

SECTION 1: NATURE OF THE PROGRAMME

Zion House Recovery is a voluntary wellness and recovery centre.

The centre is not a detention facility, psychiatric hospital, or medical institution. Residents are not physically restrained and may not be confined against their will.

SECTION 2: ABSENTING / LEAVING WITHOUT PERMISSION

If a resident chooses to leave the premises without authorization:

- The primary family contact will be notified immediately.
- The South African Police Service (SAPS) may be informed if deemed necessary.
- Zion House Recovery is not a secure facility and cannot guarantee the safety of a resident who voluntarily leaves the premises.

From the moment the resident exits the property without authorization, Zion House Recovery cannot accept responsibility for events occurring thereafter.

SECTION 3: PROGRAMME RULES & TERMINATION

Residents agree to comply with all programme rules and behavioural standards.

Zion House Recovery reserves the right to terminate participation immediately in cases including but not limited to:

- Violence or threats
 - Possession or use of prohibited substances
 - Theft
 - Endangering other residents or staff
 - Repeated or serious rule violations
- Removal may occur without prior notice where safety is concerned.

SECTION 4: FEES & REFUND POLICY

Zion House Recovery operates as a registered NPO. All payments are received as donations.

In accordance with Section 18A of the South African Income Tax Act, donations made to approved Public Benefit Organisations are non-refundable.

Once admission has taken place, all fees/donations are non-refundable, including in cases of:

- Voluntary withdrawal
- Absconding
- Dismissal
- Early departure for any reason

Refunds may only be considered at the sole discretion of management under exceptional circumstances.

SECTION 5: PERSONAL BELONGINGS

Residents are responsible for their personal belongings.

Zion House Recovery will not be held liable for loss, theft, or damage to personal property unless caused by proven gross negligence.

Families are advised not to send valuables.

SECTION 6: MEDICAL DISCLOSURE & EMERGENCY CONSENT

The resident and/or guardian confirms that all medical conditions, psychiatric diagnoses, and prescribed medications have been fully disclosed.

Failure to disclose relevant medical information may result in removal from the programme.

In the event of a medical emergency, Zion House Recovery is authorised to seek appropriate medical treatment.

All related medical and transport costs remain the responsibility of the resident and/or guardian.

SECTION 7: LIMITATION OF SERVICES

Zion House Recovery provides structured wellness and recovery support.

The centre does not provide 24-hour medical supervision.

The programme does not replace professional psychiatric, medical, or hospital care.

SECTION 8: COMMUNICATION

Zion House Recovery will communicate with the designated primary contact.

Daily updates are not guaranteed unless specifically arranged.

In crisis situations, reasonable efforts will be made to contact the family promptly.