



Terms & Conditions of Service

Effective date: October 16, 2025

1. Program Services and Enrollment

Services provided: Before- and after-school care, toddler, preschool, pre-K and Ages 5–6 programs, specialty projects (e.g., Therapeutic Garden, Recording Studio, Outdoor Play Area), family workshops, and related activities described on our website and enrollment materials.

Eligibility and openings: Enrollment is limited by location and class ratios; acceptance is by application and Program approval. We may require intake meetings, trial visits, and submission of completed enrollment forms.

Required records: Prior to or at intake, families must provide accurate child information including name, date of birth, emergency contacts, health, allergy, medication, IEP/504 or therapist notes (if applicable), and any required authorizations.

Trial and orientation: Trial visits or orientation sessions may be required before full enrollment begins.

2. Payments, Fees, and Cancellation

Tuition and fees: Tuition, deposit, and fee schedules are communicated separately and are due according to enrollment agreements. Nonpayment may result in suspension or termination of services.

Deposits and holds: A deposit or enrollment fee may be required to hold a space; deposits are refundable only as stated in the enrollment agreement.

Refunds and cancellations: Refund and cancellation policies are specified in the enrollment agreement. Short-term cancellations, missed days, or absences do not typically result in tuition adjustments unless otherwise stated.

Late pick-up and additional charges: Late pickup fees, supply fees, or other charges may apply and will be billed to the family.

3. Health, Safety, and Medication

Health requirements: Families must disclose health, allergy, immunization, and medication information truthfully. Exclusion from Program for contagious illness follows public health guidance and Program policy.

Medication administration: Staff will administer medication only with completed authorization forms and precise dosing instructions. Emergency medication (e.g., epinephrine) requires written care plans and training for staff as needed.

Emergency care: In emergencies, we will attempt to contact guardians and follow authorized emergency procedures; if necessary, we will seek medical care for the child and guardian will be responsible for expenses.

Safety protocols: Staff are trained in supervision, first aid, CPR, behavior supports, and safety procedures. Families must follow drop-off/pick-up protocols and notify staff of changes to emergency contacts or authorized pick-ups.

4. Conduct, Inclusion, and Behavioral Supports

Code of conduct: Families and children are expected to follow Program policies and demonstrate respectful, non-disruptive behavior toward staff, other families, and children. Bullying, harassment, or threats are not tolerated.

Inclusion and individualized supports: We strive to provide inclusive services and individualized supports when feasible. Families must share relevant information (IEP, behavioral plans) so staff can reasonably accommodate needs.

Behavioral interventions: Staff will use positive behavior supports and de-escalation strategies. If a child's needs exceed Program capacity or present ongoing safety concerns, we will work with families to seek alternatives; persistent safety risks may result in modified services or termination of enrollment.

5. Privacy, Media, and Records

Privacy: We collect, store, and use personal, health, and program data to provide care. Our Privacy Policy explains how data is used and protected; by enrolling you consent to necessary data processing for care and Program operations.

Photos and media: We will request explicit opt-in consent for public use of photos, videos, or testimonials. Internal program photos used for care, documentation, or communication may be taken with prior notification according to our consent practices.

Record access: Parents/guardians may request access to and correction of their child's records in accordance with our Privacy Policy and applicable law.

6. Liability, Insurance, and Dispute Resolution

Limitation of liability: To the fullest extent permitted by law, My Hiding Place and its staff are not liable for indirect, incidental, or consequential damages arising from participation. Liability for direct damages is limited to the amount of fees paid for the most recent month of service unless prohibited by law.

Insurance: Families are encouraged to maintain appropriate health and personal liability insurance; the Program carries general liability and may carry additional coverage but does not assume responsibility for personal property.

Indemnification: Families agree to indemnify and hold the Program harmless from claims arising from false information, breach of these Terms, or actions by the family or child outside normal Program activities.

Dispute resolution: We strive to resolve concerns collaboratively. For unresolved disputes, parties agree first to seek informal resolution with Program leadership, then mediation. If mediation fails, claims may proceed in the appropriate state or federal court consistent with applicable law.

7. Termination and Changes

Termination by family: Families may withdraw with written notice as specified in the enrollment agreement and are responsible for tuition and fees per that agreement.

Termination by Program: We may suspend or terminate enrollment for safety concerns, nonpayment, breach of policies, or other material reasons; notice and transition supports will be provided when feasible.

Program changes: We may modify schedules, staff assignments, curriculum, or services for operational reasons. Substantive changes affecting enrollment will be communicated in advance when possible.

8. Miscellaneous

No waiver: Failure to enforce any provision does not waive our right to enforce it later.

Severability: If a court finds any provision invalid, remaining provisions remain in effect.

Governing law: These Terms are governed by the laws of the State of Washington, without regard to conflict of law rules.

For questions or notices under these Terms, contact:

My Hiding Place

Email: myhidingplacemail@gmail.com

Phone: 509-986-3006

By enrolling or participating, you acknowledge that you have read, understood, and agree to these Terms of Service.