

SMS Terms and Conditions

Transitions Counseling Service

By opting into the Transitions Counseling Service mobile messaging program, you agree to the following Terms and Conditions:

1. Program Description

Transitions Counseling Service may send text messages via an automated system to provide **appointment reminders, scheduling updates, and office notifications**. We do not use SMS for clinical therapy or emergency crisis intervention. If you are experiencing a medical or mental health emergency, please dial 911 or visit the nearest emergency room.

2. Message Frequency

Message frequency varies based on your appointment schedule and interactions with our office.

3. User Opt-Out

You can cancel the SMS service at any time. Just text **"STOP"** to our number. After you send the SMS message "STOP" to us, we will send you an SMS message to confirm that you have been unsubscribed. After this, you will no longer receive SMS messages from us. If you want to join again, just sign up as you did the first time or text **"START"** and we will start sending SMS messages to you again.

4. Help

If you are experiencing issues with the messaging program, you can get help directly by calling Transitions at 616-754-9420 or emailing the office administrator at mason@transitionsocs.com.

5. Cost

Message and data rates may apply for any messages sent to you from us and to us from you. If you have any questions about your text plan or data plan, it is best to contact your wireless provider.

6. Privacy

Transitions Counseling Service values your privacy. Your mobile information will not be shared with third parties or affiliates for marketing or promotional purposes. All the above categories exclude text messaging originator opt-in data and consent; this information will not be shared with any third parties. For more information, please see our Practice Policies.

