

## **Veterans Bridge Home Terms and Conditions**

**Effective Date:** January 1, 2016

Welcome to Veterans Bridge Home (“VBH,” “we,” “us,” or “our”). These Terms and Conditions govern your use of our services, website, and participation in our communication programs, including SMS/text messaging. Please read them carefully.

### **1. General Use of Services**

By accessing our website or using any of our services, including subscribing to SMS/text messages, you agree to be bound by these Terms and Conditions and our Privacy Policy. If you do not agree, do not use our services.

### **2. SMS/Text Messaging Terms**

#### **2.1 Opt-In Consent**

By providing your phone number to Veterans Bridge Home through a website form, paper registration, event sign-up, or verbal agreement, you consent to receive SMS/text messages from us. These messages may include:

- Service reminders
- Program announcements
- Appointment confirmations
- Community event notices
- Informational messages related to veterans services
- Occasional promotional or fundraising messages

We will not send messages without your explicit consent.

#### **2.2 Message Frequency**

Message frequency varies based on your engagement with VBH services and programs but will not exceed more than 5 messages per month unless otherwise noted at the point of opt-in.

#### **2.3 Cost and Charges**

Message and data rates may apply depending on your mobile carrier and plan. VBH is not responsible for any charges billed by your mobile provider for messages received.

#### **2.4 How to Get Help**

For help or additional information, you may:

- Text **HELP** to 838255
- Email us at **VHA.SuicideHotlineStaff@va.gov**
- Call us at **988 and press 1**

#### **2.5 How to Opt Out**

You may opt out of receiving SMS messages at any time by replying **STOP** to any message. You will receive a confirmation of your unsubscribe request. After that, you will no longer receive SMS messages from us unless you opt in again.

## **2.6 Privacy**

Your privacy is important to us. All personal information, including phone numbers, is collected, stored, and used in accordance with our Privacy Policy. We do not sell or share your personal data with third parties for marketing purposes.

## **3. Eligibility**

You must be at least 18 years old or have parental/guardian consent to use our services and participate in our SMS communications.

## **4. User Responsibilities**

By using our services, you agree to:

- Provide accurate and current contact information
- Only use services for lawful purposes
- Not impersonate others or provide false information
- Comply with all applicable laws and carrier rules

## **5. Modifications**

VBH reserves the right to update or change these Terms and Conditions at any time. Changes will be posted on our website, and your continued use of our services constitutes acceptance of those changes.

## **6. Contact Information**

If you have any questions about these Terms and Conditions or our services, please contact us:

### **Veterans Bridge Home**

5260 Parkway Plaza Blvd, Suite 110

Charlotte, NC 28217

Email: [info@veteransbridgehome.org](mailto:info@veteransbridgehome.org)

Phone: 704-332-8802

Website: [www.veteransbridgehome.org](http://www.veteransbridgehome.org)

**Thank you for supporting our mission to serve veterans and military families.**