



# Get Clear On The Details: T & Cs

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Founder of the Professional Carers Network





# Terms and Conditions

- It's the little details that aren't really always appropriate to bring up on your first meeting.
- When someone is telling you their life story .....
- Before you know it you've been working with that person for months and then they suddenly have a fall and end up in hospital for weeks and you end up out of pocket...
- You are a small self employed team and that's a big chunk of time you aren't being paid for.

So here's introducing our solution...






The T&C note system...



A way of getting in those little  
details but without bombarding  
people with information.







Here is what we have found people need  
to know about our service:

- If you go out with your client, you charge mileage for the trip and charge for any costs you incur such as buying drinks and meals. Just add this to your invoice.
  - Hospital Stays: charge 50% for a place holding fee if they want to use your service once they come out (consider they may need more care once coming out of hospital too).
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- Cancelled visits: we vary on this, if it's a frequent occurrence we charge full rate as we aren't able to fill that slot with someone else as they have taken it. If it's a rare occurrence and we do a lot of work for them we don't charge. If enough notice is given of the slot not being needed, we don't charge. If it's sort of in between we charge 50%.
  - You can create a client/carer contract but we advocate for flexibility over a contract
  - Unless they make up 50%-100% of your work, then do a contract!
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- They need to know that they will receive two invoices from us (it may only be one if you are working alone), so that they ensure they pay both. We send separate invoices so that it is clear for CQC purposes that we are self employed.
  - We send our invoices monthly so will expect to be paid monthly.
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## T&Cs


Thank you for using our service, we are delighted to start working with you and your family. Here's a few details you might like to know:

- As you know we are self employed and we are only a 2 'wo'man team, at the end of every month you (or nominated person) will receive two invoices, one from each of us, with what we have worked that month. We kindly ask that this is paid within 7 days of receipt.
- In the event of the client needing a hospital stay, we will charge a 50% place holding fee to hold the spot open for when they come out.
- In the event of needing to cancel a visit, we try and be flexible when possible and appreciate that not everything in life can be planned. But because we are a small team and can only take on a select few clients, if you cancel a slot we are not able to fill that slot with someone else as we have to keep that slot available for you. Because of this we may charge a 50% place holding fee for cancelled visits. If it is a frequent occurrence we will discuss with you either changing your slot to suit you better or charging full price for cancelled visits.
- We do not charge mileage to get to you. We do charge mileage if we go out with you for a trip out. This is a cost of 0.45 per mile.
- Any costs we incur whilst out such as a coffee and sandwich is paid for by you. We will order the same as you or something cheaper. If you do not use money, we can pay and just add it to the invoice.
- Planned holidays, we will give you at least a months notice for any time off we plan to have.
- Our set rate is £25 per hour and £18 for a 30 minute visit.

We look forward to working with you,  
Maria and Cheryl



We staple a T&Cs note to the back of  
our leaflet that we give to the  
'organising' person.







Task:

Write your T&Cs note

Editable link here

