

## **Terms of Service**

Effective Date: 9/8/2025

Practice Name: Sonder Behavioral Health & Wellness

Location: Minnesota, United States

Website: [www.sonderwellness.com](http://www.sonderwellness.com)

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### **1. Acceptance of Terms**

By accessing and using this website, you agree to be bound by these Terms of Service and our Privacy Policy. If you do not agree to these terms, please do not use this site.

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### **2. About Our Services**

This website is owned and operated by Sonder Behavioral Health & Wellness, a behavioral health group practice based in Minnesota. We offer outpatient psychiatric and psychotherapy services to individuals and families. This site is intended for informational purposes only and to facilitate access to our services, including:

- Descriptions of our clinical and therapeutic services
  - Blog posts and educational content
  - Appointment request and contact forms
  - Patient portal access
  - Optional SMS and email messaging services for client communications
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### **3. Healthcare Disclaimer**

This website does not provide medical or mental health advice. All content, including blog posts and service descriptions, is for informational purposes only and does not substitute for professional medical advice, diagnosis, or treatment. Always seek advice from your qualified health provider regarding a medical condition or mental health concern.

If you are experiencing a medical or psychiatric emergency, call 911 immediately or go to the nearest emergency room.

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#### **4. Patient Portal Access**

We provide a secure link to our HIPAA-compliant patient portal. The portal is managed by our electronic health record (EHR) vendor and allows clients to access health records, complete forms, schedule appointments, and communicate with providers. Use of the portal is subject to the terms and privacy policy of the EHR vendor.

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#### **5. Insurance and Payment Information**

Sonder Behavioral Health & Wellness accepts most major insurance plans. Insurance coverage varies, and verification of benefits is not a guarantee of coverage. Clients are responsible for any fees not covered by insurance, including deductibles, co-pays, and self-pay balances. For billing inquiries, please contact our administrative team directly.

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#### **6. SMS and Email Messaging Program**

We may offer optional SMS (text message) and email communications to share information related to:

- Appointment confirmations or reminders
- Scheduling changes or updates
- Billing or insurance communications
- General practice updates

##### **SMS Terms**

By opting in to receive SMS messages from Sonder Behavioral Health & Wellness, you agree to the following:

- Program Name: Sonder Behavioral Health & Wellness
- Message Content: Appointment reminders, billing alerts, and practice updates
- Message Frequency: Varies (typically up to 4 messages/month)
- Message Rates: Message and data rates may apply
- Opt-Out: Text "STOP" to cancel
- Help: Text "HELP" or contact our office

Consent to receive SMS messages is not a condition of receiving services. You must explicitly opt in via our web form or consent in writing.

#### Email Terms

By opting in to receive email messages, you agree to receive occasional messages related to your care or billing. You may unsubscribe at any time using the link in the email or by contacting us.

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### **7. Privacy**

We respect your privacy. Please review our Privacy Policy to understand how we collect, use, and safeguard your information, including SMS and email opt-in data.

We do not sell or share your mobile or personal information with third parties for marketing or promotional purposes.

*Text message originator opt-in data and consent will not be shared with any third parties.*

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### **8. Intellectual Property**

All content on this site—including text, images, blog articles, branding, and logos—is the property of Sonder Behavioral Health & Wellness or its content providers.

Unauthorized use, reproduction, or distribution is prohibited.

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### **9. Third-Party Links**

This website may contain links to third-party websites, including our EHR patient portal. We are not responsible for the content, privacy practices, or policies of any third-party sites.

Users access these sites at their own risk.

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### **10. Modifications to Terms**

Sonder Behavioral Health & Wellness reserves the right to modify these Terms of Service at any time. Any updates will be posted on this page with a revised effective date.

Continued use of the website constitutes acceptance of any changes.

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### **11. Governing Law**

These Terms are governed by the laws of the State of Minnesota, without regard to its conflict of law principles.

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## **12. Contact Us**

If you have questions or concerns regarding these Terms of Service, please contact us:

Sonder Behavioral Health & Wellness

12301 Whitewater Dr., Suite 101, Minnetonka MN 5534

952-999-6097

[info@sonderwellness.com](mailto:info@sonderwellness.com)