

# Terms and Conditions

**Effective Date:** January 1, 2025

By opting in to receive SMS messages from Crystal Creek Counseling (“we,” “us,” “our”), you agree to these Terms and Conditions (Terms).

## SMS Messaging Service

By providing my phone number, I consent to receive SMS text messages from Crystal Creek Counseling for appointment reminders, feedback, and general two-way communication about my relationship with Crystal Creek Counseling. Message and Data Rates may apply.

## Message Frequency

You will receive more than one message from us unless you opt out. While messaging frequency varies, you will likely receive messages pertaining to your account with us as you request or up to four messages per month. We reserve the right to alter the frequency of messages at any time to increase or decrease the total number of messages. The company and carriers are not liable for delays or undelivered messages.

## Message and Data Rates

Message and data rates may apply based on your mobile carrier’s terms.

## Privacy Policy

Your information will be handled in accordance with our Privacy Policy which we provide in paper form.

## Cancellation/Opt-Out Instructions

You can opt out of receiving SMS messages at any time by replying STOP to any message we send you. After you opt out of text messaging, you will receive one additional message confirming your request has been processed.

## Help/Customer Support

Text the word HELP for support. You may also contact us directly by phone at +17196866703 or by email at [jeri@crystalcreekcounseling.com](mailto:jeri@crystalcreekcounseling.com).

## Liability

We are not responsible for any charges, errors, or delays in SMS delivery or undelivered messages caused by your carrier or third-party service providers.

**Note:** Certain businesses, such as healthcare providers, may include additional terms, including the risks of sending and receiving health information subject to HIPAA via text message, the rules about sending text messages to the provider’s office, and what to do if the subscriber is experiencing a medical emergency.