



Policies

The following names are used interchangeably here to indicate participants in our courses: “Registrant, Participant, Learner, Student”. We offer courses using the business name, “Brain and Sensory Support Co.”, (dba, Move Play Thrive) and are also named in this document as “BSS”, or “the Provider”.

Cancellation Policy

Cancellation by Registrant For Live, On-site courses

Registrant submits a non-refundable deposit with registration and receives a refund on any tuition balance paid up until 5 days before course start with written email request to Sonia Story at sonia@moveplaythrive.com. If Registrant requests cancellation of enrollment less than 5 days before course start date, we at BSS reserve the right to consider refund amounts on a case-by-case basis at our discretion. Tuition fees paid by Registrants, less the non-refundable deposit, may be credited towards future training courses with Brain and Sensory Support Co (BSS).

Cancellation by Registrant For Distance Learning/Online courses

Registrant submits full tuition at the time of registration and may cancel with written email request to Sonia Story at sonia@moveplaythrive.com. If Registrant requests cancellation prior to the course start date, he or she may choose to receive either a full refund or credit toward future training courses with BSS. As part of our “no risk guarantee” registrant may cancel and receive a full refund within 30s after the course start date, provided course materials are returned in usable condition. He or she may also opt to receive credit toward the same online training course given at a later date with BSS.

For online training: Registrants bear the full responsibility for internet connectivity and accessibility for distance learning trainings.

Cancellation by Provider: At BSS, we reserve the right to cancel any training if registrations are not sufficient to support budget expenses or if other reasonable conditions necessitate; and Registrant receives a full refund, including deposit. In the event of a course cancellation, all Registrants will immediately be notified and will receive a full refund within three weeks of cancellation notification. In the event of a date change, all Registrants will immediately be notified and will have the option to cancel their registration and receive a full refund of their registration fees or to apply the funds towards the new training date with same payment policies applying.

Policy on Partial Continuing Education Credit

At **Brain and Sensory Support Co**, our policy for the granting of partial credit applies only to live, on-site training courses in which the student has not been in attendance for any portion of a continuing education activity. Partial credit may be awarded at the discretion of course Instructor. The Instructor shall make the determination for awarding partial credit based on late arrival, early departure or any other missed portion of the Learning activity. This determination will be guided by the duration of the attendee’s absence and whether or not the content missed substantially diminishes the educational value of the program.

At BSS, we track attendance of students through sign-in and sign-out sheets at all live, on-site training activities and provide certificates with continuing education credits to qualified students based on actual hours attending the program, rounded down to the nearest half hour.

At the discretion of the Instructor, Learners may also have the option to schedule and pay for private training time with the Instructor via Skype (or similar video conferencing technology). A fee of \$120/hour will be charged for private make up sessions to go over missed material from the scheduled training, proportional to the contact hours missed, in order to receive CE credit.

Complaint Resolution Policy

At **Brain and Sensory Support Co**, we are committed to offering the highest quality of services and products. Each course is evaluated by Learners following the training in order to provide an opportunity for general feedback and complaints. If a Learner believes that s/he did not receive the services as described, we require notification either by email or phone (see contact information below) within 30 days of purchase of an online program, or within 7 days after attendance at a live training course. Upon review, there may be consideration given for a full or partial refund. Any unresolved complaints would be brought before a mediator in accordance with Washington state law, as this is the state where business is conducted for BSS.

Disclosure & Conflict of Interest Policy

Our policy at **Brain and Sensory Support Co** is to disclose all information that may be relevant to the overall experience of the Learners or that may suggest any potential conflict of interest. This Disclosure & Conflict of Interest Policy gives information about materials that may be available for sale during live or online training courses conducted through BSS, as well as other business activities and relationships that could potentially pose a conflict of interest.

At BSS, we require that each Instructor and/or staff

1. Read a handbook of company policies which includes BSS policies pertaining disclosure of sale of materials and conflicts of interest
2. Discuss these policies with a BSS supervisor
3. Agree, in writing, to uphold these policies

It is our policy at BSS to ensure that the sale or promotion of products is not the primary focus of any training and does not affect course content nor does it affect the Instructor's delivery of the course content to the Learner. At this time, all learning materials for sale during trainings are non-essential, learning-aid type products, made available to Learners for the enhancement of the experiential learning of the movement activities or for use in practical application with clients, students, and/or patients.*

At BSS, where applicable, we provide information to Learners on any materials that may be sold during a training that involve a proprietary interest of the Instructor or BSS, as the Provider, such as books, DVDs, and other learning materials. This information is available for viewing on the website information page for each training where materials will be sold.

In addition, at BSS, we require Instructors and/or staff to provide information on any engagement that could be considered a potential conflict of interest. In this case, Prospective registrants and Learners are to be informed of this prior to registration and/or payment of any services or materials.

** In the event that a future learning activity is offered through BSS where the course focus is structured around the sale of a product that is essential to applying the training, we will require the instructor to display a statement of disclosure of financial interest on the course brochure and course website pages so that it can be viewed prior to registration.*

Accessibility Policy

At **Brain and Sensory Support Co** we strive to provide full accessibility for all Learners (a.k.a participant or student) and to create an exceptional learning experience. In keeping with this approach, we operate all of our programs in accordance with the following policy.

- All program venues must be ADA accessible.
- BSS will provide reasonable accommodation for all Learners with disabilities.

- All assistants, interpreters (ASL, verbal, live captioning services, etc.) will be accommodated at all live and distance learning events and provided with course materials in advance whenever possible.
- Service animals for visually impaired, wheelchair users, etc. will be fully accommodated at live trainings.
- To the best of our ability at BSS we will provide programmatic accessibility of all training materials as requested (large print, coordination of adaptive technologies as described above, etc.)
- To the best of our ability at BSS we will provide reasonable accommodation for distance learning trainings including support for use of video relay services, live captioning services, screen readers and magnifiers, etc. requested and we will adjust the training in order to create an environment of full inclusion.
- BSS will provide a clean and accessible environment for all Learners in order to ensure a satisfying and comfortable experience for all.
- BSS adheres to a No-fragrance Policy at our live trainings for the comfort of those with environmental sensitivities.

Privacy, Security & Record Replacement Policies

At **Brain and Sensory Support Co** we are committed to the privacy and security of all Learners. We will not disclose any information (name, address, phone, email, website, photos, video) about a Learner without his/her written permission. The Learner has the right to review all records pertaining to his/her participation with BSS. The Learner may review his/her information with us by submitting a request in writing to **Brain and Sensory Support Co** by email or standard mail. Address is PO Box 676, Chimacum, WA 98325. A \$25 fee may be charged for this administrative service.

Our Commitment To Privacy:

Your privacy is important to us. To better protect your privacy, we at BSS provide this notice explaining our online information practices. We never sell, rent or give away your personal information. We use your personal information for the purpose it is submitted. We collect a name and associated email address for responding to questions. We collect a name with associated phone number, address, and email address for those using our online event registration and to ship hardcopy course materials to students of our online courses.

To all those who provide email addresses, we also send periodic email announcements of upcoming events and/or e-newsletters. You can choose to unsubscribe from our mailing list at any time if you do not wish to receive further emails from us. We take our responsibility seriously for keeping your private information secure. We have physical, electronic and managerial procedures in place to safeguard personal information. If you have questions about the BSS Privacy Policy, please contact us at sonia@moveplaythrive.com

Replacement Records:

You may contact BSS via email, phone or mail to request replacement records and receive verification of course participation. In order to verify your identity, please provide the title and type of the training you attended (online or on-site), the name of instructor, training date(s) & location (if applicable), and the email address you used for the initial registration and/or other contact information given at time of training. At our discretion, we may charge a fee of 25 US dollars for verification and replacement of Learner records.

Contact information:

Email: sonia@moveplaythrive.com

Address: PO Box 676, Chimacum, WA 98325

Phone: 360-732-4356