

By engaging with our services, you agree to the following terms of business. Please read these terms carefully as they outline the expectations, responsibilities, and commitments between you and us. If you have any questions, feel free to contact us for clarification.

Our Services

We provide professional and reliable home support services tailored to your individual needs. These services may include, but are not limited to, domestic assistance, help with paperwork and forms, help to enjoy your hobbies and interests, companionship, and other agreed-upon support to help you maintain a comfortable and independent lifestyle.

Our Commitment to Professionalism

At our core, we believe in delivering work of the highest quality and integrity. As such, we will not do anything that we feel we are not suitably qualified for. By adhering to this principle, we ensure that every task we undertake is executed with the expertise, care, and professionalism it deserves. We are committed to transparency, and if there is ever a challenge outside our scope, we will be upfront about it and help guide you towards the right solution or specialist.

Booking and Payments

Services must be booked in advance. If you wish to cancel or reschedule a service, we require a minimum of 24 hours' notice. Failure to do so may result in charges for the full scheduled service time. Payments for our services are required in accordance with the agreed rates and must be made in full either before or on the day of the appointment. Payment can be made by card, cash, or bank transfer. Invoices will be issued upon request. Late payments may incur additional charges.

Your Responsibilities

To enable us to provide effective and safe support, you must provide accurate and up-to-date information about your needs and circumstances. Any changes to your requirements must be communicated to us as soon as possible so that we can adjust our services accordingly. You agree to treat our staff with respect and ensure a safe, hazard-free environment for them to work in. Offensive behaviour will not be tolerated; this includes anything that could be interpreted as harassment, slander, abuse, racism, or obscenity. We will not engage in anything that promotes or enables illegal or unlawful activity.

Data Protection

We are dedicated to delivering high-quality services with professionalism and care. We will respect your privacy and handle your personal information in compliance with data protection laws. If at any time you are dissatisfied with our services, please let us know so we can address your concerns promptly.

Liability

While we strive to provide a dependable service, we cannot be held liable for any delays or disruptions caused by circumstances beyond our control. Additionally, we are not responsible for any loss or damage caused by information or instructions provided by you that prove to be inaccurate or incomplete.

Termination

You may terminate our services at any time. Likewise, we reserve the right to discontinue our services if there is a breach of these terms or if we are unable to fulfil your requirements. In such cases, we will provide as much notice as reasonably possible.

Amendments

We reserve the right to update these terms of business periodically to reflect changes in our services, policies, or legal obligations. Any updates will be communicated to you in a timely manner.

Contact Us

If you have any queries or require further details about these terms of business, please do not hesitate to reach out to us. We are here to help and ensure your experience with our service is positive and stress-free.