

AmyAssists

CLIENT SERVICE AGREEMENT

Plain-English agreement between AmyAssists (Amy Hunter, sole operator) and the client named below.

This agreement covers non-regulated home-help and companionship services. It does not replace medical, nursing, personal-care or emergency services.

1. The parties

Client full name: _____

Client address: _____

Telephone / email: _____

Service provider: AmyAssists, operated by Amy Hunter

Telephone: 07435 690678 Email: info@amyassists.co.uk

2. Authorised representative or payer

The client may ask a relative or other trusted person to sign, receive invoices or pay on their behalf. This does not remove the client's rights. AmyAssists will involve the client in decisions wherever possible and will only share information as authorised or where the law permits or requires it.

Representative name (if any): _____

Relationship to client: _____

Telephone / email: _____

Authority agreed (tick): ☐ may sign this agreement ☐ may receive invoices ☐ may pay invoices ☐ may discuss services

3. Services and agreed schedule

AmyAssists may provide companionship, welfare checks, shopping, personal-assistant tasks, meal preparation, light home help, accompanied outings and other agreed non-regulated assistance. Only tasks written in the agreed service plan or subsequently agreed in writing will be provided.

Service / task	Day / frequency	Usual time / duration

Service start date: _____

Main emergency contact: _____

4. Charges

Service	Charge
Visits and agreed service time	£20 per hour. Minimum visit: one hour. Additional time is charged proportionately.
Welfare telephone call	£5 per agreed call, normally lasting 5-15 minutes.
Vehicle mileage	45p per mile for agreed shopping, errands and journeys, including journeys with the client. Time spent providing the service is also charged at the hourly rate.
Purchases and other expenses	The client reimburses agreed purchases, parking and other reasonable out-of-pocket costs supported by receipts where available.

Any change to these prices will be given in writing before it takes effect. A client is not required to accept a price change and may end the agreement in accordance with section 13.

5. Invoicing and payment

- AmyAssists will normally issue the monthly invoice during the third week of each month.
- Payment is due by the 28th of that month, using the payment method shown on the invoice.
- The invoice will show visits, calls, mileage and agreed expenses. The client or representative should raise any query promptly.
- If payment is overdue, AmyAssists may send reminders and, after reasonable notice, pause non-urgent services until the account is brought up to date. This will be handled sensitively and any immediate welfare risk will be considered.

6. Cancelling or changing an individual visit

At least 24 hours' notice: no cancellation charge.

Less than 24 hours' notice: the full charge for the booked visit is payable.

AmyAssists may choose to waive the charge in exceptional circumstances. If AmyAssists cancels, the client will not be charged and an alternative visit will be offered where reasonably possible.

Notice may be given by telephone, text message or email. The time AmyAssists receives the message will be used to calculate the notice period.

7. Client responsibilities

- Provide accurate information about needs, risks, mobility, health conditions, pets, access arrangements and emergency contacts.
- Maintain a reasonably safe environment and treat Amy Hunter with dignity and respect.
- Provide agreed funds for shopping or expenses and check receipts and change.
- Tell AmyAssists promptly about changes that could affect safe delivery of the service.

8. Safety, access and no answer

AmyAssists may carry out risk assessments and may decline or stop a task or visit where conditions are unsafe, abusive, unlawful or outside the agreed service. If there is no answer at an expected visit, AmyAssists may try to contact the client and authorised contacts and, where there is a reasonable welfare concern, contact emergency or statutory services. Any key or access code will be managed under the Key Holding and Home Access Policy.

9. Important service boundaries

AmyAssists is a non-regulated home-help service.

AmyAssists does not provide personal care such as washing, dressing or toileting; clinical or nursing care; medication administration; manual lifting or transferring of clients; or any task that requires a regulated or clinically trained provider.

Medication help is limited to agreed non-clinical assistance within the Medication Assistance Policy. AmyAssists may refuse a task outside these boundaries and help the client identify an appropriate service where possible.

In an emergency, AmyAssists will call 999 or take other reasonable action. AmyAssists is not an emergency response or monitoring service and cannot guarantee attendance outside booked services.

10. Consent, choice and capacity

The client's choices, privacy, dignity and independence will be respected. Consent may be withdrawn at any time. A representative must not make decisions for a client who can make the decision themselves. If there is doubt about mental capacity, AmyAssists will follow the Mental Capacity Act 2005 principles and may request evidence of legal authority, such as a relevant lasting power of attorney, before accepting instructions from another person.

11. Confidentiality, records and safeguarding

Personal information will be kept confidential and handled in line with AmyAssists' Data Protection, Confidentiality and Record Keeping policies and applicable UK data-protection law. Information may be shared with consent, to deliver the service, to protect the client or another person from serious harm, to report a safeguarding concern, or where required by law. Appropriate service, financial, safety and incident records will be kept.

12. Quality, complaints and liability

AmyAssists will provide services with reasonable care and skill. Concerns or compliments may be raised with Amy Hunter by telephone or email. Complaints will be handled under the Complaints and Compliments Policy. Nothing in this agreement excludes or limits liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence, fraud, or the client's statutory rights. AmyAssists is not responsible for loss caused by inaccurate information, unsafe conditions, or events outside reasonable control, except where the law provides otherwise.

13. Ending regular services

- Either the client or AmyAssists may normally end regular services by giving four weeks' written notice.
- The client remains responsible for services already provided, booked visits falling within the notice period, mileage and agreed expenses, subject to the individual-visit cancellation terms.
- AmyAssists may end or suspend services sooner for serious non-payment, violence, abuse, unsafe conditions, illegal requests, a serious breakdown of trust, or where the client's needs fall outside the safe service boundaries. Where possible, reasonable notice and information about alternative support will be given.
- The client may end immediately if AmyAssists commits a serious breach of this agreement. Statutory cancellation rights are unaffected.

14. Changes and general terms

Changes to the agreed service should be confirmed in writing. If any term is found unenforceable, the remaining terms continue. This agreement is governed by the law of England and Wales, and the courts of England and Wales have jurisdiction, without removing any mandatory consumer right to bring proceedings elsewhere.

15. Consumer cancellation rights

If this agreement is made at the client's home, by telephone, online or otherwise away from AmyAssists' business premises, the client will normally have a legal right to cancel the whole agreement within 14 days after the day it is entered into, without giving a reason. This is separate from cancelling an individual booked visit.

To cancel during the 14-day period: tell AmyAssists clearly by telephone, text, email or the model cancellation form below before the period ends.

If services are requested during the 14-day period: the client must expressly request an early start. If the agreement is then cancelled, the client must pay a proportionate amount for services supplied up to cancellation. Once the requested service has been fully performed, the cancellation right may be lost if the client gave the required request and acknowledgement.

These statements do not reduce any rights under the Consumer Rights Act 2015 or other applicable law.

Request to start during the 14-day cancellation period

☐ I expressly request that AmyAssists begins providing services before the 14-day cancellation period has ended. I understand that if I cancel after services have begun, I must pay for services supplied up to cancellation, and that I may lose the right to cancel once the requested service has been fully performed.

Client / authorised representative signature: _____

Date: _____

Model cancellation form

(Complete and return this form only if you wish to cancel the whole agreement during the statutory cancellation period.)

To: AmyAssists, Amy Hunter — info@amyassists.co.uk — 07435 690678

I/We hereby give notice that I/we cancel the service agreement entered into on: _____

Name of client: _____

Address: _____

Signature (if sent on paper): _____ Date: _____

16. Agreement and signatures

By signing, the parties confirm that they have read and understood this agreement, the agreed services and charges, and have had the opportunity to ask questions. A signed copy should be provided to the client.

Client name: _____

Client signature: _____

Date: _____

Authorised representative name (if signing): _____

Signature: _____

Capacity / authority to sign: _____

Date: _____

Signed for AmyAssists by Amy Hunter: _____

Date: _____