

ZION HOUSE RECOVERY

TERMS & CONDITIONS

Effective Date: 9 September 2026

These Terms & Conditions apply to all residents participating in the Zion House Recovery programme. By signing the admission documentation, the resident confirms that they have read, understood and agreed to these Terms & Conditions.

SECTION 1: NATURE OF THE PROGRAMME

Zion House Recovery is a voluntary, faith-based recovery support and mentorship programme providing structured living, mentorship, accountability, peer support, life-skills development and spiritual growth based on Christian principles.

Zion House Recovery is not a hospital, psychiatric facility, rehabilitation hospital, detoxification centre, healthcare practice or medical treatment facility and does not provide medical, psychiatric, psychological or clinical treatment services.

Residents participate voluntarily and are not physically restrained, involuntarily detained or confined against their will.

Participation in the programme does not replace medical, psychiatric, psychological, emergency or other professional healthcare where such care is required.

SECTION 2: ADMISSION & DISCLOSURE OF INFORMATION

Residents are required to provide accurate and complete information that may reasonably be relevant to their admission, safety and participation in the programme.

This includes relevant medical conditions, psychiatric conditions, medication, allergies and other health or safety information.

Failure to disclose information that is reasonably relevant to the resident's safety or participation may affect Zion House Recovery's ability to provide appropriate support and may, where necessary, result in termination of participation.

All information provided by a resident will be handled in accordance with applicable privacy legislation and Zion House Recovery's privacy and confidentiality procedures.

SECTION 3: PRIVACY, CONFIDENTIALITY & POPIA

Zion House Recovery respects the privacy and confidentiality of its residents and is committed to handling personal information in accordance with the Protection of Personal Information Act (POPIA) and other applicable South African law.

Personal information may include identifying information, contact information, admission information, programme information, medical or health-related information, medication information, emergency-contact information, financial information and information relating to incidents or programme participation.

Personal information will be collected, used, stored and disclosed only for legitimate and lawful purposes relating to the administration of the programme, resident safety, emergency situations, legal obligations and other lawful purposes.

Zion House Recovery will take reasonable measures to protect personal information against unauthorised access, loss, misuse, disclosure or unlawful processing.

Certain information, including health-related information, may constitute special personal information and will receive appropriate additional protection.

Third-Party Information

A resident's personal information is confidential.

Personal information will not automatically be disclosed to family members, sponsors, payers, friends, employers or other third parties simply because they are related to the resident, have assisted with admission or have paid for the resident's participation in the programme.

Where a resident has authorised Zion House Recovery to communicate with the person or persons identified under **“Parent / Guardian / Sponsor Details”** on the admission form, Zion House Recovery may communicate with those persons regarding the resident's programme participation and general welfare, subject to applicable law.

Information shared with an authorised person will be limited to what is reasonably necessary for the purpose of the communication, unless further authorisation is provided or disclosure is otherwise required or permitted by law.

Being listed as a parent, guardian, sponsor, payer or emergency contact does not, by itself, provide unrestricted access to a resident's confidential information.

Emergency Disclosure

In the event of a genuine medical, psychiatric or other serious emergency, Zion House Recovery may contact emergency services, arrange or facilitate appropriate medical treatment and disclose relevant information where reasonably necessary to protect the resident's health or safety, protect another person, or where disclosure is required or permitted by law.

The emergency disclosure of relevant information does not constitute unrestricted permission to disclose the resident's information to family members or other third parties.

Resident Privacy Rights

Subject to applicable law, residents may request access to or correction of personal information held by Zion House Recovery and may raise privacy concerns with the designated Information Officer or privacy contact.

SECTION 4: COMMUNICATION

Zion House Recovery may communicate with the resident and authorised contacts using reasonable communication channels, including telephone, WhatsApp, SMS, email or other appropriate means.

The person or persons identified under **“Parent / Guardian / Sponsor Details”** on the admission form may be contacted regarding the resident's programme participation and general welfare where the resident has authorised such communication.

Daily updates are not guaranteed unless specifically arranged.

Information relating to a resident will only be communicated to third parties within the scope of the resident's authorisation or where disclosure is otherwise required or permitted by law.

In an emergency, Zion House Recovery may communicate with emergency services, medical professionals, the designated emergency contact or other appropriate persons where reasonably necessary.

SECTION 5: ABSENTING / LEAVING WITHOUT PERMISSION

Zion House Recovery is a voluntary programme and is not a secure or detention facility.

If a resident chooses to leave the premises without authorisation:

- Zion House Recovery will take reasonable steps to establish the circumstances of the departure;
- appropriate staff or management may be informed;
- emergency services or the South African Police Service (SAPS) may be contacted where reasonably necessary;
- the designated emergency contact or other authorised contact may be notified where permitted by the resident's authorisation or applicable law; and
- Zion House Recovery cannot guarantee the safety of a resident once the resident has voluntarily left the premises.

From the time a resident voluntarily leaves the premises, Zion House Recovery cannot accept responsibility for events occurring outside its control, subject to applicable law.

SECTION 6: PROGRAMME RULES & BEHAVIOUR

Residents are required to comply with the rules, standards and reasonable instructions applicable to the Zion House Recovery programme.

Residents agree to:

- remain free from alcohol and prohibited substances;
- refrain from violence, threats, intimidation and harassment;
- refrain from theft or possession of property belonging to others;
- respect fellow residents, staff and the programme environment;
- comply with reasonable safety requirements;
- respect the privacy and confidentiality of other residents; and
- conduct themselves in a manner that supports a safe and recovery-focused environment.

Zion House Recovery reserves the right to terminate a resident's participation where necessary, including in cases involving:

- violence or threats;
- possession, use or distribution of prohibited substances;
- theft;
- serious or repeated rule violations;
- endangering residents or staff;
- intimidation or harassment; or
- conduct that compromises the safety, integrity or functioning of the programme.

Where safety is concerned, removal may occur without prior notice, subject to applicable law.

SECTION 7: SEARCHES & PROHIBITED ITEMS

Zion House Recovery may conduct reasonable searches of a resident's room, belongings or vehicle where there are reasonable grounds to suspect:

- possession of prohibited substances or items;
- substance use;
- conduct that may endanger residents or staff; or
- another serious safety concern.

Searches will be conducted reasonably and in accordance with applicable law and Zion House Recovery procedures.

Residents may not possess or use items or substances prohibited under the programme rules.

SECTION 8: FEES & REFUND POLICY

Zion House Recovery operates as a registered non-profit organisation.

Payments made towards programme participation are treated in accordance with the applicable financial and legal structure of Zion House Recovery.

Once admission has taken place, programme fees or donations are non-refundable, subject to any rights or remedies that may apply under applicable law.

This includes circumstances such as:

- voluntary withdrawal;
- leaving without authorisation;
- dismissal from the programme; or
- early departure for any reason.

Any exception or discretionary consideration remains subject to the applicable law and the decision of Zion House Recovery management.

SECTION 9: PERSONAL BELONGINGS

Residents are responsible for their personal belongings and are advised not to bring unnecessary valuables onto the premises.

Zion House Recovery will not be responsible for loss, theft or damage to personal property except to the extent that liability cannot lawfully be excluded.

Where appropriate, residents may be required to take reasonable precautions to safeguard their belongings.

SECTION 10: MEDICAL & EMERGENCY PROCEDURES

Zion House Recovery does not provide 24-hour medical supervision or medical treatment.

Where a medical, psychiatric or other serious emergency arises, Zion House Recovery may take reasonable steps to obtain appropriate emergency assistance or medical care.

This may include:

- contacting emergency services;
- contacting a medical professional or healthcare facility;
- arranging or facilitating transport for medical treatment; and
- contacting the resident's designated emergency contact where reasonably necessary and permitted by law.

The resident and/or responsible payer remains responsible for medical, healthcare, medication, transport and related costs incurred on their behalf, unless otherwise agreed or required by law.

SECTION 11: LIMITATION OF SERVICES

Zion House Recovery provides structured wellness and recovery support, mentorship and a recovery-focused living environment.

The programme does not provide:

- medical treatment;
- psychiatric treatment;
- psychological treatment;
- detoxification services;
- hospital-level care; or

- continuous medical supervision.

Residents requiring services outside the scope of Zion House Recovery may be referred or directed to an appropriate external healthcare or professional service.

SECTION 12: RECOVERY OUTCOMES

Zion House Recovery does not guarantee a particular recovery outcome, period of sobriety, behavioural change or long-term result.

Recovery is an individual process and outcomes may vary between residents.

Participation in the programme is voluntary and involves the resident's active participation and personal responsibility.

SECTION 13: CONFIDENTIALITY OF OTHER RESIDENTS

Residents are expected to respect the privacy and confidentiality of other residents.

Residents must not disclose, photograph, record, publish or otherwise share another resident's personal information, circumstances, conversations, photographs, videos or recovery-related information without appropriate permission.

This obligation applies both during and after participation in the Zion House Recovery programme.

SECTION 14: RESIDENT INFORMATION AFTER DEPARTURE

Zion House Recovery's confidentiality obligations regarding a resident's personal information continue after the resident leaves, is discharged from or otherwise ceases to participate in the programme.

A resident's departure does not, by itself, authorise disclosure of information concerning the resident's participation, whereabouts, conduct, recovery, health, incidents or other personal information to family members, sponsors, payers or other third parties.

Any disclosure after departure remains subject to the resident's authorisation, applicable law or another lawful basis for disclosure.

SECTION 15: CHANGES TO PROGRAMME RULES

Zion House Recovery may reasonably amend or update its programme rules, procedures and operational requirements where necessary for the safety, wellbeing and effective operation of the programme.

Residents will be informed of material changes where reasonably practicable.

SECTION 16: APPLICABLE LAW

These Terms & Conditions are governed by the laws of the Republic of South Africa.

Nothing in these Terms & Conditions is intended to exclude, restrict or limit any right, protection, duty or remedy that cannot lawfully be excluded, restricted or limited.

Where any provision of these Terms & Conditions is found to be unlawful or unenforceable, the remaining provisions will continue to apply to the extent permitted by law.