

PRICE GUIDE

		Multi-Hour	Per Hour	Per ¼ Hour	Per ½ Hour
PERSONAL CARE		5 am-11 pm	7 am-9 pm	7 am-9 pm	7 am-9 pm
	Monday to Friday	£25.00	£28.41	£26.60	£27.17
	Weekends	£28.30	£30.00	£28.70	£29.00
NIGHT CARER	10 pm -6 am: Monday-Friday	£28.41	N/A	N/A	N/A
	Weekend	£30.00	N/A	N/A	N/A
LIVE-IN CARE	Companionship		£172.00	Per day	N/A
		Personal care	£198.00	Per day	N/A

Terms:

If you are not happy with any part of our service, **You Will Not Be Charged** for it (see over).

The **Multi-Hour** rate applies to visits of two consecutive hours or more.

The **Night Carer** rate applies from 10 pm to 6 am. The minimum visit before midnight is 2 hours, and after midnight is 4 hours.

Public & Bank Holidays will be charged at time-and-a-half and **Christmas Day** at double time.

For **Live-in Care**, an **£8 Meal Allowance** is payable on top if the client does not provide food for the carer. **Fees** are payable by either **Direct Debit** or **Automated Debit Card Payment** (see over).

Interest Charges apply to **Late Payment of Fees** (see over).

Detailed Terms and Conditions over...

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Terms & Conditions:

We undertake to provide care and support to the **Client** in accordance with their agreed **Care Plan**, subject to the following **Terms and Conditions**:

1. If the **Client** is unhappy with any part of our service, we **Will Not Charge** for it so long as we are informed within **24 Hours in Writing** giving the reasons why.
2. We take pride in offering the highest quality **Staff** whose recruitment and development is a major investment by **Selebra Homecare**. **Clients** are therefore expressly **prohibited from Employing Carers Directly**, either during their employment with **Selebra Homecare** or in the six-months after their employment had ended, failing which a **£2,000 Fee** shall be payable by the **Client**.
3. For exceptional circumstances, **Our Fees will increase** in line with the **Consumer Price Index** on 1st December each year.
4. Typically, our carers are able to find free parking but, if this is not the case, any **Parking Charges** will be chargeable at cost.
5. **Clients** will be invoiced **Weekly or Monthly**, depending on the value of the **Care Package**, which are payable by **Direct Debit** or **Automatic Debit Card Payment**. Any invoices not paid by these methods will be subject to a **5% Admin Surcharge**.
6. The **Client** and **Anyone Involved in Arranging their Care** are **Jointly and Severally Responsible** for all **Outstanding Fees**, which are subject to **Interest at 8% over Bank of England Base Rate**, unless alternative arrangements have previously been agreed in writing.
7. **No Notice is Required** from the **Client** to end or modify the service, save when it is received too late to stop the carer visiting, in which case the fee for that visit will be chargeable. If we have to give notice, we endeavour to give the Client sufficient time to make alternative arrangements, save where fees are not being paid when **The Service may be Ended Immediately**.

