



Form Key	Customer to Complete		For Safehands Office use only	
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<b>Hotel Details</b>	
Name of Hotel	
Hotel Group	
Post Code	
Fax Number	

<b>Family Details</b>	
Family Name	
Families Address	
Home Number	
Mobile Number	
Names and ages of children*	

Booking Deadline Given		Date Deadline Given	
Time Booking Taken			

Date Booked			
Date Required	Start Time	Est Finish Time	

<b>Guest Credit Details</b>			
Card Number			
Security Number			
Expiry Date	Start Date	Issue No	

Sitter paid on night	Yes No	Per hour rate	£	Invoice Hotel	Yes No
Take Full Amount	Yes No	Agency Fee**	£	Pre- authorisation	Yes No

- \* Inclusive of VAT Deducted from credit card.
- \*\* Rates for a minimum of 4 hours and for up to 4 children of the same family unless otherwise notified

<b>Safehands Confirmation of Booking</b>	
Carers Full Name	
Cancellation Charges	Once a booking has been placed an £18.80 inc VAT charge will apply if Cancellation is made, however a full £40 Inclusive of Vat charge will apply if less than 48 hours notice given to the agency. Please refer to our website <a href="http://www.safehandsnetwork.com">www.safehandsnetwork.com</a> for terms and conditions & collect booking form on arrival at the Hotel.
Time & date faxed back to the hotel	
Safehands booking agent	

**HAVE A GOOD EVENING AND THANK YOU FOR USING SAFEHANDS TEL : - 0870 8446688**

Safehands as an agency does not accept responsibility for carers telephoning in sick last minute or not turning up to a booking. However every effort will be made to find a replacement but no guarantees can be made. The office is open until 7.30pm thurs/fri and sat to cover any such problems. We do not accept third party claims.

## Terms and Conditions

### 1. Definitions:

1.1 In this agreement unless the agreement otherwise requires:

- a) "The Agency" is defined as Safehands Network Limited of 7/9 Wilkinson Avenue, Blackpool, Lancashire;
- b) "The Carer" is defined as any individual whose services are provided by The Agency;
- c) "The Client" is defined as any individual(s), company or body corporate who contract with The Agency for the services of The Carer.

### 2. Registration

2.1 The Client shall pay to The Agency, a registration fee of £77.00 including Value Added Tax (VAT) upon the signing hereof ("Date of Registration").

2.2 Upon payment of the registration fee, The Client shall be entitled to contract with The Agency for the services of The Carer.

2.4 It is agreed that The Client shall only book the services of The Carer through The Agency. The Client agrees not to approach The Carer directly, nor to instruct anyone else to do so on The Client's behalf.

2.5 In the event that The Client acts in breach of this agreement and is found to have approached The Carer without reference to, or expressed prior consent of, The Agency, The Agency reserves the right to terminate this agreement forthwith.

2.6 In the event of such termination on account of The Client's breach, The Agency shall not refund the The Client's registration fee. Further, The Agency reserves the right to pursue a claim in damages against The Client in respect of repudiatory breach and all consequential loss sustained by The Agency.

2.7 The Agency shall charge The Client for the aggregate number of hours care provided by The Carer, or a minimum of four hours care, whichever shall be the greater.

2.8 The Client shall be charged in accordance with the hourly rate set by The Agency from time to time.

2.9 The Client agrees that The Agency shall be entitled to claim payment from the credit/debit card details provided by The Client for this purpose.

2.10 The Client agrees that such payment may be claimed the day after The Carer's services have been provided to The Client.

2.11 The Agency shall provide the Client with a receipt by post to the address stated by The Client.

2.12 The Agency reserves the right to vary the registration fee and the hourly rate without notice to The Client.

### 3. Obligations of The Client

3.1 In the event that The Client wishes to retain the services of The Carer on a permanent or temporary, full or part-time basis, The Agency shall be entitled to the following payment from the Client by way of compensation:

Permanent or Part-Time (Day Hours) - 4 weeks net pay  
Part-Time (Evening Hours) - £165.00  
Temporary (up to 7 consecutive days) £65.00

3.2 In the event that The Client retains the services of The Carer on a Permanent or Part-Time basis but then terminates the contract with The Carer, The Agency are unable to guarantee that a replacement Carer can be made available.

3.3 If the Agency are able to offer The Client an acceptable replacement Carer then The Agency shall not levy a second charge in accordance with the above rates provided the termination of the previous Carer took place no less than 90 days after the contract was entered into.

3.4 When The Client offers The Agency a position in accordance with 3.1 then The Client shall have absolute responsibility:

- a) to remunerate The Carer in respect of her services rendered to The Client;
- b) to make, if applicable, all deductions for Income Tax and National Insurance contributions from The Carer's pay; and
- c) to maintain any records required by the Inland Revenue.

3.5 For the avoidance of doubt, The Agency does not employ The Carer but acts solely as an employment agency.

### 4. Privacy

4.1 The Client shall not request from The Carer or from any third party, personal contact details of The Carer. Any such request for information must be directed to The Agency.

### 5. Exclusion of Liability

5.1 It is agreed that for the duration of a contract, The Carer is subject to supervision, control and direction by The Client only.

5.2 It is further agreed that The Agency shall not be held liable for any negligent, malicious, wilful or criminal act by The Carer during any contract

nor for any loss sustained by The Client as a consequence thereof. The client undertakes to keep the agency fully and effectively indemnified against all costs, claims and damages expenses and liabilities whatsoever arising from the carers act, omission, default or negligence.

5.3 The Agency shall use its reasonable endeavours to verify all references provided by The Carer. However, The Agency is unable to provide any warranty or make any representation of any kind as to the character, age, history, competence or suitability of The Carer. The client undertakes to keep the agency fully and effectively indemnified against all costs, claims and damages expenses and liabilities whatsoever arising from the carers act, omission, default or negligence.

5.4 The Agency is further unable to warrant that any particular Carer requested shall be able to fulfil any booking made or contract for services offered to The Carer by The Client.

## 6. Termination

6.1 The Agency reserves the right to terminate this contract at any time upon service of written notice to The Client at the postal address stated by The Client on the reverse side hereof.

6.2 In the event that such termination arises without The Client being in breach of this agreement, and without liability to The Agency, The Client shall be entitled to a reimbursement of its membership fee.

6.3 In the event of termination due to any breach on the part of The Client, the membership fee shall be non-refundable.

## 7. Jurisdiction

7.1 This contract shall be governed by the law of England and Wales.