

Terms and Conditions of Service for Clients:

1. Corinium Care acts as a representative for the client in introducing a suitable carer and providing continuous support and advice throughout the period of care.
2. On behalf of the carer, Corinium Care advises the client of the conditions under which the carer is expected to work and agrees the level of charges paid to the carer.
3. Corinium Care will invoice the client for its fees four weeks in advance. VAT will be added to the invoice. As no registration fee is charged, clients are requested to pay on receipt of the invoice. Corinium Care reserves the right to charge interest accruing on a daily basis at 4% above Barclays Bank base rate if an invoice is not paid within 14 days of its date.
4. Where there is to be a change in the agency fee, Corinium Care will give four weeks' notice before any change takes effect.
5. The carers registered with Corinium Care are neither employed by Corinium Care nor by the client. They are self-employed and are responsible for their own National Insurance and income tax affairs. They must be paid the agreed rate together with their travel expenses before they depart.
6. If a client engages a carer who was introduced by Corinium Care either directly or through another agency, employer or organisation similar to Corinium Care within six months of the end of a placement, then the client will be charged an introductory fee of £500 plus VAT.
7. Whilst every effort is made to ensure that carers maintain a high standard of duty and integrity, Corinium Care does not accept liability for any damage, expense, injury or loss caused by the carer through negligence, dishonesty, misconduct or lack of skill.
8. Our office hours are 8.30am to 5pm Monday to Friday. Corinium Care operates an out-of-hours emergency service. If you have a genuine emergency outside our normal office hours, please call the main number (01453 839290) and it will automatically switch through to the care manager on duty.
9. Corinium Care has the following insurance policies in place:
 - Employer's Liability Insurance £10,000,000 in respect of any one claim.
 - Public Liability Insurance of £5,000,000 in respect of any one claim
 - Any additional household insurance cover is the responsibility of the client.
10. All information revealed between the client and Corinium Care will be treated as strictly confidential.
11. If a client wishes to terminate the agreement other than through unavoidable circumstances, 14 days' notice must be given.

12. Corinium Care may terminate the agreement if:
- any amount due is not paid within 30 days of the due date;
 - after consultation, Corinium is unable to provide the degree of care required by the client;
 - any other term is breached by the client and is not capable of being remedied.
13. The client shall provide a safe working environment and sound and appropriate equipment for the task.
Disposable gloves and tabards will be supplied and invoiced to the client.
14. The client must also provide the carer with full board and lodging.
15. Corinium Care operates a complaints procedure. If a client or someone acting on their behalf has cause to complain about either Corinium Care or the carer, Corinium Care should be notified verbally as soon as possible, and a complaint form completed and returned to the office.
16. The Agreement, these Terms and Conditions and the quotation between Corinium Care and the client are subject to the variations allowed for by those Terms and Conditions.