

The Barnardo's website terms and conditions as at 21/8/2023

Please read the following terms and conditions carefully as they govern the use of this website.

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Access to this website (<https://www.barnardos.org.uk>) is subject to the following conditions:

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Whilst all reasonable efforts have been made to ensure the accuracy of content, no responsibility can be taken for any error or omission. No advice or information, whether oral or written, obtained by you from the message boards or chat rooms on <https://www.barnardos.org.uk> shall create any warranty not expressly made in these terms of service or imposed by law.

4. Photographs

The photographs of adults, children and young people used in this site are models and do not portray actual events.

5. Registration

Most elements of <https://www.barnardos.org.uk> may be viewed by anyone, however, to access some services, e.g. message boards and any chat room activity, you will need to register as a member. When you register with us you are stating that you are over 18 years of age or are a minor with parental consent to use the service for which you are registering. You agree that any information you provide to us about yourself upon registration or at any other time will be true, accurate and complete, and that you will ensure that this information is kept accurate and up to date at all times.

6. Password

When you register to use <https://www.barnardos.org.uk> you will be asked to create a password. You must keep this password confidential and must not disclose it to or share it with anyone. You will be deemed responsible for all activities that occur under your password. If you know or suspect that someone else knows your password, you should notify us immediately.

7. Your use of <https://www.barnardos.org.uk>

Barnardo's does not necessarily endorse the views expressed by users, for example on the message boards. You alone are responsible for the content of your messages and your use of <https://www.barnardos.org.uk> and the consequences of any such messages. By using <https://www.barnardos.org.uk> you agree to comply with the following guidelines:

- (a) <https://www.barnardos.org.uk> is to be used for your personal use only and use of <https://www.barnardos.org.uk> for commercial purposes or to obtain financial gain are strictly prohibited without Barnardo's prior written consent.
- (b) <https://www.barnardos.org.uk> may not be used to send chain letters, junk mail, "spam", solicitations or bulk communications of any kind unless the recipient has given specific permissions to be included in such a list.
- (c) You may not post to <https://www.barnardos.org.uk> any message or material that is unlawful, harassing, defamatory, abusive, threatening, harmful, vulgar, obscene, profane, threatening, racially or sexually or otherwise discriminatory, offensive, inaccurate, in breach of confidence or a third party's intellectual property rights or which otherwise includes objectionable material of any kind or nature, that encourages or engages in conduct that could constitute a criminal offence, give rise to civil liability or otherwise violate any applicable local, national or international law or regulation or which has a disruptive influence on the normal flow of a message board. You must not impersonate any other person or entity, whether actual or fictitious. If you feel that any of the terms and conditions have been broken by users, please email the Board manager. There are Rules of Use which govern activity on the message boards, and you must adhere to these at all times. These Terms and Conditions underwrite the Rules of Use.
- (d) You must not use <https://www.barnardos.org.uk> in a way that might reasonably be expected to cause the same to be interrupted, damaged, rendered less efficient or which could in any way damage the operation of another's computer.
- (e) Barnardo's reserves the right in its absolute discretion at any time to edit, alter, delete or move any material whatsoever posted to, appearing on, or distributed by <https://www.barnardos.org.uk> and you. We also reserve the right, at our sole discretion, to terminate a user's access to the message board(s) or chat room(s).

8. Donation refunds

Barnardo's work hard to ensure the process of making a donation is streamlined and trouble free. However, we realise that sometimes mistakes can happen. Under charity

law, charities are not permitted to refund donations, other than in specific circumstances specified by the Charities Act 2011. If a mistake has occurred or you would like to discuss your donation, please contact our Supporter Relations team at supporterrelations@barnardos.org.uk or give us a call on 0800 0087005. We are happy to help, and we'll ask you a few questions to determine what's happened so that we can help in any way we can. We are committed to the highest standards of legal compliance, and we treat all requests for refunds with the utmost importance. Your concerns are important to us, and we want to reassure you that we'll update you every step of the way. Before we are able to consider your request, we will need some paperwork from you as we can't proceed without it. Once we receive everything, we can then advise you on how long things will take - usually 7-10 working days.

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Barnardo's may modify the terms of this agreement on this site. You agree to periodically review this agreement to be aware of any such revisions. Should the revision be unacceptable to you, you agree to stop accessing this site. Your continued use of this website following such notification of any such revision(s) shall be deemed as acceptance of and agreement to abide by all such revisions.

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