



# ORGANIZATION SERVICE AGREEMENT

## Family Rush Adventures LLC - Universal Organization Terms

This agreement applies to schools, churches, nonprofits, foundations, camps, youth programs, community organizations, and other approved organizational clients purchasing Family Rush programming or event services.

### Engagement Information

|                           |    |
|---------------------------|----|
| Family Rush Reference     |    |
| Organization              |    |
| Authorized Representative |    |
| Package / Program         |    |
| Confirmed Date(s)         |    |
| Venue                     |    |
| Quoted Total              | \$ |

### 1. Scope of Services

Family Rush will provide the program/event services described in the written quote or proposal tied to the Family Rush reference above. The confirmed package controls the included duration, capacity, delivery mode, venue responsibility, staffing, equipment, and recognition. Changes to the approved scope may require a written price or schedule adjustment.

### 2. Universal Organization Payment Policy

- **50% reservation deposit.** After the organization agreement is signed and Family Rush confirms the scope/date in writing, 50% of the quoted total is due to reserve the program/date.
- **Final 50%.** The remaining balance is due 7 calendar days before the first scheduled session or event.
- **Bookings confirmed within 7 days.** Full payment is due at booking.
- **Recurring series.** The deposit reserves the approved series; the remaining 50% is due 7 calendar days before Session 1.
- **Approved invoicing exception.** A purchase order, invoice schedule, or other institutional payment arrangement is valid only when Family Rush approves it in writing. The published package price does not change because of organization type.
- **Extra charges.** Approved overtime, scope additions, unusual venue charges, and documented equipment loss/damage are separate from the base package when applicable.

### 3. Cancellation, Rescheduling & Family Rush Changes

The organization will follow the cancellation/refund policy posted on the Family Rush website and any more specific written terms included in the quote. If Family Rush cannot provide the confirmed paid service and the organization does not accept a reasonable replacement date, venue, or service, the eligible amount paid for the undelivered service will be submitted for refund to the original payment method. Payment processor/bank posting times are outside Family Rush control.

### 4. Participant Supervision & Organization Responsibilities

Unless the written quote expressly states otherwise, the organization remains responsible for its normal attendance, bathrooms, behavior, medical/emergency response, dismissal, child-protection, ministry/school/program supervision, and organization-specific policies. Family Rush provides structured enrichment/challenge programming and is not substitute childcare, therapy, diagnosis, counseling, or clinical treatment.

### 5. Family Rush-Operated vs. Setup-Only

**Family Rush-operated:** Family Rush controls challenge operation, age adjustment, station rules, timing, and included recognition.

**Setup-only:** the organization controls its participant age range and event staffing/operation. Setup-only bookings also require the separate Equipment Care & Damage Agreement and handoff inventory before Family Rush releases equipment.

## **6. Safety & Program Modifications**

Family Rush may make reasonable changes required for safety, accessibility, staffing, venue restrictions, equipment condition, or program quality. Safety instructions must be followed. Family Rush may pause or stop an activity when an unsafe condition exists.

## **7. Equipment & Proprietary Materials**

Family Rush equipment, challenge designs, station rules, mission combinations, facilitator materials, operating methods, and internal program systems remain Family Rush property. Purchasing a service does not transfer ownership of the Family Rush operating system or authorize copying, resale, or independent reuse of proprietary materials.

## **8. Photos / Media**

Any participant photo/video permissions are handled separately. The organization must not represent that participants automatically consent to Family Rush public media use.

## **9. Electronic Records & Authority**

The signer states that they are at least 18 years old and authorized to accept this agreement for the organization. A typed electronic signature and website timestamp may be treated as the organization representative's signature to the extent permitted by applicable law.

# ORGANIZATION SERVICE AGREEMENT - SIGNATURE PAGE

Keep the Family Rush reference with all quote, payment, and event communication.

## Organization Acknowledgments

- ☐ I reviewed the written quote/proposal and confirmed scope.
- ☐ I understand the universal 50% deposit / 50% final-balance policy unless Family Rush approves another institutional payment arrangement in writing.
- ☐ I understand the final balance is due 7 calendar days before the first scheduled session/event.
- ☐ I understand setup-only bookings require the separate Equipment Care & Damage Agreement before equipment handoff.
- ☐ I understand the organization retains its normal participant supervision and emergency responsibilities.
- ☐ I am authorized to sign for the organization.

## Signature

|                                |  |
|--------------------------------|--|
| Organization Name              |  |
| Authorized Representative Name |  |
| Title / Role                   |  |
| Email                          |  |
| Typed or Written Signature     |  |
| Date                           |  |
| Family Rush Reference          |  |