

PRICE GUIDE

Fair and transparent prices

All our staff have chosen caring for the elderly as their career, are employed on a permanent basis, and are fully trained and insured. **We do not use agency staff.**

Prices from 7th December 2020

	Multi-Hour 5am-11pm	Per Hour 7am-9pm	Per ¼ Hour 7am-9pm	Per ½ Hour 7am-9pm
PERSONAL CARER				
Monday to Friday	£18.90	£21.72	£18.46	£16.29
Weekends	£23.62	£27.15	£23.08	£20.36
NIGHT CARER between 10pm and 6am				
Monday to Friday	£21.72	n/a	n/a	n/a
Weekends	£27.15	n/a	n/a	n/a
LIVE-IN CARE see Live-In Care Guide				
Companionship		£135.00	Per day	
Personal Care		£164.00	Per day	
Intensive Care		£191.00	Per day	

Key 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 between the hours of 10pm and 6am. 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...

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** giving the reasons why.
2. If a **Scheduled Service Visit** is cancelled with less than **24 Hours' Notice** we reserve the right to charge a **Cancellation** fee that would have been payable had the visit taken place.
3. We take pride in offering the highest quality **Staff** whose recruitment and development is a major investment by **Nightingales**. **Clients** are therefore expressly **Prohibited from Employing Carers Directly**, either during their employment with **Nightingales** or in the six-months after their employment had ended, failing which a **£2,000 Fee** shall be payable by the **Client**.
4. Save for exceptional circumstances, **Our Fees will Increase** in line with the **Consumer Price Index** on 1st December each year.
5. Typically, our **Staff** are able to find free parking but, if this is not the case, any **Parking Charges** will be chargeable at cost.
6. **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**.
7. 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.
8. **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.
9. To ensure our service is the best it can be, we use **Independent Professionals** to conduct **Customer-Satisfaction Surveys** on our behalf. If you would prefer not to be contacted by them, please advise us by email at gdpr@nightingales.co.uk.