



(909) 793-1078



(909) 335-7330



WWW.CCS-CARES.ORG



101 E. REDLANDS BLVD. SUITE 215, REDLANDS, CA 92373



SMS Terms & Conditions

**Citrus Counseling Services
Appointment Reminder Text Messaging Program
Last Updated: September 2026**

These SMS Terms & Conditions apply to the Citrus Counseling Services (“CCS”) automated text messaging program.

Program Name

Citrus Counseling Services Appointment Reminder Program

Program Description

Citrus Counseling Services offers optional SMS/text messaging to help clients stay informed about scheduled appointments.

By opting in, you may receive automated text messages from Citrus Counseling Services regarding your appointments. Messages may include appointment reminders and other appointment-related notifications.

This SMS program is intended for **appointment-related communications and is not a marketing text messaging program.**

Consent to receive text messages is not required as a condition of receiving services from Citrus Counseling Services.

Message Frequency

Message frequency varies depending on your scheduled appointments and appointment activity.

Message and Data Rates

Message and data rates may apply. Charges are determined by your wireless carrier and mobile service plan. Citrus Counseling Services is not responsible for charges assessed by your wireless carrier.

Opt-Out Instructions

You may opt out of receiving SMS appointment reminders at any time by replying:

STOP

After submitting an opt-out request, you may receive a confirmation message indicating that you have been unsubscribed. You will no longer receive SMS appointment reminders unless you subsequently opt in again.

Opting out of SMS messages does not prevent you from receiving services from Citrus Counseling Services or necessary communications through other available methods.

Customer Care / HELP

For assistance with the Citrus Counseling Services appointment reminder program, reply:

HELP

You may also contact Citrus Counseling Services directly at:

909-793-1078

Website: **ccs-cares.org**

Supported Carriers

SMS delivery is subject to the availability and operation of participating wireless carriers.

Carriers are not liable for delayed or undelivered messages.

Delivery of text messages cannot be guaranteed and may be affected by circumstances outside the control of Citrus Counseling Services.

Privacy

Citrus Counseling Services respects your privacy and handles information associated with its SMS program in accordance with its Privacy Policy.

Text messaging originator opt-in data and consent will not be shared with any third parties, excluding aggregators and providers of the Text Message services.

Changes to These Terms

Citrus Counseling Services may update these SMS Terms & Conditions periodically to reflect changes to the appointment reminder program, applicable requirements, or organizational practices.

Updates will be posted publicly with a revised “Last Updated” date.

Contact Information

Questions regarding the SMS appointment reminder program may be directed to:

Citrus Counseling Services

Phone: **909-793-1078**

Website: **ccs-cares.org**