

Terms and Conditions

Wilnash Care is a care agency and employs a team of care staff for every client.

(a) Wilnash Care invoices the client every two weeks and there is no added tax. As there is no registration fee charge the client will pay every care services provided on receipt of invoice.

(b) Wilnash Care reserves the right to charge an interest accruing daily basis at 4% above Barclays Bank base rate if the invoice is not paid within 28 days of its date.

(c) Where there has to be a change in the agencies rates, Wilnash Care will give four weeks' notice before the change is effective.

(d) All the Carers are fully employed by Wilnash Care and are bound by the company's policies and guidelines

(e) The client or their representative must arrange to pay the invoice for the agreed services provided.

(f) If a client engages privately a carer employed by Wilnash Care either directly or through another agency similar to Wilnash Care within a period of six month after terminating their employment with Wilnash Care then the client will be charged an introductory fee of £1000.

(g) Wilnash Care has the following insurance policies in place:-

- Employers liability Insurance: £10,000,000 in respect of any one claim
- Public Liability Insurance: £5,000,000 in respect of any one claim

(h) Our insurance is currently arranged through Primecare Insurance who can be contacted on telephone number: 01273664390 should anyone wish to confirm the above.

(i) Any additional household insurance cover is arranged by the client or their representatives.

(j) Wilnash Care office hours are: 9am-5pm Monday to Friday. We operate an out of hours (24 hours-365 days) service. If you have any issue or need emergency help after hours, please call our main number **01707 830037** and it will automatically be switched to the on call Manager, alternatively you can call or txt for a call back on **07576019226**.

(k) All information revealed between Wilnash Care and the client will be treated in the strictest confidential. All clients' records are secure and used in accordance with Data Protection Act.

(l) If the client wishes to terminate the contract other than through unavoidable means, a 14 days' notice must be given; otherwise the client will be charged two weeks agency fees. This notice must be conveyed to the Care Manager.