

**Waterside Home Help limited terms of service for client**

Thankyou for choosing Waterside Home Help Limited to assist you with your Home Help and Companionship needs.

These are the terms and conditions which you agree to be bound by when you engage us to provide you with a service.

You may engage us to provide you a service by:

* Contacting us through our website [www.watersidehomehelp.co.uk](http://www.watersidehomehelp.co.uk) and completing the contact form
* By phoning us on 07565 428139 or emailing us [info@watersidehomehelp.co.uk](mailto:info@watersidehomehelp.co.uk) or by speaking to us face to face.

All personal information provided to us is governed by our Privacy Policy which can be made available and is issued on or before the first meeting.

**Our service**

We provide a bespoke service including but not limited to:

* Cleaning and Laundry services,
* Grocery shopping and errands
* Meal preparation
* Transport to appointments
* Companionship
* Welfare checks
* Sitting service

All of our Helpers are fully trained to carry out the specific tasks, have public liability insurance, business car insurance, hold enhanced DBS checks and are fully reference checked. All of this information is available for our clients to view at any time.

We aim to provide a consistent service wherever possible and will endeavour to send the same helper for each and every appointment. If the helper is on holiday or unwell we aim to provide a replacement helper and will give as much notice as is reasonably practicable.

**Our rates are £17.50 per hour Monday to Friday inclusive and Weekends are £20 per hour unless otherwise agreed.**

We will invoice you the last week of the month to be paid by the last working day of the month and you can pay by cheque or by bank transfer or using our card reader- on request.

Other times and dates of payment are available on request and by prior arrangement.

**Please make cheques payable to: Waterside Home Help**

**If paying by BACS: Waterside Home Help**

**Sort code 53-81-22,**

**Account number 83675906**

**Cancellation**

You are free to cancel, increase, decrease or alter your times and dates of service at any time. **We ask that you give us as much notice as possible and will charge for the service if less than 24 hours notice is given.**

When increasing or altering your hours we may not always be able to accommodate but will discuss any change in requirements with you and may need to introduce you to a new helper if your current one is unable to meet the new requirements.

If you decide that you no longer wish to use our services then we will expect you to pay any outstanding fees.

If you cancel, for whatever reason, on two consecutive occasions we reserve the right to offer your time and day to another client. If you need to take a break from using our services then you are able to hold the slot by continuing to pay for the regular monthly fees. .

**Contact**

If you have any questions regarding these terms please contact us on 07565 428139 or email us on [info@watersidehomehelp.co.uk](mailto:info@watersidehomehelp.co.uk)

We hope you will be very happy with our services and look forward to working with you,

Many thanks

Waterside Home Help.

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