

As part of using the Oomph! App you be required to take as a minimum photos for Oomph! participant registration. There is also the option to take photos of the Oomph! session to capture a great moment!

For registration photos it is not essential that the image is a photo of the person. This photo will not be shared and only used on the venue tablet to make it quick and easy to identify a participant. If the participant does not wish to have their photo taken then taking a photo of an object, a drawing of the person or an object is completely suitable.

MEDIA CONSENT

As part of the participant registration there is a media consent statement. This statement explains to the participant that photos may be taken during an Oomph! class and these images will only be used to promote Oomph! and no person will be individually identified without additional permission. In the event a participant does not agree with the media release then they should not be included in any photos.

INDIVIDUALS WITHOUT MENTAL CAPACITY

Any person taking part in your Oomph! session without mental capacity must not be included in any photos without express permission from a person who has authority to sign the participants form including the media release section.

DISTRIBUTION OF PHOTOS AND OTHER MEDIA

Any photos taken via the Oomph! app will not be used for any purposes other than to promote Oomph! No individuals identify will be released without additional permission gathered from the person.

MUSIC

MUSIC SUPPLIED BY OOMPH!

Oomph! provides four CDs for 12-months of music content. This music has been selected to reflect a mix of genres and preferences so that you have a broad starting point to have music accompanying activities.

MUSIC SUPPLIED BY INSTRUCTOR, PARTICIPANT OR VENUE

We wholeheartedly recommend Oomph! instructor to source new music to play at Oomph! sessions. What we provide is designed to be a starting point. We also wholeheartedly recommend for you to engage participants in suggesting and recommending music options.

PRS LICENSE REQUIREMENTS

Where music is played in a communal space of a care setting, sheltered housing scheme, extra care scheme, retirement scheme or similar, where the space is for the shared use of all residents as part of their tenancy PRS music license is not required to play music.

Where music is played in a community venue that is public facing (i.e. community centre, church, library etc) a PRS license is likely to be required. Licensees can cost between £1-3 per class. However PRS do offer reduced costs for charity and community settings.

Ensuring you understand if your venue requires a music license is your responsibility and in the event it does, you will need to arrange a license through PRS. If you are delivering in a community centre or leisure centre it is likely the organisation already has a music licence, please speak with the person who is responsible for the venue to confirm.

For more information on PRS music licenses please visit www.prsformusic.com or call 0800 068 4828

ADVERTISING, PROMOTION & OOMPH! BRAND

USING THE OOMPH! NAME, BRAND AND LOGO

As a licensed Oomph! venue you are permitted to use the Oomph! name, brand and logo to promote all activities relating to what Oomph! instructors have been taught and demonstrated competency to deliver during Oomph! training. The Oomph! name, brand or logo must not be used to promote any activities not included in the Oomph! training or Oomph! resources.

PROMOTIONAL MATERIAL

As an Oomph! venue you will be supplied with a digital Oomph! marketing pack with posters to display in public spaces to promote Oomph! sessions in your community. These posters and leaflets have editable sections to enter the information of session time, location and instructor information.

LARGE PRINT OOMPH! APP DISCLAIMER

Media and Photo Disclaimer

We may take your individual photo as part of your registration process. Individual photos used in the Oomph! App for registration will not be used for any purposes other than for registering attendance at Oomph! session by the instructor. The photo will not be used or distributed to any other parties.

Group session photos may be taken during Oomph! sessions for the purposes of documenting Oomph! and its impact on the wellbeing of older adults. These images may be used on the Oomph! website or in marketing materials, but no person will be named or identified in any photo without additional written consent. Please indicate below whether you agree to us using your image in this way.

Data Protection

The personal data you provide is confidential and subject to the requirements of the Data Protection Act 1998 and the General Data Protection Regulation. The personal data that has been entered in to the Oomph! app is controlled by Oomph! as 'the controller'. All digital data collection will be processed by Karelnn Limited, 'the processor'. Karelnn Limited created and manages the Oomph! app. The types of personal data we will collect are:

- Personal contact details
- Outcome of the Physical Activity Readiness Questionnaire (PAR-Q)
- Level of physical activity questionnaire
- Level of mobility
- Any health condition(s)
- Your individual photo (see above)

Your personal data will be used by Oomph Wellness Training Limited for the purposes of measuring and evaluating the effectiveness of Oomph! Sessions and to track participation and changes in physical activity levels. Your details will be shared with our academic partners (University of Northamptonshire and Brunel University) for the purposes of academic evaluation only and improving the training and wellness programmes we provide. Your personal data will not be shared with any other third party.

You have the right to view your personal data or withdraw consent at any time. To do this please inform the Oomph! instructor or contact Oomph! directly on 0203 784 7989 or email hello@oomph-wellness.org

On-going Feedback Collection

Oomph! is funded by Sport England. As part of our obligation to Sport England and our commitment to service improvement and programme evaluation you may be contacted by us or our academic partners to ask you about your experience of Oomph! and to complete a questionnaire on levels of physical activity by Oomph! or our academic partners. Please indicate below whether you agree to being contacted for this purpose.

- I accept the terms and conditions
- I accept my data will be used for academic evaluation
- I accept the media and photo disclaimer

Full Name:: Date:

NOTES