# Terms and Conditions

# About Us

**CareFirst Connections** is an introductory agency that connects clients with self-employed, live-in carers. We do not provide personal care, administer medication, or employ carers directly.

# Use of Our Website

* You must be at least 18 years old to use our website and services.
* You agree to provide accurate and complete information when registering or making inquiries.
* Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offense.

# Our Services

* We introduce self-employed carers to clients, based on their needs.
* The agreement for care is made directly between the client and the carer.
* CareFirst Connections is not responsible for the performance of the carer, or the outcomes of the care provided.

# Payments & Fees

* Clients are required to pay an introductory fee for our services.
* Weekly payments for carers must be made in accordance with the agreed terms.
* Overdue payments may result in additional charges or suspension of service.

# Cancellation & Refund Policy

* Clients must provide at least 14 days’ notice to cancel an introduction.
* Refunds for introductory fees will only be provided under specific circumstances and at our discretion.

# Liability

* CareFirst Connections is not responsible for any disputes between the client and carer.
* We do not accept liability for any loss, damage, or injury resulting from the care provided.
* It is the responsibility of the client to verify the suitability of the carer for their needs.

# Privacy & Data Protection

* We comply with the General Data Protection Regulation (GDPR).
* The personal information collected will be used only for the purpose of providing our services.
* For more details, please see our **“Privacy Policy.”**

# Complaints

* If you have a complaint, please refer to our **“Complaints Policy”** for the process.
* We aim to resolve complaints fairly and efficiently.

# Amendments to Terms

* We reserve the right to update these terms at any time.
* Continued use of our website and services after changes means you accept the new terms.

# Governing Law

These Terms and Conditions are governed by the laws of England and Wales.

# Contact Us

If you have any questions about these Terms, please contact us at:

CareFirst Connections, 71-75 Shelton Street, Covent Garden, London, United Kingdom WC2H 9JQ

 0330 633 2001

 info@carefirstconnections.org