SMS Messaging Terms

Effective date: September 14, 2026

These SMS Messaging Terms govern text messages sent by Neighborhood House. By opting in, you agree to receive SMS or MMS messages from Neighborhood House under these terms.

Program description

Neighborhood House sends conversational and informational messages related to services you request or receive. Messages may include appointment reminders and confirmations, program or service updates, schedule or location changes, follow-up questions, requests for information needed to assist you, and responses to messages you send us. This program does not include fundraising or promotional text messages.

Consent

You will receive text messages only after you affirmatively opt in or initiate a text conversation with a Neighborhood House number that is advertised for texting. Consent to receive text messages is not a condition of receiving services from Neighborhood House. You may decline SMS messages and request another available communication method.

Message frequency

Message frequency varies based on your requests, appointments, program participation, and conversations with Neighborhood House.

Fees

Message and data rates may apply. Your mobile carrier determines any charges under your wireless plan.

Opt out and help

You may opt out at any time by replying STOP. You may also use another reasonable method to tell us that you no longer want text messages. After an opt-out request, we may send one message confirming that you have been unsubscribed. Reply HELP for help, call 651-789-2500, or email info@neighborhoodhousemn.org.

Privacy

We handle mobile information, message content, SMS opt-in data, and consent as described in the Neighborhood House SMS Privacy Notice and general Privacy Policy. Mobile information, text-message opt-in data, and consent are not shared with third parties or affiliates for their own marketing or promotional purposes.

Delivery and availability

Wireless carriers do not guarantee message delivery. Messages may be delayed or not delivered because of carrier availability, network conditions, device settings, or other factors outside Neighborhood House's control. Supported carriers may change.

Changes to these terms

We may update these terms by posting the revised version and changing the effective date. If a change materially affects the text messaging program, we will provide notice when reasonably required.

Contact us

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