

## **Hazelden Betty Ford Foundation**

### **Terms and Conditions for Participation in Virtual Family Programs**

These Terms and Conditions for Participation (the “Terms”) apply to participation in the following virtual programs, which are collectively referred to throughout this document as the “Virtual Family Programs”: Virtual Family Program, Virtual Healthy Relationship Program, Virtual Program for Adolescents. Hazelden Betty Ford Foundation will deny access to the Virtual Family Programs to any individual who does not agree to these Terms. Further, Hazelden Betty Ford Foundation reserves the right to terminate access to any individual who does not abide by these Terms or any individual causing disruption to others’ ability to participate in the Virtual Family Programs.

#### **Not Professional or Medical Advice**

The Virtual Family Programs are offered by Hazelden Betty Ford Foundation solely for general informational, educational, and support purposes. The content of these Virtual Family Programs is not intended to be a substitute for professional substance use counseling, mental health or other medical advice, diagnosis or treatment, professional continuing care, or professional case management. You should consult your physician or other qualified health care provider regarding any specific questions you may have. You should never disregard professional advice or delay in seeking treatment based on the information contained in these Virtual Family Programs.

#### **Referrals**

Hazelden Betty Ford Foundation may, upon your request, make recommendations regarding additional services or community resources. You may choose whether or not you wish to pursue these additional services or resources.

#### **Intended Audience**

The intended audience, including suitable age range, for each Virtual Family Program is described on the Program registration page.

The Virtual Family Programs are intended for participants located in the United States.

#### **Unacceptable Behavior**

Hazelden Betty Ford reserves the right to take any action deemed necessary and appropriate, including immediate removal from the Program without warning or refund, in response to any incident of unacceptable behavior, and Hazelden Betty Ford reserves the right to prohibit attendance at any future meeting, virtually or in-person.

“Unacceptable behavior” includes, without limitation:

- Harassment, intimidation, or discrimination in any form.
- Verbal abuse of any attendee, speaker, volunteer, exhibitor, Hazelden Betty Ford staff member, service provider, or other meeting guest. Examples of verbal abuse include, but are not limited to, verbal comments related to gender identity, sexual orientation, disability, physical appearance, body size, race, religion, national origin, inappropriate use of nudity and/or sexual images in public spaces or in presentations, or threatening or stalking any attendee, speaker, volunteer, exhibitor, Hazelden Betty Ford staff member, service provider, or other meeting guest.

#### **Program Payment**

Programs that are available for a fee require payment in full via credit/debit card prior to the first date of the registered Program.

#### **Refunds for Courses**

It is your responsibility to ensure that you meet the system requirements, including compatible hardware, software, telecommunications equipment and Internet service, prior to registering for a Virtual Family Program. You may

withdraw from a Program at any time. If you must cancel your registration, we respectfully request that you notify us at least 48 hours before the scheduled Program. For Programs that are available for a fee, once you have begun the Program by participating in a group session or coaching session, you will not receive a refund for any reason. If you are participating in individual services (i.e. coaching calls, etc.), in order to avoid losing a scheduled service, participants must provide 24-hour advanced notification of missing/cancelation, to be eligible for rescheduling.

### **Reference Materials**

Reference materials and links provided in the Virtual Family Programs are provided by Hazelden Betty Ford Foundation. Hazelden Betty Ford Foundation does not assume responsibility or liability for the accuracy or completeness of content contained in reference materials or links. Hazelden Betty Ford Foundation does not endorse any product, service, or organization referenced.

### **Course Participation; Confidentiality; No Recording Policy**

Only registered participants may be present for the Program. You agree that anything you share with the facilitator and/or other participants during the Program is being provided by you voluntarily and without any compensation. You agree to maintain the confidentiality of all information shared by others during the Program. This includes, at a minimum, not 1. repeating anything you hear, 2. sharing details on social media, or 3. taking photos, screenshots, or audio or video recordings during the Program.

Hazelden Betty Ford Foundation will not share any information regarding your participation in the Virtual Family Program without your prior express written consent or as otherwise required or permitted by applicable state and federal law.

If you are a minor participating in a Virtual Family Program that is intended for individuals under the age of 18, you understand that your participation is voluntary and that you can decide at any time not to share any information. You may request to ask that the facilitators not share any information that you disclose during the Virtual Family Program to your parent(s)/guardian(s) and the facilitators will use best efforts to honor that request unless they are not allowed to by law. If you have any questions about confidentiality, you or your parent(s)/guardian(s) may ask to speak to the facilitator at any time.

If threats of harm, neglect, or other imminent safety concerns are shared during the Virtual Family Program, we are obligated under the law to notify the proper authorities to protect you and/or others from harm. If you share information about abuse or neglect of children or vulnerable adults, we may be obligated to report to a local reporting agency. The law is designed to protect children and vulnerable adults from harm and the obligation to report suspected abuse or neglect is clear in this regard.

### **Disclaimer; Limitation of Liability**

The Virtual Family Programs are provided without any express or implied warranties of any kind. HAZELDEN'S TOTAL AGGREGATE LIABILITY ARISING FROM OR IN RELATION TO THE VIRTUAL FAMILY PROGRAMS, WHETHER ARISING IN CONTRACT, TORT, OR OTHERWISE, SHALL BE LIMITED TO THE TOTAL AMOUNT OF PROGRAM FEES PAID TO HAZELDEN BY PARTICIPANT.