



SERVICE RULES FOR USERS RECEIVING ATTENTION FROM SIN FRONTERAS I.A.P.

Upon receiving the organization's services, you become a user of Sin Fronteras. Hence, you **obtain the implied benefits and responsibilities**, thus committing yourself to the compliance with the rules established in the present document.

1. Receiving attention from one or several areas and accessing Sin Fronteras's different programs is subject to the specific assessment of your case. **This means that you will not necessarily be a beneficiary of all the programs available.** Entering them will depend on your needs and the possibilities of the organization.

IT SHOULD BE MADE CLEAR THAT AID, ESPECIALLY THAT OF ECONOMIC NATURE, IS HUMANITARIAN, AND THE ORGANIZATION IS NOT OBLIGED TO PROVIDE IT.

2. **Access to the services and facilities of Sin Fronteras** is strictly forbidden for people **under the influence of alcohol or any type of drug** and for people **carrying any sort of bladed weapon** (knives, pocketknives, etc.) **or firearms**.
3. Any type of physical or verbal aggression to other users or personnel of Sin Fronteras is strictly forbidden. Any aid provided by the organization will be absolutely terminated to anyone failing to comply with this rule.
4. You should give **truthful, complete and opportune information** about your situation. In other words, in Sin Fronteras, **we trust your word** that the information you give us is real and useful for us to help you.
5. It is **your responsibility to give the proper follow-up to the evolution of your case** and to perform the tasks assigned by our personnel as the means to this end.
6. Reading and signing **in conformity with the privacy notice** is indispensable to accessing the services of the organization.
7. For your own **safety**, that of other users, and that of the personnel of Sin Fronteras, it is necessary **to abide by the service hours and days**, as well as the instructions for being within the organization's facilities.

Finally, our programs and services have specific rules and procedures that will be explained by the person in charge of each area reviewing your case.

Yours sincerely,

Service Coordination Office

Sin Fronteras IAP