

Text to Donate – Terms and Conditions

Donating by text is a fast and easy way to support Nightingale House Hospice. Just text the relevant keyword to 70460, and the donation amount will be charged to your mobile phone bill or deducted from your pay-as-you-go credit.

1. Who We Are

This text donation service is operated by Donr Ltd on behalf of Nightingale House Hospice (“we”, “us” or “our”). Donr is a UK-registered company, regulated by the Phone-paid Services Authority and the Fundraising Regulator.

2. Eligibility

- You must be aged 16 or over.
- You must have the bill payer’s permission before donating.
- Text donations are only available from UK mobile networks. This excludes mobiles from the Channel Islands, Isle of Man, or international networks.
- If texting from a UK mobile while abroad, additional network charges may apply.

3. Charges

- The donation amount will be the value advertised with the keyword.
- Your network’s standard text message charge also applies.
- No VAT is charged on donations.
- We will receive 95% of your donation.

4. Gift Aid

If you’re a UK taxpayer, we can claim an extra 25% on your donation at no cost to you. A follow-up message will invite you to complete a Gift Aid declaration. Please only complete this if you are eligible (i.e., you pay at least as much UK income or capital gains tax as we will reclaim on your donations).

5. Privacy and Data Use

We do not use your data for marketing purposes unless you’ve previously opted in to/via Nightingale House Hospice

Donr collects your mobile number and donation amount on our behalf. This data is used to:

- Process your donation;
- Provide receipts;
- Manage failed donations or refunds;
- Analyse our fundraising income.

If you opt in to Gift Aid, additional data (name, address, postcode) will be used solely for that purpose and shared only with HMRC. We do not use your data for marketing unless you’ve opted in.

For full details, see:

- Our Privacy Policy – [Privacy Policy - Nightingale House Hospice](#)
- Donr’s Supporter Privacy Policy: <https://donr.com/supporter-privacy-policy>

6. Technical and Network Issues

We are not responsible for:

- Delays or failures in message delivery;
- Network or handset issues;
- Mobile operators that do not support text donations (e.g. BT, ID Mobile, o2, Asda Mobile, Plusnet).

If your donation fails:

- Check the keyword and short code;
- Ensure you have sufficient credit or mobile signal;
- Try an alternative payment method, such as card donation via the link provided.

<https://www.justgiving.com/campaign/nhhlongestdaylastingcare>

7. Donation Limits

Mobile donations may be subject to daily or monthly limits set by Donr or your network provider.

If you exceed these, the donation will not be processed, but you may still incur your standard text message charge.

You can contact your mobile provider to set your own donation caps.

Want to Donate More? To give more or make a regular donation going forward, please visit:

<https://www.nightingalehouse.co.uk/regular-giving/> or call 01978 314292. Please note: Donations made after 30 June 2025 will not be included in the Longest Day Lasting Care Campaign.

8. Contact and Complaints

If you have questions or want to make a complaint, contact:

Nightingale House Hospice: 01978 316800 or email Complaints@nightingalehouse.co.uk

Donr Support at: help@donr.com

9. Changes to Terms

We may update these terms at any time. Please check Nightingale House Hospice website and Donr website regularly for the latest version.

10. Governing Law

These terms are governed by the laws of England and Wales.