

Terms & Conditions

I'll Be There For You – Companionship & Support Services

Welcome

Thank you for choosing *I'll Be There For You*. We are committed to offering warm, reliable companionship and light-errand support to individuals who benefit from a friendly presence and a helping hand. Our service is built on trust, respect, and genuine care — and these Terms & Conditions help ensure a safe and positive experience for everyone involved.

By making a booking, you confirm that you have read, understood, and accepted these Terms & Conditions.

1. Our Service

We provide companionship-based support designed to bring comfort, reassurance, and social connection to everyday life. Our visits may include:

- Friendly conversation and social visits
- Accompanying clients on walks or outings
- Support with weekly shopping
- Light errands (posting letters, collecting items)
- Shared activities such as reading, games, or hobbies

Every visit is shaped around the client's preferences and comfort.

2. What We Do Not Provide

To maintain safety and comply with UK regulations, we do **not** provide:

- Medical or clinical care
- Administration of medication
- Bathing, washing, dressing, or personal care
- Lifting, moving, or physically assisting clients
- Laundry, housekeeping, or cleaning
- Any regulated care service

If you require personal or medical care, we recommend contacting a registered care provider.

3. Client Information & Responsibilities

To ensure safe and appropriate support, the booking party must disclose any relevant information, including:

- Allergies
- Dietary restrictions
- Medications currently being taken
- Mobility considerations
- Cognitive or behavioural needs
- Any other details that may affect the visit

This information helps us prepare and ensures a safe, comfortable experience. Failure to disclose relevant information may result in the service being withdrawn without refund.

4. Safeguarding & Conduct

We are committed to creating a safe, respectful environment for both clients and staff.

4.1 Zero-Tolerance Policy

We do not tolerate:

- Bullying
- Harassment
- Inappropriate behaviour
- Threatening actions or language

If a staff member feels unsafe or uncomfortable, the visit will end immediately. Where necessary, we may contact the relevant authorities.

4.2 Professional Boundaries

Our companions maintain clear professional boundaries at all times. We ask clients and families to respect these boundaries to ensure a positive and safe experience.

5. Payments & Bookings

- Payment must be made **in full at the time of booking**.
- A booking is only confirmed once payment has been received and these Terms & Conditions have been accepted.
- By booking, you acknowledge that *I'll Be There For You* is not liable for issues arising from undisclosed information, inappropriate behaviour, or misuse of the service.

6. Liability

At *I'll Be There For You*, we provide companionship and light-errand support only. Our service is not designed to replace medical care, personal care, or any regulated support.

We are not responsible for medical, personal care, or safeguarding needs that fall outside the scope of our companionship service.

The Company accepts no liability for injury, loss, or damage arising from:

- Failure to disclose relevant information
- Misuse of the service
- Behaviour that breaches these Terms & Conditions
- Circumstances beyond our reasonable control

By booking with us, you acknowledge and accept these limitations.

7. Cancellations & Refunds

- Cancellations made with reasonable notice may be considered for refund at our discretion.
- No refunds will be issued for:
 - Missed appointments
 - Late cancellations
 - Visits ended due to safeguarding concerns or inappropriate behaviour

8. Privacy & Confidentiality

We respect your privacy. All personal information is handled in accordance with UK data protection laws. Information is only shared when necessary for safeguarding or when required by law.

9. Amendments

We may update or amend these Terms & Conditions from time to time. The most recent version will always be available on our website.

10. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Any disputes will be handled under the jurisdiction of the English courts.

Thank You

Thank you for choosing *I'll Be There For You*. We are honoured to support you or your loved one with warmth, respect, and genuine companionship.