



Gentle Hands Home Support Limited

Terms & Conditions

Effective Date: V2 07.09.2026

Thank you for choosing Gentle Hands. Our aim is to provide reliable, compassionate and professional support that helps you maintain your independence and wellbeing both at home and within the local community. These Terms and Conditions explain how we work together and what you can expect from us.

By booking our services, you confirm that you have read and accepted these Terms and Conditions.

1. Our Services

Gentle Hands provides non-medical support services, which may include:

- Companionship
- Household assistance
- Shopping and errands
- Meal preparation
- Transport to appointments
- Administrative support
- Wellbeing visits
- Light domestic duties
- Light household Cleaning
- **Light gardening duties (Costed, per job)**
- Decluttering and organising
- Access to local community
- Pet care (by agreement)



Gentle Hands Home Support Limited

Services will always be agreed before work begins.

2. Initial Assessment

Before regular support begins, we offer a free consultation to discuss your needs, preferences and any important health or safety information and ask you to sign a consent form to hold your detail on booking system.

This allows us to provide the most suitable support and estimate the time required.

3. Bookings

Appointments can be booked by telephone, email or through our online booking system.

All bookings are subject to availability.

We will always do our best to accommodate preferred dates and times, although we will always prioritise regular clients who may have long standing contracts with us.

4. Support Packages & Support

Support may be booked:

- Pay As You Go (Hourly)
- Pre-paid Support Packages
- Pre-Paid in advance (Hourly)
- Biweekly in arrears

Package hours are valid for 7 weeks from the date of purchase unless otherwise agreed.



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Unused hours cannot normally be refunded once the package has started.

5. Charges & Payments

Our charges are based on the time spent providing support.

Additional time spent completing agreed tasks, including shopping, collecting prescriptions, attending appointments or running agreed errands, forms part of your booked support time.

Any agreed purchases made on your behalf must be reimbursed by the client.

Payment can be made by:

- Bank Transfer
- Card
- Cash (where agreed, we do charge a £5 cash processing fee per transaction)

Invoices are payable within the agreed payment terms.

Late payments may result in future bookings being postponed until the account is brought up to date.

Cash payments will result in a £5 processing fee being added

Current hourly costs: £21.50 - £24.50 per hour does not include travel costs (Please note this excludes, gardening services, which may be costed at a higher cost)



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Travel fee – local travel £3 (Nottingham City) County, travel may be based per mile from when the person providing support leaves their last client at £0.45 per mile

6. Cancellations

We understand that plans sometimes change.

We ask that you give at least 24 hours' notice if you need to cancel or rearrange an appointment.

If less than 24 hours' notice is given, up to 50% of the booked session may be charged.

Appointments cancelled on the day may be charged in full.

We completely understand that circumstances can change, and we always like to understand whether there is anything we can do to make the appointments work better for you. However, if appointments are planned and cancelled consistently, staff time is reserved we may from time-to-time review if we can continue to meet your needs. (Trigger points for a review x3 missed appointments, which may they require a booking deposit)

Cancellation charges may be waived in exceptional circumstances at our discretion.

7. Arrival Times

While we always aim to arrive on time, delays caused by traffic, weather or emergencies can occasionally occur.

If we expect to be delayed, we will contact you as soon as possible, please allow up to 30 minutes either side of your support call.

8. Health & Safety

To provide safe support, clients should inform us of any known hazards within the property before visits begin.



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This includes:

- Aggressive pets
- Unsafe access
- Structural hazards
- Infectious illnesses
- Allergies
- Smoking within the property
- Any risks that could affect staff or clients

If we believe a situation presents an immediate risk to anyone's safety, we may suspend the visit until the risk has been resolved.

9. Client Responsibilities

Clients agree to:

- Provide accurate information about their support needs.
- Treat staff with dignity and respect.
- Maintain a safe environment.
- Inform us of any changes in health or circumstances that may affect the support provided.
- Make payments when due.

Abusive, threatening or discriminatory behaviour towards our team will not be tolerated, which may mean we are not able to provide a service to you.

10. Our Responsibilities



Gentle Hands Home Support Limited

Gentle Hands Home Support will:

- Deliver services with reasonable care and skill.
- Treat every client with dignity, kindness and respect.
- Respect your privacy and independence.
- Maintain appropriate insurance.
- Employ trained and suitable staff.
- Employ staff that are safely recruited and background checked, including DBS check
- Keep information confidential in accordance with UK GDPR.

11. Confidentiality & Data Protection

Your privacy is extremely important to us.

Personal information is collected only where necessary to provide our services.

Information is stored securely and handled in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

We will never sell your personal information.

Information will only be shared where:

- You have given consent;
- We are legally required to do so; or
- There is a safeguarding concern.



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12. Safeguarding

If we believe that a client or another vulnerable person or child is at risk of abuse, neglect or exploitation, we have a legal and professional duty to report our concerns to the appropriate authority.

13. Personal Property

We will always treat your home and belongings with care and respect.

If accidental damage occurs due to our negligence, we will investigate promptly and seek a fair resolution.

Normal wear and tear, existing damage or fragile items are excluded.

14. Shopping & Purchases

Where we shop on your behalf:

- receipts will be provided;
- purchases remain your property;
- we cannot accept responsibility for manufacturer faults or product defects.

15. Complaints

We always welcome feedback.

If you are unhappy with any aspect of our service, please contact us as soon as possible.



Gentle Hands Home Support Limited

We aim to:

- acknowledge complaints as set out within our complaints policy;
- investigate fairly;
- resolve concerns promptly wherever possible.

16. Consumer Rights

Nothing in these Terms removes your statutory rights under the Consumer Rights Act 2015.

17. Liability

Gentle Hands maintains appropriate Public Liability Insurance.

Our liability is limited to the value of the service provided except where liability cannot legally be excluded.

Nothing within these Terms excludes liability for death or personal injury caused by negligence or any liability that cannot legally be limited.

18. Marketing

With your permission, we may occasionally use anonymous testimonials or photographs for promotional purposes.

We will never publish photographs or personal information that identify you without your written consent.

19. Website & Cookies



Gentle Hands Home Support Limited

Our website may use cookies to improve your browsing experience.

You can control cookie settings through your browser.

Please refer to our Privacy Policy for further information.

20. Changes to These Terms

We may occasionally update these Terms and Conditions.

The latest version will always be available on request and on our website.

Clients will be notified of any significant changes.

21. Contact Us

Gentle Hands Home Support Limited

Email: hello@gentlehandshomesupport.co.uk

Telephone: 07368 489346 /

Website: www.gentlehandshomesupport.co.uk

Thank You

Thank you for placing your trust in Gentle Hands.



Gentle Hands Home Support Limited

We are committed to providing compassionate, respectful and dependable support that makes everyday life a little easier it's our firm belief that support looks different for everyone.

Version 2: 07.09.26

Person Responsible: J. Watmore

Review Date: 06.09.2027

This version supersedes any previous issues.