



CLIENT AGREEMENT – EMBRA SUPPORT SERVICES

Phone: +44 7956 515433 | Email: embrasolutions90@gmail.com

Serving Southeast London & surrounding areas

1. Client Information

Full Name: _____
Address: _____
Phone Number: _____
Emergency Contact: _____

2. Services to Be Provided

- ☒ Wellbeing Check-ins
 - ☒ Appointment Escorts
 - ☒ Pillbox Setups
 - ☒ Medication Reminders
 - ☒ One-to-One Support
 - ☒ Other (specify): _____
- Services will be tailored and reviewed regularly.

3. Terms of Service

Services are provided by trained EMBRA staff.
We commit to providing respectful, safe, and confidential support.
Support is non-clinical unless agreed (e.g. insulin).

4. Fees & Payment

Fees are clearly stated and agreed in advance.
Invoices will be sent weekly or fortnightly.
Payment by bank transfer or as agreed.
Travel or weekend surcharges may apply.
Late payments may delay service.

5. Cancellation Policy

Please give 24 hours' notice for cancellations.
Late cancellations may be charged 50% of the service fee.

6. Confidentiality & Data Protection

Your information is stored securely.
We comply with GDPR and share data only with consent.

7. Feedback & Concerns

You may raise concerns at any time.
We are committed to resolving issues quickly and respectfully.

8. Consent & Agreement

"I agree to receive support from EMBRA Support Services. I understand the terms and have had the chance to ask questions."

Client Signature: _____
EMBRA Representative: _____
Date: _____