

Harbor & Haven Home Care, LLC

1520 Belle View Blvd. Suite 5517

Alexandria, VA 22307

Telephone (202) 834-7910

Website Terms of Use

Effective date — July 30, 2026

These terms govern use of Harbor & Haven's public website. They do not replace a signed client service agreement, employment agreement, authorization, or other document governing an actual care relationship.

1. Acceptance of these terms

By accessing or using this website, a user agrees to these Terms of Use and the Website Privacy Policy. A person who does not agree should not use the website. A person using the site for another individual or organization represents that the person has authority to do so.

2. About Harbor & Haven's services

Harbor & Haven offers non-medical home care and life-management support, subject to assessment, staffing, service-area limits, licensing status, a written agreement, and applicable Virginia requirements. Website descriptions are general and do not promise that a particular service, caregiver, schedule, funding source, insurance benefit, Medicaid benefit, or outcome will be available.

3. No emergency, medical, or professional advice

The website is not an emergency service and does not create a clinician-patient relationship. Harbor & Haven does not diagnose illness, prescribe treatment, provide legal advice, or replace a physician, nurse, pharmacist, emergency responder, attorney, or financial professional. Call 911 for an emergency. Contact an appropriate licensed professional for medical or legal questions.

4. No care relationship created online

Submitting a form, leaving a message, receiving general information, or communicating through the website does not establish a care relationship or obligate Harbor & Haven to accept a client. Services begin only after Harbor & Haven completes its process and the appropriate parties sign a written service agreement.

5. Permitted use

A user may view, print, or save a reasonable amount of website content for personal, noncommercial use related to evaluating Harbor & Haven's services. All other rights are reserved.

6. Prohibited conduct

A user may not interfere with website security or operation; introduce malware; scrape or harvest information; impersonate another person; submit false, unlawful, threatening, discriminatory, or infringing material; attempt unauthorized access; use the website to violate privacy rights; or copy Harbor & Haven's branding or content for commercial use without written permission.

7. User submissions

A user is responsible for the accuracy and lawfulness of information submitted. Do not submit information about another person unless authorized. Harbor & Haven may use a submission to respond, evaluate services, operate the

business, or comply with law as explained in the Privacy Policy. Unrequested ideas or marketing proposals are not confidential unless Harbor & Haven agrees otherwise in writing.

8. Intellectual property

The website's original text, design, graphics, logos, service names, photographs, downloads, and arrangement are owned by Harbor & Haven or used with permission and are protected by applicable law. No license is granted except the limited personal-use permission stated above. Third-party marks belong to their owners.

9. Third-party services and links

The website may link to outside resources, payment services, maps, social platforms, or scheduling tools. Harbor & Haven does not control third-party content, availability, accessibility, security, or privacy practices and is not responsible for a user's independent dealings with a third party.

10. Electronic communications

A user may choose to communicate electronically, but use of this website alone does not require either party to conduct a transaction electronically. Any legally binding electronic transaction or signature will be handled through a separate process that provides the consent and records required by the Virginia Uniform Electronic Transactions Act and other applicable law.

11. Website availability and corrections

Harbor & Haven works to keep information useful and current but does not promise that the website will always be available, uninterrupted, error-free, or complete. Information may be corrected, updated, suspended, or removed without notice. Service information and legal content should be confirmed directly before a user relies on it.

12. Disclaimer of warranties

To the fullest extent permitted by law, the website and its general content are provided "as is" and "as available," without implied warranties of merchantability, fitness for a particular purpose, title, noninfringement, or a guaranteed result. Nothing in these terms excludes a warranty that cannot lawfully be excluded.

13. Limitation of liability

To the fullest extent permitted by law, Harbor & Haven and its owners, employees, and agents will not be liable for indirect, incidental, special, exemplary, consequential, or punitive damages arising from use of or inability to use the public website or reliance on general website content. This limitation does not apply where liability cannot lawfully be limited and does not alter obligations in a signed service agreement or duties imposed by healthcare, privacy, consumer-protection, or other applicable law.

14. Indemnity for misuse

To the extent permitted by law, a user agrees to be responsible for claims, losses, and reasonable costs caused by the user's unlawful misuse of the website, violation of another person's rights, or material breach of these terms. This provision does not require a consumer to waive nonwaivable rights.

15. Governing law and disputes

These terms are governed by federal law where applicable and otherwise by the laws of the Commonwealth of Virginia, without applying conflict-of-law rules that would require another jurisdiction's law. Any court proceeding concerning the public website must be brought in a court of competent jurisdiction in Virginia, unless applicable law requires another location. Before filing a nonurgent claim, the parties are encouraged to provide written notice and attempt a good-faith informal resolution.

16. Changes and severability

Harbor & Haven may update these terms by posting a revised version with a new effective date. Continued use after posting means the user accepts the revised terms. If a provision is found unenforceable, it will be limited or removed only to the extent necessary, and the remaining provisions will continue.

17. Entire website agreement

These terms and the Website Privacy Policy are the entire agreement concerning use of the public website. They do not replace signed care, payment, employment, vendor, authorization, or consent documents.

Contact information

Questions, requests, complaints, or accessibility concerns may be directed to:

Harbor & Haven Home Care, LLC

1520 Belle View Blvd. Suite 5517

Alexandria, VA 22307

Telephone (202) 834-7910

support@harborhavencare.org

<https://www.harborhavencare.org>

Drafting references and publisher review

This section is for Harbor & Haven's internal review. It may be removed from the public-facing version after legal and compliance approval.

- **Virginia Electronic Transactions Act** — <https://law.lis.virginia.gov/vacode/title59.1/chapter42.1/section59.1-483/>
- **Virginia Home Care Regulations** — <https://law.lis.virginia.gov/admincodefull/title12/agency5/chapter381/>

Before publishing, insert the company website and a monitored email address; confirm actual cookies, analytics, payment tools, client portals, text-messaging practices, licensing status, service area, and HIPAA covered-entity or business-associate status. Virginia counsel and a qualified privacy professional should review these drafts. Laws and agency guidance can change.