Users Terms & Conditions (T&C)

PRN-144: **Users Terms & Conditions (T&C)**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Introduction

These Users Terms & Conditions ("T&C") outline the expectations, responsibilities, rights, and obligations of all individuals who use CAREHOPES (TC) services, platforms, communication channels, or interact with TC in any capacity.

By accessing TC's services, digital platforms, or engaging with companions, volunteers, or staff, you agree to these T&C. TC is committed to providing companionship with dignity, respect, compassion, and professionalism while maintaining clear boundaries, safeguarding standards, and contractual integrity.

These T&C are designed to protect clients, sponsors, companions, volunteers, affiliates, and TC as an organisation.

2. Who These Terms Apply To

These T&C apply to:

- Service users receiving companionship
- Sponsors (individuals, families, organisations)
- Companions and volunteers
- Affiliates and referral partners
- Website and app users
- Stakeholders interacting with TC
- Members under TC's membership policy

3. Acceptance of Terms

By using TC's services or platforms, you confirm that:

- You have read and understood these T&C

- You agree to abide by them
- You are legally capable of entering into agreements
- You will follow TC's communication rules
- You will respect companions' professional boundaries

If you do not agree to these T&C, you must discontinue use of TC's services.

4. Nature of TC Services

TC provides **non-clinical, social companionship services**. Users acknowledge that TC does **not** provide:

- medical care
- emergency response
- personal care (unless explicitly contracted)
- clinical decision-making
- legal or financial advice

TC companions support wellbeing, independence, social engagement, and daily routines within safe, professional boundaries.

5. User Responsibilities

Users agree to:

- Provide accurate and truthful information
- Communicate changes promptly
- Respect companions' professional boundaries
- Avoid requesting services outside the agreed scope
- Use official TC communication channels
- Endorse completed checklists honestly
- Notify TC of safeguarding concerns
- Maintain a safe environment for companionship

Users must not:

- Negotiate contract terms with companions
- Request personal contact details from companions
- Offer gifts or incentives that compromise professional boundaries

- Engage companions in activities outside the companionship plan

6. Sponsor Responsibilities

Sponsors (individuals, families, organisations) agree to:

- Follow contractual terms
- Pay fees according to the Cashless Policy
- Respect cancellation and rescheduling rules
- Communicate through official TC channels
- Provide accurate risk information
- Notify TC of relocation or organisational changes
- Avoid direct negotiation with companions

Organisations may replace service users under defined conditions.

7. Companion and Volunteer Boundaries

Users acknowledge that companions and volunteers:

- Must not negotiate contracts
- Must not discuss fees, refunds, or terms
- Must not alter companionship plans
- Must not provide personal contact details
- Must not engage in activities outside professional boundaries
- Must refer all contractual questions to TC

These boundaries protect clients, companions, and TC's safeguarding framework.

8. Communication Rules

Users agree that:

- All service-related communication must occur through TC
- Companions cannot act as communication intermediaries
- Contractual matters must be handled by TC staff
- TC may record communication for quality and safeguarding purposes
- TC will provide accessible communication options

Failure to follow communication rules may result in service suspension.

9. Booking, Waitlist, and Engagement

Users agree to follow:

- Booking Policy
- Waitlist Policy
- Client Engagement Policy

These policies govern:

- how sessions are booked
- how waitlists operate
- how clients engage with companions
- how changes or cancellations are managed

Users must review these policies before using TC services.

10. Payments, Fees, and Membership

Users agree to follow:

- Cashless Policy
- Membership Policy
- Contract Agreement with Sponsor

Fees must be paid according to contractual terms. Membership benefits apply only to eligible users.

TC may adjust fees if risk factors change significantly.

11. Cancellation, Rescheduling, and Refunds

Users agree to follow:

- Rescheduling Policy
- Contract Cancellation and Refund Policy

Key principles include:

- TC encourages rescheduling over refunds
- Refunds are limited and conditional
- Mobilisation affects refund eligibility
- Death of a client is the only unconditional refund scenario
- Organisations may replace clients under defined rules

Users must review these policies before engaging TC services.

12. Safeguarding

Users agree to:

- cooperate with safeguarding investigations
- provide accurate risk information
- avoid behaviours that compromise safety
- notify TC of concerns immediately

TC may suspend services if safeguarding risks are identified.

13. Privacy and Data Protection

Users agree to TC's:

- Privacy Policy
- Data protection procedures
- Communication rules

TC processes personal data in accordance with UK GDPR and the Data Protection Act 2018.

Users may request access, correction, or deletion of their data where applicable.

14. Accessibility

Users acknowledge TC's commitment to accessibility as outlined in the **Accessibility Statement**.

TC will provide reasonable adjustments where feasible.

15. Referral and Affiliate Engagement

Users agree to follow the **Referral Policy**, including:

- eligibility rules
- bonus conditions
- affiliate membership requirements
- restrictions on contract negotiation

Users may refer clients but must not negotiate terms.

16. Acceptable Use of TC Platforms

Users must not:

- misuse TC's website or digital platforms
- attempt to access restricted areas
- upload harmful content
- impersonate TC staff or companions
- use TC platforms for illegal or harmful activities

TC may restrict access for violations.

17. Service Limitations

Users acknowledge that TC may suspend or modify services due to:

- safety concerns
- companion availability
- environmental risks
- organisational changes
- relocation outside England and Wales
- breach of contract

TC will communicate limitations promptly.

18. Complaints and Feedback

Users may submit complaints or feedback through official TC channels.

TC commits to:

- acknowledging complaints
- reviewing concerns within 10 working days
- documenting outcomes
- escalating complex cases to governance or board review

19. Amendments to T&C

TC may update these T&C to reflect:

- legal changes
- operational improvements
- new services
- governance decisions

Updates will be communicated through official TC channels.

20. Governing Law

These T&C are governed by the laws of:

- England
- Wales

Any disputes will be resolved under UK jurisdiction.