

Service Agreement

Citizen Leaders T/A Upstairs Downstairs and Safe hands Homecare confirm commission of the following service:

To:

Address:

We Citizen Leaders hereby confirm that the call will be provided as booked by yourself and will be provided by a staff member that has been introduced to you (the client),(prior introduction where possible).

We cannot guarantee that it will be the same staff member every call although we try to, where possible to keep the same staff member on your call. We cannot undertake calls that require just the same staff member each call, due to staff holidays, sickness etc.

Occasionally we may have to send two staff to cover your call, this will enable you to become familiar with more than one staff member should your call need to be covered by another staff member due to sickness etc.

If two staff are sent then the hours worked will be halved, as the time booked will be split between two staff. All charges are per staff member.

Clients must call the office or mobile to cancel calls with at least 24 hours notice if they wish to cancel their call to avoid cancellation/abandoned call charges. Less than 24 hours notice of cancellation incurs cancellation charges. These are as per abandoned call charges. All calls that are attended which have not been cancelled and staff turn up unable to gain access will be subject to a charge of a charge for the first hour charge per staff member due on the call, as per the advertised price list.

Field staff members are not authorized to change schedules

We confirm that our staff member will be polite and work to the best of their ability to provide the service requested. (The provision of a list by the client to the staff member does not mean that the requests detailed on the list can be completed in the staff time booked, and commissioning of our services acknowledges and accepts this.

The staff member will be fully insured for the provision of the service they have been **booked for only** and any changes to service undertaken will be charged at the relevant rate.

A checklist will be provided to highlight to work completed, unless you have confirmed that you do not wish to have this completed. Our staff are strictly instructed that they are unable to work to any other checklist than our own

Should there need to be a change in your call day and time we will at the earliest opportunity make contact with you using the details provided to us.

All invoices are due for payment UPON RECEIPT. Invoices that are unpaid at time of next call due (or staff call itinerary due to be compiled) whichever is the sooner which would include the scheduled call, will result in the call being suspended for that time until payment is received, Once payment is received the calls will be re-instated.

Any goods bought on clients behalf and then invoiced will be subject to charges of 23.9% APR from date of purchase on unpaid invoices, this is due to us having to pay that amount of interest on our company credit card.

Signed for Citizen Leaders:

Dated

Clients Agreement

I hereby confirm that I have commissioned the above services from Citizen Leaders T/A Upstairs Downstairs & Safe Hands Homecare.

I confirm that I have read, understand & agree with the above agreement & summary of charges with respect to services offered & agree to pay the charges as stated. I understand if payment is not made or paid late that a late payment charge(s) will be levied as stated.

Signed:

Dated: