MADDIE'S PLACE®

SMS Terms and Conditions

Effective August 18, 2026

SMS/MMS Consent and Terms

By providing your mobile phone number to Maddie's Place, you consent to receive periodic SMS or MMS messages from us. These messages may include important updates, information, and other communications related to our programs and services.

Message frequency varies. Message and data rates may apply.

Providing Your Telephone Number and Notification Obligations

You affirm that the mobile number you have provided to us is accurate and current. You represent that you are the authorized subscriber or owner of any telephone number you provide. If there are any changes to your contact information, including changes to your telephone numbers, you agree to notify us immediately by sending an email to support@maddiesplace.org prior to the effect of the change.

Consent to Receive Automated Communications

By voluntarily providing your telephone number(s), you explicitly consent to receive recurring automated and non-automated text messages from Maddie's Place regarding our programs, services, and your relationship with us. You acknowledge that consent to receive these messages is not a condition of receiving care or services from Maddie's Place. Standard message and data rates may apply.

Opt-Out Instructions

To unsubscribe from our SMS/MMS messages at any time, you can text STOP, END, CANCEL, UNSUBSCRIBE, or QUIT in response to any message you receive from us. Additionally, you can send an email to support@maddiesplace.org specifying that you wish to opt out of text messages. You agree to receive a final message confirming your opt-out.

Assistance/Help

For help, text "HELP" to the number from which you're receiving messages or email support@maddiesplace.org.

Carrier Participation

Participating carriers in the United States include AT&T, T-Mobile®, Verizon Wireless, Boost, U.S. Cellular®, Metro by T-Mobile®, InterOp, Cellcom, C Spire Wireless, and Cricket, among others. Not all carriers may support our SMS/MMS service. T-Mobile is not liable for delayed or undelivered messages.

Data Collection and Use

In connection with this SMS service, we may collect your mobile phone number, carrier's name, and the date, time, and content of your messages among other information you provide. This information may be used to contact you and to deliver the services you have requested from us. Our handling of this information is described in our SMS Privacy Policy.

Health Information and Message Security

Maddie's Place is a licensed health care facility. Standard text messages are not a secure or encrypted form of communication. By enrolling, you acknowledge that messages may be visible to anyone with access to your device, and that we limit the health information included in text messages. Health information we create or receive as your health care provider is governed by our Notice of Privacy Practices.

Service Modifications and Termination

By subscribing to or using the service, you acknowledge our right to modify or discontinue the service, with or without notice, at any time.

Indemnification

You agree to indemnify Maddie's Place against any claims, including privacy, tort, or others, arising from your voluntary provision of a telephone number not owned by you, failure to notify us of changes in your telephone number, or related to the Federal Telephone Consumer Protection Act or state law equivalents, including the Washington Commercial Electronic Mail Act, Chapter 19.190 RCW. You agree to defend and hold us harmless from any claims, losses, liabilities, costs, and expenses (including reasonable attorneys' fees) arising from such issues.

Participation Requirements

By participating in this Service, you affirm that you are at least eighteen (18) years of age, possess a wireless device capable of two-way messaging, are a customer of a participating wireless carrier, and have a text messaging service. Compatibility of cell phone models with the service, text messaging capabilities, and service availability may vary by carrier.

Washington Residents

If your mobile number is assigned to a Washington resident, you acknowledge that you have clearly and affirmatively consented in advance to receive text messages from Maddie's Place, as required by RCW 19.190.070. You may withdraw that consent at any time using the opt-out instructions above.

Governing Law

These terms are governed by the laws of the State of Washington, without regard to its conflict of law provisions. Any dispute arising out of these terms or the Service shall be brought in the state or federal courts located in Spokane County, Washington.

Miscellaneous

You warrant and represent that you possess all necessary rights, powers, and authority to agree to these terms and perform your obligations hereunder, and that doing so does not conflict with any other

agreement to which you are bound. If any provision of these terms is found to be unenforceable or invalid, that provision shall be limited or eliminated to the minimum extent necessary so that these terms shall otherwise remain in full force and effect.

For questions or concerns, please contact Maddie's Place at support@maddiesplace.org or by phone at 509-315-5146 EXT 105.

While Maddie's Place does not charge for text messages you receive, your mobile provider's standard rates for text and data may apply. Contact your wireless provider for information about your text and data plan.