



Sponsorship Terms of Service

Privacy Policy

Your privacy is guaranteed. Your information is private and secure and will not be shared for any reason.

We value and appreciate our sponsors and honor their right to be treated impartially, ensuring their protection of privacy. We can ensure that all personal information provided by sponsors will not be exploited. Such details will be solely used to sustain their relationship with the children of La Ola.

Security Details

- Our entire website is secured with Secure Socket Layer (SSL) Encryption to guarantee a safe portal for fiscal transactions and data confidentiality.
- The security measures and privacy policies of our payment provider adhere to the highest standards in the industry.
- All personal information is protected by both electronic and manual means.
- We do not share mailing lists with partner organizations

Personal Information

- Sponsors are free to unsubscribe from our newsletter if they so choose.
- Personal details will only be asked for when required and with the sponsors permission.
- Personal details are used to link each sponsor to a child, update you with new information regarding the child, process receipts or letters and make recurring payments.

Corrections or Changes to your Information

- Sponsors can access their information through their sponsorship portal on our website for editing.
- Our representatives will identify themselves when contacting sponsors and all official documents, letters and other materials will be clearly marked with the La Ola logo and/or contact information.
- We are always available to answer any questions or clarify doubts regarding donations.



Costs and Payments

- Sponsorship costs are calculated according to figures provided by the schools our children attend as well as our own financial records history.
- We reserve the right to make cost adjustments with advance notice if a child's situation changes, such as where they attend school or if they earn a scholarship.
- We accept all major credit cards, including Visa, MasterCard, Discover and American Express as well as checks made payable to "La Ola de Jalisco, A.C." or money order.
- All fiscal donations will be recorded on your personal Annual Giving Statement, which you will receive at the end of the year.

Late Payments

- It is important that our sponsors understand that their regular payment is essential in maintaining the care for our children. The need to inquire about late payments increases administration burdens.
- If you miss a payment or pay late, we will notify you and gladly assist you with catching up on the delayed donation.
- If late payments are not resolved within two months, we reserve the right to terminate your sponsorship and will try to find a replacement sponsor for your child.

Refund Policy and Termination of Your Sponsorship

- Donations made by sponsors are non-refundable for all completed online transactions.
- If you decide to cancel future payments, please contact our sponsor coordinator through your sponsorship account.
- One week's notice must be made before the payment due date if you decide to cancel future donations.
- If for some reason a payment is processed after the confirmed cancellation date, we will be able to refund the money through our bank or the service provider.
- Additionally, if an error has been made regarding the payment, any extra charges included in the refund process will be covered by us.