

## Terms of Service

### 1. Introduction

Welcome to DAFS (Drug & Alcohol Family Support). We are dedicated to supporting families through peer-led face-to-face meetings and an online community through Facebook, WhatsApp etc. By accessing our website, using our services, or making a donation, you agree to these Terms of Service.

### 2. Use of Our Services

- Our services are designed to support families in need. Misuse of our resources or services is strictly prohibited.
- Users must be at least 18 years old to use our support services.
- We may update or change our services at any time to better serve our mission.

### 3. Family Support Services

- Our support services, including peer-led face-to-face meetings, individual 1:1 support (whether face-to-face or online), outreach or educational provisions, are provided in good faith but are not a substitute for professional medical, legal, or financial advice.
- Participation in our programs does not establish a professional-client relationship.
- We reserve the right to modify, suspend, or deny services at our discretion.

### 4. Donations & Fundraising

- All donations are voluntary and non-refundable unless an error occurs in processing.
- We commit to using funds responsibly to support our families.
- Third-party payment processors handle financial transactions; we do not store payment information.

### 5. Privacy & Confidentiality

- We take the privacy of families seriously. Any personal information shared with us is protected under our **Privacy Policy**.
- We do not share personal information without consent, except as required by law.
- Our support services uphold strict confidentiality, with exceptions in cases of harm or legal obligations such as safeguarding.

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### 6. Intellectual Property

- All content on our website, including resources, guides, and branding, belongs to DAFS (Drug & Alcohol Family Support) and may not be used or distributed without permission.

### 7. Limitation of Liability

- Our services are provided "as is" without warranties.
- We are not liable for indirect or consequential damages arising from the use of our services.
- While we strive to provide helpful support, we are not a 'fix-it' service and as such we do not guarantee specific outcomes.

### 8. External Links & Third-Party Services

- Our website may contain links to third-party resources. We cannot be held responsible for their content or policies.

### 9. Changes to These Terms

- We may update these Terms from time to time. Continued use of our services after changes means you accept the revised Terms.

### 10. Contact Us

For any questions or concerns, please contact:

**DAFS (Drug & Alcohol Family Support)**

**Email:** [info@dafsmk.co.uk](mailto:info@dafsmk.co.uk)

**Phone:** 07598346244