

Terms and Conditions

Effective Date: July 24, 2026

Last Updated: July 24, 2026

Welcome to the website of Shining Light Homes (“we,” “us,” “our,” or “Organization”). By accessing or using our website located at www.shininglighthomes.org (the “Site”), or by interacting with our digital communications, social media pages, donation tools, or services, you (“you” or “User”) agree to be bound by these Terms and Conditions (“Terms”).

If you do not agree to these Terms, please do not access or use our Site or services.

1. About Our Organization & Service Limitations

Shining Light Homes is a recognized 501(c)(3) non-profit organization dedicated to supporting single mothers and their families to prevent homelessness.

- **No Direct Housing Facilities:** While establishing physical housing for single mothers is our ultimate organizational goal, Shining Light Homes does not currently own, operate, or provide housing or emergency shelter facilities.
 - **Emergency Financial Assistance:** We offer emergency assistance to help single mothers prevent homelessness. All requests for emergency financial assistance are strictly subject to:
 1. Completion of the intake process and formal acceptance as a client in our LifeLine Program.
 2. The availability of organizational funds at the time of request.
 3. Processing strictly during our regular business hours.
 - **No Guarantee of Assistance:** Submitting a request, form, or message does not guarantee financial assistance, enrollment in the LifeLine Program, or immediate relief.
 - **Informational Purposes Only:** Content on this Site is provided for general informational and educational purposes and does not constitute professional, legal, medical, or emergency social work advice.
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2. Donations, Payments, and Financial Contributions

We accept financial contributions and in-kind support to advance our charitable mission.

- **Payment Processors:** Online donations, recurring contributions, and payments made through our Site or social media pages are processed securely using third-party vendors (including Harness Giving, PayPal, Stripe, Cash App, Venmo, and Meta Pay). By making

a contribution, you agree to comply with the terms and privacy policies of those respective payment processors.

- **Tax Deductibility:** Shining Light Homes is a recognized tax-exempt organization under Section 501(c)(3) of the Internal Revenue Code. Tax deductibility applies to contributions as permitted by applicable U.S. federal and state laws. Written receipts or digital acknowledgments will be provided for qualifying monetary and in-kind contributions.
 - **Refund Policy:** Donations made to Shining Light Homes are non-refundable gifts used immediately to support our charitable operations. If you believe an error was made in processing your donation, please contact us promptly at info@shininglighthomes.org.
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3. Text Messaging & SMS Terms

Shining Light Homes provides an opt-in SMS service for communications including donation receipts, thank you messages, event reminders, campaign updates, and administrative notifications.

- **Opt-In & Consent:** By providing your mobile phone number and opting in, you consent to receive text messages sent by or on behalf of Shining Light Homes.
 - **Message Frequency:** Message frequency varies based on your interactions, scheduled campaigns, or upcoming community events.
 - **Message and Data Rates:** Message and data rates may apply depending on your individual mobile service provider plan.
 - **Opt-Out (Stop):** You may opt out of receiving SMS communications at any time by replying STOP, END, CANCEL, UNSUBSCRIBE, or QUIT to any text message received. You will receive a single confirmation message confirming your removal.
 - **Help:** For assistance, reply HELP to any message or email info@shininglighthomes.org.
 - **Privacy:** Mobile numbers and SMS consent will not be shared, sold, or rented to third parties or affiliates for marketing purposes.
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4. Social Media Interactions & Messaging

Shining Light Homes maintains active profiles on social media platforms, including Facebook and Instagram, to engage with our community and share organizational updates.

- **Public Comments & User Conduct:** When interacting with our posts, comments, or public social media pages, you agree to treat others with respect. We reserve the right to remove or moderate comments, posts, or messages that contain abusive, threatening, defamatory, offensive, spam, or promotional material.
- **Direct Messaging (Facebook Messenger & Instagram DM):** Direct messaging on social media is intended for general inquiries and community support. Social media

platforms are operated by third parties (such as Meta) and are subject to their respective privacy policies and terms of service.

- **Confidentiality & Sensitive Details:** Do not send highly sensitive personal or financial details (such as credit card numbers, Social Security numbers, or confidential family emergency details) via social media direct messaging. Program applicants or donors seeking confidential assistance are encouraged to reach out through our official website contact form or directly via email at info@shininglighthomes.org.
 - **Response Times & Crisis Disclaimer:** Social media messaging and contact forms are monitored periodically during regular business hours and are not equipped for immediate housing placement or 24/7 crisis intervention.
 - **Immediate Emergency Crisis Guidance:** If you or your children are experiencing an immediate housing crisis, unsheltered homelessness, or a safety emergency outside of our business hours, please dial or text **211** (for local community housing resources) or call **911** for emergency services.
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5. Media, Photography & Event Attendance

By attending Shining Light Homes public events, fundraisers, workshops, or community gatherings, you acknowledge and grant permission as follows:

- **Implied Media Consent:** Videos and photographs captured while you are present at or participating in Shining Light Homes public events or activities may be used for organizational communication, educational, web, social media, and promotional purposes.
 - **Client & Minor Protection Override:** Program participants and minors attending specialized client programs remain protected under our explicit, signed **Media Release & Photo Consent Form**. Attendance at open public events does not supersede a client's right to request anonymity or opt out of media participation via their signed intake agreement.
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6. Intellectual Property Rights

- **Ownership:** All original content, text, graphics, logos, images, software, and organization design on this Site are the property of Shining Light Homes or its content suppliers and are protected by applicable copyright, trademark, and intellectual property laws.
- **Limited License:** You are granted a limited, non-exclusive, non-transferable license to view, download, and print content from the Site solely for personal, non-commercial, or educational use, provided that you do not modify the materials and retain all copyright and proprietary notices.

- **Restrictions:** You may not copy, reproduce, distribute, modify, create derivative works from, or publicly display any portion of the Site without prior written consent from Shining Light Homes.
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7. Program & Assistance Applications

Submitting an application for the LifeLine Program or requesting emergency support through our website, social media links, or intake forms does not guarantee program acceptance or financial assistance. Shining Light Homes reserves the right to evaluate applicants, confirm program eligibility, conduct screening, and allocate assistance strictly within available funding limits and operational capacities during business hours.

8. Prohibited Activities

When using our Site or social media pages, you agree not to:

- Use the platforms for any unlawful purpose or in violation of federal, state, or local laws.
 - Impersonate any person or entity, or falsely state or misrepresent your affiliation with a person or entity.
 - Interfere with, disrupt, or compromise the security or integrity of the Site, servers, or networks.
 - Submit false, misleading, defamatory, or inappropriate information through our contact forms, social media messages, or donation portals.
 - Post, share, or upload photos, full names, or private details of any Shining Light Homes clients or children without express written authorization.
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9. Third-Party Links & Resources

Our Site and social media pages may contain links to external third-party websites, partner organizations, or payment gateways. These links are provided solely as a convenience. Shining Light Homes does not endorse, control, or assume responsibility for the content, privacy policies, or practices of any third-party websites.

10. Limitation of Liability

To the fullest extent permitted by applicable law, Shining Light Homes, its directors, officers, employees, volunteers, and agents shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising out of:

- Your access to, use of, or inability to use this Site, our social media pages, or their content.
 - Any delay or inability to provide financial assistance due to lack of available funds or requests received outside of business hours.
 - Any unauthorized access to or use of our secure servers or personal information stored therein.
 - Any errors, omissions, or inaccuracies in the content provided on the Site or social media pages.
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11. Indemnification

You agree to defend, indemnify, and hold harmless Shining Light Homes, its officers, directors, employees, volunteers, and agents from and against any claims, liabilities, damages, judgments, losses, costs, or expenses (including reasonable attorneys' fees) arising out of your violation of these Terms or your use of the Site or social media channels.

12. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of the Commonwealth of Virginia, without regard to its conflict of law principles. Any legal action or proceeding arising out of these Terms or your use of the Site shall be brought exclusively in the state or federal courts located in Virginia.

13. Changes to Terms

We reserve the right to modify or update these Terms and Conditions at any time. Changes will become effective immediately upon posting to the Site, with the updated "Effective Date" reflected at the top of this page. Your continued use of the Site or social media pages following any updates constitutes acceptance of the revised Terms.

14. Contact Us

If you have questions or concerns regarding these Terms and Conditions, please reach out to us:

- **Organization:** Shining Light Homes
- **Email:** info@shininglighthomes.org
- **Phone:** 757-606-1800
- **Mailing Address:** PO Box 9262, Chesapeake, VA 23321

- **Website:** www.shininglighthomes.org