

Neighborhood House

Terms of Service for Text Message Communications

Effective Date: August 18, 2025

These Terms of Service (“Terms”) govern the use of text messaging (SMS/MMS) services (“Text Services”) provided by Neighborhood House (“we”, “us”, “our”). By opting in to receive text messages from us, you agree to these Terms.

Program Description

By subscribing to our Text Services, you agree to receive periodic text messages from Neighborhood House, which may include updates, event reminders, donation opportunities, volunteer requests, and other information related to our mission.

User Consent

You must provide express written consent to receive text messages. Consent is not a condition of any donation, or other involvement with the organization. You may opt in via:

- Checking the opt-in box on an intake form
- Texting **Neighbor** to 651-789-3625
- Signing up on our website: neighborhoodhousemn.org

Message Frequency

Message frequency will vary but will not exceed 8 per month. We will make reasonable efforts to respect your time and limit unnecessary messages.

Opt-Out Instructions

You can cancel the Text Services at any time by replying:

- STOP to opt out
- HELP for help of customer service contact

Once you opt out, you will no longer receive text messages unless you opt in again.

Fees and Charges

Message and data rates may apply from your mobile carrier. We are not responsible for any charges you incur for receiving message or for lack of service.

Privacy

We respect your privacy. Your phone number and any other personal information will be handled in accordance with our [Privacy Policy](#). We do not sell or rent your information to third parties.

Eligibility

You must be at least 13 years old to use our Text Services. If you are under 18, you must have parental or guardian consent.

Service Availability and Limitations

Text Services are offered on “as-is” and “as-available” basis. Delivery of messages is subject to effective transmission by your carrier and may be delayed or not received at all.

Modifications

We reserve the right to modify or terminate the Text Services or these Terms at any time. If we make material changes, we will notify you via text or other communication.

Contact Us

For support or questions about these Terms or our Text Services, please contact:

Neighborhood House

179 Robie Street East

Saint Paul, MN 55107

651-789-3602

info@neighborhoodhousemn.org

www.neighborhoodhousemn.org

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