

SMS Terms and Conditions / Consent Disclosure for The Well Outreach

Effective Date: April 24, 2026

This disclosure is intended to support consent practices under applicable U.S. laws, including the Telephone Consumer Protection Act (TCPA), where applicable. It is not a substitute for legal advice.

1. Program Description

The Well Outreach uses text messaging exclusively through its Our Chance Family Coaches — Laura Brittan and Stephany Armstrong — to communicate directly with clients they are actively coaching on a one-on-one basis.

2. No Autodialed Marketing

Messages under this program are personal, manual, non-automated communications for service-related purposes. Messages are not used for mass marketing, telemarketing, promotional campaigns, or fundraising solicitations.

3. Express Consent to Receive Texts

By providing your mobile number and opting in, you give prior express consent to receive SMS/MMS text messages from The Well Outreach related to coaching services. Consent is not a condition of purchasing any goods or services.

4. Types of Messages

Messages may include appointment scheduling, reminders, check-ins, case coordination, resource sharing, service updates, and direct responses to your messages.

5. Message Frequency Disclosure

Message frequency varies and will not exceed 5-7 messages per day.

6. Charges

Message and data rates may apply according to your mobile carrier plan. The Well Outreach is not responsible for carrier fees or delays.

7. Opt-In

Opt-in is obtained verbally after the client is read a compliant SMS consent disclosure and agrees to receive messages.

8. Opt-Out / Revocation of Consent

You may revoke consent and stop SMS messages at any time by replying STOP, END, CANCEL, UNSUBSCRIBE, or QUIT, or by notifying your coach directly. After opt-out, a final confirmation message may be sent. Operational contact may continue through other agreed communication channels.

9. Help

Reply HELP for assistance or contact The Well Outreach directly.

10. Privacy and Data Use

No mobile information will be shared with third parties/affiliates for marketing/promotional purposes at any time. Information shared by text may be used to provide coaching services and maintain service records consistent with applicable privacy practices. SMS is not a guaranteed secure channel. Do not send Social Security numbers, payment card data, medical records, or other highly sensitive information by text.

11. Carrier Disclaimer

Mobile carriers are not liable for delayed or undelivered messages.

12. Eligibility and Authority

You represent that you are at least 18 years old or otherwise authorized to consent, and that you are the subscriber or customary user of the mobile number provided.

13. Number Changes

If your mobile number changes, you agree to notify The Well Outreach promptly before the number is reassigned or disconnected.

14. Record of Consent

The Well Outreach may retain records of consent, opt-in source, message logs, and opt-out requests to demonstrate compliance and improve service administration.

15. Changes to Terms

The Well Outreach may update these terms periodically. Material updates may be communicated through reasonable notice methods.

16. Contact

The Well Outreach
Our Chance Family Coaching Program

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