

Service Agreement

Important Information - Please Retain

This is a copy of the service agreement between Careium and yourself for the provision of the Careium service. This is for you to keep for your own records. The signed copy is retained by us.

This agreement will commence from the date of signing by the applicant and will continue until confirmed by written notification of termination (and return of the Careium equipment if applicable). Once you have signed the agreement you will have 21 days for the right to cancel it. Please contact us in writing to tell us that you have decided to cancel.

I (the service user/service user's representative) agree to:

1. Ensure that the key holders listed have been contacted, are willing to participate and have a key to the service user's home.
2. Inform Careium of any relevant changes to the service user's personal circumstances or to key holder details.
3. Inform Careium of periods when I am going to be away from home e.g. on holiday or a stay in hospital.
4. Test the equipment once a month to ensure that it is working properly.
5. Give 28 days notice of requirement to terminate the service. Termination will be effective 28 days from notification.
6. My information being shared in line with the General Data Protection Regulations (GDPR) 2016.
7. Agree to calls that I make to the control centre being recorded for monitoring purposes and retained for a minimum of 12 months.

If I have chosen to hire the equipment necessary for Careium to provide the service, I understand that the equipment always remains the property of Careium. I agree to:

1. Take reasonable care of the Careium equipment and be responsible for any breakage, loss or accidental damage.
2. Take responsibility for insuring the Careium equipment under my household insurance policy.
3. Not sell, dispose of or part with the possession of the Careium equipment; understanding that the equipment may be recovered after the service has been terminated. In the event the equipment is unable to be recovered by Careium, I understand that I could be charged a sum equivalent to its current value.
4. Allow access for maintenance, repair or recovery of the Careium equipment, should this be necessary.

Careium

1. Will undertake to answer calls from your Careium equipment 24 hours a day, 365 days a year.
2. Will, on receiving a call for assistance, take immediate action to contact a key holder, a doctor or the emergency services as appropriate.
3. Will maintain the Careium equipment should it malfunction as soon as is practicable.
4. Cannot accept responsibility for maintaining equipment not supplied by, or purchased from, Careium.
5. Cannot be held responsible for failure of the service due to circumstances beyond its control including but not limited to: calls not received by the control centre due to problems with telephone lines, delay or failure by the emergency services to respond, adverse weather conditions.
6. Will not accept responsibility if delays occur in answering the service user due to problems with the service user's telephone line being occupied by an answering machine or service, fax machine, internet connection or other telephone equipment or from adverse weather conditions.
7. Reserves the right to (i) end the Careium service at the discretion of the Control Centre Manager, for example, in cases of misuse or non-payment when the service user is responsible for payment (although reasonable consideration will be given if the service user has financial problems) and (ii) review the price of the Careium service fee and to notify the service user/service user's representative of any change in the service fee charge with two months written notice.
8. Take protection of vulnerable adults very seriously. If any of our team suspect that there are any causes for concern, they will, with the service user's consent, raise them with the relevant authorities.
9. Reserves the right to subcontract any work relating to the contract without obtaining the consent of, or giving notice to, the customer.

If the equipment is hired from Careium,

10. In the event the service is terminated the equipment may be recovered from the service user/service user's representative. In the event the equipment cannot be recovered, Careium reserves the right to charge a sum equivalent to the current value of the equipment.

Useful Contacts

Customer care 0345 603 4576
Compliments/complaints 01706 242803

Calls from landlines will be charged at your local network rate.
Please note that all calls to the control centre are recorded for monitoring purposes.
Voice recordings are retained for at least 12 months.



The Direct Debit Guarantee

- This guarantee is offered by all banks and building societies that accept instructions to pay direct debits.
- If there are any changes to the amount, date or frequency of your direct debit Careium will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your direct debit, by Careium or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society. If you receive a refund you are not entitled to, you must pay it back when Careium asks you to.
- You can cancel a direct debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Careium adheres to General Data Protection Regulation (GDPR) 2016.