



Student Policies

These policies apply to anyone who uses the website, MovePlayThrive.com, referred to here as the “Website” or the “MovePlayThrive.com website”. These policies apply to anyone who uses services offered through Brain and Sensory Support Co. (BSS Co.), also doing business as, Move Play Thrive (MPT), referred to here as “BSS Co”, “MPT” or “the Provider”.

Users of the MovePlayThrive.com website or services are named here as “Users”, “Students”, “Learners”, “Registrants” or “Participants”. These policies also apply to Students who access training courses via brainandsensoryfoundations.com.

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 begins, BSS reserves the right to consider refund amounts on a case-by-case basis at the discretion of BSS. 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 for live, online courses, or within 30 days of enrollment, for on-demand courses, he or she may choose to either receive a full refund or credit toward future training courses with Brain and Sensory Support Co (BSS) once all training materials including unused course training manual is returned via mail in good condition to: PO Box 676, Chimacum, WA 98325, USA. If registrant requests cancellation after the course start-date for a live, online course, or after 30 days for an on-demand course, he or she may receive credit toward the same online training course given at a later date at the discretion of Brain and Sensory Support Co (BSS) agent.

For online training: Registrants bear the full responsibility for Internet connectivity and accessibility for distance learning trainings. The inability of a Registrant to operate a computer or use virtual classroom features to participate in a live webinar are not grounds for a tuition refund when the course is held online.

Cancellation by Provider

BSS Co, as the Provider, reserves the right to cancel the 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.

Terms and Conditions of Enrollment

As a User of the Move Play Thrive services and the Brain and Sensory Foundations® Program, I agree to the following Terms and Conditions in order to participate:

Single User Policy

This course and all materials from this course are protected by copyright. This course may be taken by only one individual User per account with no sharing of login credentials or course materials with anyone. The only exception to this policy is in the case of two parents residing in the same household who are learning this material for themselves and their children, and who are not enrolling in a professional capacity. I agree to abide by this policy as a condition of enrollment.

Intellectual Property and No Distribution Policy

As a User of the Brain and Sensory Foundations® Program I acknowledge that I will NOT copy, record, reproduce, post, distribute, publish, display, perform, modify, create derivative works, transmit, or in any way exploit the Move Play Thrive or Brain and Sensory Foundations® content. I agree I will not distribute any part of the Brain and Sensory Foundations® course content over any network, including a local area network, sell or offer it for sale, share, or use the course materials without written permission. I agree to abide by this policy as a condition of enrollment.

Limit of Liability

As a User of the Brain and Sensory Foundations® program, I acknowledge and agree to the following: The content of any Move Play Thrive offering including the Brain and Sensory Foundations® training is for educational purposes only and should not be interpreted as medical advice. None of the information or activities from any Move Play Thrive program should be used as a substitute for medical advice, treatment and/or diagnosis from a qualified licensed health professional. I acknowledge that it is my sole responsibility for determining the appropriateness of any information or activity suggested in any Move Play Thrive program for myself and for individuals with whom I use these activities. It is my sole responsibility for determining the appropriateness of any course activities as they relate to my: professional scope of practice; individual abilities; mental or physical conditions and/or any limitations I may have. I expressly waive and release any claim that I may have at any time for injury or loss of any kind against any individual or entity involved with Move Play Thrive, and Brain and Sensory Support Co.

Continuing Education

If you are seeking a certificate of completion and/or continuing education for any MPT courses you agree to the following:

"It is my sole responsibility to facilitate the Brain and Sensory Foundations online course materials within my scope of my profession/practice. I agree that if I am using this course toward continuing education credit, it is my sole responsibility to confirm that the Brain and Sensory Foundations online course meets the continuing education requirements of my professional licensing agency."

For questions about certificates or continuing education, email to: support@moveplaythrive.com

Policy on Course Extensions and Extra Fees

Concerning online courses: The recordings for each session are available for viewing and reviewing as many times as you wish within the time frame of your course. If you require more time to view course session videos and/or to complete course assignments, you may purchase a course extension for an additional fee.

An email about how to extend course access will be sent to all participants approximately one month prior to the courser end date. The end date of the extra year is determined from the original course end date. For example, if the original course end date is January 31, 2024, then the extension provides access through January 31, 2025.

The following is included in the Extension Enrollment:

- Full access to all course materials online
- Access to Live Q & A sessions
- Instructor support via email
- More time to engage in the course material
- More time to finish course assignments required for earning certificate and/or CEUs
- Administrative support if needed

At BSS Co, we may modify this policy at anytime without notice.

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 Brain and Sensory Support Co, 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 video conferencing technology. In order to receive CE credit proportional to the contact hours missed, a fee will apply for the Instructor's time to make up missed material covered during the scheduled training.

Complaint Resolution Policy

Brain and Sensory Support Co (BSS) is committed to the highest quality possible of services and products. Learners evaluate their course 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 7 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 will be brought before a mediator in accordance with Washington state law, where business is conducted for BSS Co. For any complaint, the liability of BSS Co. and any associated agent or affiliate, is limited to fees paid by the student to BSS Co. for course tuition.

Disclosure Policy

Our policy at **Brain and Sensory Support Co (BSS)** is to disclose all information that may be relevant to the overall experience of the Learners. This Disclosure Policy gives information about materials that may be available for sale during live or online training courses conducted through BSS.

At BSS, we require that each Instructor

1. Read a handbook of company policies which includes BSS policies pertaining disclosure of sale of materials

2. Discuss these policies with an 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 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, we require Instructors to provide information to Learners on any materials 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, verbally or in written form, at the start of each training. In addition, this information will be linked and available for viewing on the website information page for each training.

** 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 and to create an exceptional learning experience. In keeping with this approach, we operate all of our programs in accordance with the following guidelines.

- 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.

Certificates and Record Replacement Policy

Certificates: Your course instructor may require up to 4 to 9 weeks to read and give feedback on student assignments prior to receiving course certificate of completion. It is the Learner's responsibility to turn in course assignments in time to accommodate schedules for certificates. If you require your certificate by a certain date, let instructor know this when you submit the assignments and give at least 4 weeks lead-time. Less than 4 weeks lead-time may require an expedite fee.

Replacement Records:

You may contact **Brain and Sensory Support Co** 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 live, 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 for verification and replacement of Learner records.

Contact information:

Email: support@moveplaythrive.com

Address: PO Box 676, Chimacum, WA 98325 • **Phone:** 360-732-4356

Privacy Policy

Your privacy is important to us. To best protect your privacy we provide this notice explaining our online information practices. This notice applies to all information submitted to or collected on the MovePlayThrive.com website; email communication; phone communication; any other type of communication.

How and why we collect information

Identifying information is “Personal Information”. Personal information may consist of any or all of the following: name, mailing address, email address, phone number, occupation, employer (used in the case of Purchase Orders), and personal preferences.

Contact Information

We request your Personal Information when you enroll in a course, purchase products, or sign up for free or paid services or other offers. We use the information you provide to:

1. Communicate with you about your requests or orders
2. Fulfill your orders
3. Provide you with services

We request your Personal Information for services that may include:

1. Training courses, products and services
2. Joining a mailing list
3. Newsletters, social media posts and publications
4. Webinars or other events
5. Creating an account on our website
6. Accessing resources or information updates
7. Any other service we may offer

We do not share, rent or sell any of your Personal Information with business partners or third parties with the exception of those related to standard business practices. Examples of “standard business practices” are provided below.

Hosting: The Website and email services we use are hosted on secure servers at Hostgator.com

Mailing Labels: When you enroll in an online course at MPT, we may provide a hardcopy training manual that is sent via United States Postal Service (USPS). In order to generate a mailing label, we enter your contact information into the secure websites at either Stamps.com or USPS.com

Continuing Education Credits: When you enroll in a course at MPT, we may be required to account for your attendance and course completion by giving your name and email address to agencies that approve or track continuing education credits.

Exams and Evaluations

As part of the exam process, we also collect Personal Information, name and email address, necessary for us to administer the exam and to track Student scores for the purpose of certifications. We use the secure third-party website, ClassMarker.com to help us administer exams. For end of course evaluations, we use SurveyMonkey.com to administer anonymous Student evaluations. As part of the survey, Students are asked to give their occupation. In the comments section of the evaluation, Students may share their Personal Information as an option, but there is no requirement to do so.

Technical or other support:

If you are enrolled in a course as a Student and if there is a problem with your account such that you cannot access the course content, or log in to the broadcast of the Live Question and Answer session, then we may share your name and email with the technical support staff at our hosting sites, Ruzuku.com and NewRow.com, respectively, for the purpose of solving these types of technical access issues.

At MPT, we may also provide Personal Information to third parties if we reasonably conclude that the information is necessary to: protect our rights or property at MPT; protect other Users or the public; comply with the law.

Payment Information

When you make a purchase with us, we use ThriveCart.com, a third-party secure website, to collect payment information such as name, mailing address, email address, phone number and credit card information. We require this payment information from you when necessary to fulfill your order. This may include your billing address, payment information and other information. At MPT, we do not view or store your payment information. We use either Stripe.com or PayPal.com to process payments. We use secure online QuickBooks software for accounting purposes and to generate customer invoices.

Communications

When you communicate with us at MPT by email, mail, phone, or face-to-face, we may collect Personal Information. We reserve the right to record, take notes and store information specific to you. This information may be stored on local computers, online at secure sights we use such as LessAnnoyingCRM.com, constantcontact.com, activecampaign.com, quickbooks.com, or others mentioned here. We use this information to provide you with the best possible service and we reserve the right to contact you regarding matters relevant to the services we provide.

Website Activity

When you visit, browse, search or choose to go to various links on the MovePlayThrive.com website, we may collect Personal Information for any or all of the following purposes:

1. Monitoring activity on the Website
2. Gathering demographic data
3. Helping the Website run more efficiently in the future
4. Evaluating the effectiveness of our outreach or advertising

It is possible under some circumstances such as registration and sign-in while using the Website that we may collect and use Personal Information such as:

1. Uniform Resource Locator ("URL") to determine the website you came from prior to visiting the MovePlayThrive.com website.
2. Which pages you visit on the Website.
3. Which website URL you go to when exiting our Website.
4. Your Internet Protocol ("IP") address.

We, or our third party providers, such as Active Campaign and ThriveCart, use standard technologies, including "cookies" to collect this data and take measure to maintain the security and integrity of the data we collect.

Safeguarding your Personal Information

To safeguard your Personal Information we have the following in place:

1. Physical office locks for paper-copy files and correspondence
2. Paper shredders for disposable paper-copy items with Personal Information
3. Secure electronic processes such as using an SSL (secure sockets layer) certificate, for secure encrypted connection between the server and the browser
4. We do business only with secure Third-Party websites.
5. We have managerial procedures such as compliance with privacy and confidentiality standards at all times.

How You Can Review, Revise, and Delete Your Personal Information

We strive to ensure that the Personal Information we collect from you is accurate, complete and protected. You have the right to access, revise, or delete, the Personal Information you submit to us at MPT, or to make inquiries about how we use this information by contacting us as described below.

If you no longer wish to receive communications from us, follow the instructions to unsubscribe provided in any of the communications we send, or contact us at support@moveplaythrive.com.

General Data Protection Regulation (GDPR) Disclosure for EU Users

If you reside in the European Union ("EU"), you may:

1. Request a copy of your Personal Information
2. Correct erroneous or inaccurate Personal Information
3. Request deletion of your Personal Information and MovePlayThrive website access,
4. Object to the processing of your data; and, if you provided consent to allow us to process your data, you can withdraw your consent.

You may also make a complaint with your supervisory authority if you have any issues with how we are processing your data. We will respond promptly to your requests in accordance with applicable law. Regarding any of the above, contact us by emailing support@moveplaythrive.com

Retention of Personal Information

Keeping records of continuing education credits is a fundamental service provided by certifying bodies, such as MPT.

All student certification information and supporting documentation will be maintained by MPT for a minimum period of eight years or longer. These documents shall remain confidential, and only subject to the exceptions noted within this Privacy Policy.

Transfer of Personal Data Acknowledgement

Our offices, data processors, and website hosting servers are all located in the United States. We receive any Personal Information sent to us at locations in the United States, a jurisdiction that may not provide an equivalent level of data protection to the laws in your home country.

Links to Third-Party Websites

This Privacy Policy applies only to our website and does not apply to any of the Third-Party Websites we use. We are not responsible for, and this Privacy Policy does not apply to, the privacy practices of any other website(s) that you may link to through the MovePlayThrive.com website. Please read the privacy policy of each website you use and all of the websites listed in this Privacy Policy.

Changes to this Privacy Policy

At MPT we reserve the right to make changes to this Privacy Policy at any time. When we do, we will revise the updated date at the bottom of this page. We recommend you check the Privacy Policy before you submit Personal Information via the MovePlayThrive.com website. Revisions to this Privacy Policy will be posted via a link from the MovePlayThrive.com website homepage.

MPT Contact Information

If you have questions, contact:

MovePlayThrive

P.O. Box 676, Chimacum, WA 98325, USA

Phone: 360-732-4356, Email: support@moveplaythrive.com