THE RIGHT STEP COLLECTIVE

Family Service Terms & Agreement

PLEASE READ THESE TERMS

These terms explain how The Right Step Collective works with your family, what our service includes, how your information is handled, and the terms of our free rematch. By checking the box on our intake form, you confirm that you have read and agree to these terms.

These Family Service Terms (these "Terms") govern the relationship between The Right Step Collective, a limited liability company organized under the laws of the State of Washington ("Company," "we," "us," or "our"), and each parent or legal guardian who uses our services ("you," "your," or "Family"), on behalf of yourself and the child or children for whom you are seeking care (each, a "Child"). By submitting our intake form and checking the box confirming you have read and agree to these Terms, you accept them in full.

We are glad to help you find the right childcare for your family. These Terms are written to be clear and straightforward, so you always know exactly how we work and what to expect. If you have any questions, please reach out to us before agreeing.

1. SERVICES WE PROVIDE

1.1 Placement and Referral Services. Company operates a childcare placement and referral service. We work to understand your family's needs — including your Child's age, your desired schedule, budget, preferred location, program preferences, and any special requirements — and we identify and introduce you to licensed childcare providers that may be a suitable match.

1.2 Our Process. Our services generally include: an intake conversation to understand your needs; a search of our network of licensed providers; confirmation of availability with matched providers; presentation of options to you; a warm introduction to the providers you select; and periodic check-ins after your Child is enrolled to help ensure the placement is going well.

1.3 Reasonable Efforts. We will use reasonable efforts to identify suitable providers, but the availability of suitable matches depends on many factors outside our control, including provider availability, your budget, your location, and your specific requirements.

2. COST TO YOU

2.1 Currently No Direct Cost. Company's placement and referral services are currently provided to families at no direct charge. Our fees are presently paid by the childcare providers in our network.

2.2 Future Fees. Company reserves the right to introduce fees for family services in the future. If Company does so, it will provide you with clear written notice before any such fee applies to you, and you will not be charged any fee without your prior agreement.

3. WHAT WE ARE — AND WHAT WE ARE NOT

3.1 We Are a Referral Service. Company is a childcare placement and referral service only. We are not a childcare provider. We do not provide childcare, and we do not operate, own, manage, supervise, staff, inspect, or control any childcare provider in our network. All providers are

independently owned and operated and are separately licensed by the Washington State Department of Children, Youth, and Families ("DCYF").

3.2 Your Independent Decision. The decision to enroll your Child with any provider is entirely your own. We provide introductions and information to assist you; we do not make the enrollment decision for you, and we are not a party to any agreement between you and a provider.

3.3 Independent Verification. We encourage you, and it is your responsibility, to independently verify each provider's licensing status, inspection history, references, policies, and suitability before enrolling your Child. DCYF licensing information is publicly available at dcyf.wa.gov. You should visit any provider in person and ask all questions important to you before enrolling.

4. NO GUARANTEE

Company does not guarantee that a suitable provider will be found for your family, that any provider will have availability, or that any particular outcome will result from our services. Childcare availability — particularly for infants and for families with specific budget, schedule, or location needs — is limited, and a suitable match cannot be guaranteed. If we are unable to identify a suitable match, we will tell you honestly and, where possible, suggest other resources.

5. FREE REMATCH

5.1 Rematch. If a placement arranged through Company does not work out within sixty (60) days of your Child's enrollment start date for reasons determined by Company to be within the provider's control, Company will use reasonable efforts to provide one (1) rematch at no additional charge to you.

5.2 Conditions. A rematch is subject to the availability of suitable providers in Company's network at the time of the request. Company will provide no more than one (1) rematch per original placement. A rematch is not provided where the placement ends for reasons unrelated to the provider, such as your relocation, a change in your circumstances, or a voluntary decision unrelated to the provider.

6. YOUR RESPONSIBILITIES

To help us serve you well, you agree to:

- Provide accurate, complete, and current information about your family's needs, your Child, your budget, and your circumstances.
- Respond to our communications in a reasonable and timely manner so that we can assist you effectively.
- Notify us promptly if your needs change or if you enroll your Child with a provider.
- Conduct your own due diligence, including visiting providers and verifying licensing, before enrolling your Child.
- Treat the providers in our network with respect and professionalism.

7. PRIVACY AND YOUR INFORMATION

7.1 Information We Collect. We collect the information you provide during intake and thereafter, which may include your name and contact information, your Child's name, age, and needs, your schedule, budget, subsidy status, and preferences.

7.2 How We Use It. We use your information solely to provide our placement and referral services, to match you with providers, and to conduct check-ins. We will share your information

only with the specific providers with whom we are matching you, and only to the extent necessary to facilitate an introduction and possible enrollment.

7.3 What We Will Not Do. We will not sell your personal information. We will not share your information with third parties for marketing purposes. We limit access to your information to authorized personnel and protect it with reasonable safeguards.

7.4 Children's Information. We treat information about your Child with particular care and disclose it only to a matched provider for the purpose of evaluating and completing enrollment.

7.5 Retention and Removal. You may request that we remove your information from our records at any time by contacting us in writing, subject to any records we are required to retain by law.

7.6 Consent. By agreeing to these Terms, you consent to our collection, use, and sharing of your information as described in this Section, and to being contacted by phone, text, and email in connection with our services.

8. DISCLAIMERS

8.1 Providers Are Independent. Because all providers are independent and separately licensed, Company does not warrant or guarantee the quality, safety, conduct, or suitability of any provider, or the care any Child will receive. Any information we share about a provider is based on information provided to us and publicly available sources, and we do not independently verify all of it.

8.2 "As-Is." Except as expressly stated in these Terms, our services are provided "as is," and we disclaim all warranties, express or implied, to the maximum extent permitted by law.

9. ASSUMPTION OF RISK AND RELEASE

9.1 Acknowledgment. You acknowledge that the selection of a childcare provider is an important decision that carries inherent responsibilities and risks, and that you are solely responsible for evaluating and selecting a provider for your Child.

9.2 Release. To the maximum extent permitted by law, you release and hold harmless Company and its members, managers, officers, employees, and agents from any and all claims, liabilities, damages, or losses arising out of or relating to any provider, the care of your Child at any provider, or the acts or omissions of any provider or its staff. Company's role is limited to referral and introduction, and Company is not responsible for the conduct or operations of any independent provider.

10. LIMITATION OF LIABILITY

10.1 Exclusion. To the maximum extent permitted by law, Company will not be liable for any indirect, incidental, consequential, special, or punitive damages arising out of or relating to these Terms or our services.

10.2 Cap. To the maximum extent permitted by law, Company's total aggregate liability arising out of or relating to these Terms will not exceed one hundred dollars ($100) or the amount you have actually paid Company, whichever is greater.

10.3 Note on Applicability. Some jurisdictions do not allow certain limitations of liability; in such cases, the above limitations apply to the fullest extent permitted by law.

11. GENERAL

11.1 Governing Law. These Terms are governed by the laws of the State of Washington, without regard to its conflict-of-laws principles.

11.2 Dispute Resolution. The Parties will first attempt to resolve any dispute through good-faith communication. If unresolved, disputes will be resolved through mediation in King County, Washington before either Party commences litigation. The prevailing Party is entitled to recover reasonable attorneys' fees and costs.

11.3 Changes to These Terms. Company may update these Terms from time to time. The version in effect at the time you submit your intake form governs your use of our services.

11.4 Entire Agreement. These Terms are the entire agreement between you and Company regarding our services and supersede all prior understandings.

11.5 Severability. If any provision is held unenforceable, the remaining provisions remain in full force and effect.

BY CHECKING THE BOX ON OUR INTAKE FORM

You confirm that you have read, understood, and agree to these Family Service Terms, and you consent to being contacted by The Right Step Collective in connection with our services.