

Pink Peony Care & Outings

Terms and Conditions of Service

Effective Date: May 2026

Introduction

These Terms and Conditions apply to all services provided by Pink Peony Care Services and Pink Peony Care & Outings known as the 'provider'.

At Pink Peony Care & Outings there are no lock-in contracts.

This is a flexible service where you can schedule regular or casual visits to suit your needs and budget. Clients may request, modify, pause, or discontinue services at their discretion.

By requesting, booking, or receiving services, clients acknowledge that they have read, understood, and agreed to these Terms and Conditions.

1. Service Availability

Booking requests are confirmed once accepted by Pink Peony Care Services.

Unforeseen circumstances such as traffic, the needs of prior clients, weather conditions, or emergencies may occasionally cause delays. Reasonable efforts will be made to notify clients if delays occur.

2. Scope of Services

Services are provided within the limits of the provider's qualifications, experience, and safety considerations.

Services do not include medical, nursing, clinical care, cleaning, heavy lifting or specialised tasks, alternative providers may be suggested.

3. Minimum Visit Duration, Extended Visits & Travel Rates

A clients request to complete a visit early, will incur the minimum visit charge.

Should a visit extend beyond the scheduled time, extra time is charged in 15-minute increments at the (lower) daily visit rate.

4. Payment Terms

Invoices are payable within 7 days of the invoice date. Unpaid accounts may result in services being placed on hold.

5. Third-Party Managed Accounts

Where funds are managed by a third party, pre-approval is required prior to service engagement.

Clients remain responsible for payments where third-party approval has not been obtained.

6. Scheduling and Cancellations

Cancellations within 24 hours may incur a \$25 fee. One-off bookings may require a 25% deposit.

Casual and one-off booking cancellations within 24 hours of a client visit may incur up to 25% of the booking. Late Cancellations during travel, a portion of the visit may be charged.

If a client is not at the agreed location, attempts will be made to contact them, however if the service cannot proceed, a portion of the visit may be charged.

7. Travel, Transport & Outings

Rates are inclusive of travel to & from the client visit, when taking place in the following suburbs:

Toowoomba City, Centenary Heights, Darling Heights, Drayton, East Toowoomba, Glenvale, Harlaxton, Harristown, Kearney Spring, Middle Ridge, Mount Lofty, Newtown, North Toowoomba, Prince Henry Heights, Rangeville, South Toowoomba, West Toowoomba, Westbrook and Wilsonton. For suburbs not listed, please request a quote.

Prices are inclusive of travel to & from visits. Travel during the client visit is charged 'per km' as per the 'Schedule of Rates'. Parking and tolls incurred during a visit will be invoiced to the client.

Clients are solely responsible for the cost of their own meals and entertainment.

8. Client Health & Safety, Mobility and Personal Needs

Pink Peony Care & Outings has a genuine interest in client health and safety. To assist with client wellbeing and safety, clients are requested to advise of health conditions, mobility limitations, allergies or personal needs that may impact wellbeing or safety during a client visits. Mobility Aids are welcome and highly supported & encouraged.

9. Incident, Injury or Medical Event

The client accepts that participation in activities carries ordinary risks. Clients acknowledge services are non-clinical or medical; in the event of injury/ medical event, medical or emergency services may be contacted to attend to the client. The client has the right to decline transport by ambulance. Liability is limited to the extent permitted by law.

10. Vehicle Safety

Mobility aids are required to be suitable for safe transport. Wheelchairs, scooters and larger aids are subject to weight, size and manageability by the provider.

11. Shopping and Collection of Items

Collection of shopping or parcels is subject to prior agreement. Items are required to be pre-paid and have third party collection approval. Collection is subject to item weight, size and manageability.

12. Respectful Behaviour

Where Inappropriate or unsafe behaviour occurs, the provider may leave or cancel the remainder of the visit.

13. Duty of Care & Mandatory Reporting

Confidentiality is maintained, except where disclosure is required by law to prevent harm, abuse, or neglect.

14. Right to Refuse Unsafe Activities

Activities posing risk to health, safety, or property may be declined in the interest of the client or the provider's wellbeing and safety.

15. Provider Safety

Clients must ensure a safe and accessible environment during the client visit. Services may be declined or modified where safety hazards are present.

16. Independent Service Provider

Services are professional and no employment, partnership, or agency relationship is created.

17. Limitation of Liability

The provider is not liable for indirect, incidental, or consequential loss. Participation in outings carries ordinary risks. Rights under Australian Consumer Law remain.

18. Circumstances Outside Reasonable Control

The provider is unable to be held responsible for delays, cancellations, or inability to provide services due to unforeseen events (weather, natural disasters, road closures, illness, vehicle breakdowns).

19. Client Decision-Making & Independence

Clients may choose activities within the scope of services and safety considerations. Clients acknowledge participation carries ordinary risks.

20. Changes to Client Needs

Services may be reviewed regularly to ensure that the provider is able to meet the client's safety, quality of care and needs.

21. Changes to Terms and Conditions and Termination of Services

Pink Peony Care Services reserves the right to update these Terms and Conditions. The most current version applies to all services. Services may be discontinued at any time at the discretion of the client or provider.

Acceptance of Terms

By requesting or receiving services, clients acknowledge that they have read, understood, and agreed to these Terms and Conditions. Clients may be asked to sign a 'Client Agreement' page which forms part of these Terms and Conditions.