

(Domiciliary – for self funding service users only)

Regulation 17

1. These terms and conditions are deemed to be accepted by the service user on commencement of the service.
2. Applicable charges are set out in the Scale of Charges applicable at the time of the commencement of the service user and are fully detailed in your Service User Contract.
3. Invoices will be rendered weekly, unless otherwise agreed between the service user and the company, for settlement within 14 days of the date of invoice.
4. Cancellation of scheduled visits are accepted up to 24 hours before due visit. All cancellations must be made to the office or out of hours duty where appropriate.
5. Visits will be charged at full rate(s) where notice period has been exceeded (see above).
6. Mileage, where charged is detailed separately on the invoice. All mileage is calculated using Microsoft software.
7. The company has a minimum visit charge of 30 minutes.
8. All staff employed by the company are selected, recruited and appointed after a robust system of checks which meet national standards are completed.
9. If the service user offers any staff member employed by the company a permanent or temporary position in the employ of themselves a charge of £800 will be payable in lieu of effecting the introduction. This condition applies if staff have visited the service user within the previous 6 months.
10. In the event of hospitalisation, the service user will be charged up to and including the final scheduled visit. In the sad circumstances of a death the same charges apply.
11. The company will only in extreme circumstances withdraw the service and normally will be for the following reasons:
12. Serious risk to a member of staff
 - Any abuse perpetrated against a member of staff
 - A “force majeure” situation as described in the service user contract
 - A service user failing to comply with the settlement terms described in clause C

Any withdrawal will be discussed verbally with the service user and followed by written notice prior to withdrawal of the service.