

Terms And Condition of Service

These Terms of Use (“Terms”) govern the access and use by you of the technology, websites, content, products, and Services made available by “Home Care Nursing Bureau”. collectively also referred to as (“we” or “us”).

About Home Care Nursing Bureau

Home Care Nursing Bureau is a bridge between independent health caregivers, staff (“Caregivers”) for in-home personal care (“Service”) and you or another person who is a relative (“Patient”). **Home Care Nursing Bureau** does background and experience verification of these Caregivers via independent background verification company. The Service is provided by these Caregivers only and not by **Home Care Nursing Bureau**

Customer Agreement

You on behalf of patient request **Home Care Nursing Bureau** to provide Service at home or any other location agreed with **Home Care Nursing Bureau**. You agree that the Service is advised by a legal medical practitioner and you undertake the responsibility of Service and risks involved. **Home Care Nursing Bureau** will ensure high quality of Service but will not be responsible for any Service error including criminal activity by Caregiver’s. You understand and agree that the Service offered by **Home Care Nursing Bureau** directly or through Caregivers/affiliates of **Home Care Nursing Bureau** has a risk of failure and/or adverse effects resulting in possible mortality or permanent disability. You understand and agree that **Home Care Nursing Bureau** does not guarantee any recovery or outcome from the Service offered. You agree to provide safe environment for Caregiver’s to discharge their duty and you will ensure that they are not harassed, abused or troubled in any way physically or emotionally. You authorize **Home Care Nursing Bureau** to collect Patient’s data and use/share the same with others (without revealing Patient’s identity). **Home Care Nursing Bureau** will not be responsible for misuse of Patient’s data by caregivers, affiliates, employees or other party. You will make payments to **Home Care Nursing Bureau** as per the terms agreed and will not link it with outcome of the Service.

Scheduling Appointments

Appointments for Service with **Home Care Nursing Bureau** can be scheduled through the **Home Care Nursing Bureau** website or mobile app or by calling 8806430617. Your request for Service is only accepted when you receive a booking confirmation (Booking Charges 100 Rs only) from **Home Care Nursing Bureau**

Caregivers Selection

Home Care Nursing Bureau has a pool of caregivers to choose from to provide the Service. **Home Care Nursing Bureau** will ensure that the caregiver assigned is as per your preference but this may not be possible all the time. **Home Care Nursing Bureau** reserves the right to assign any caregiver as it deems fit for that Service. **Home Care Nursing Bureau** does not guarantee that same caregiver is assigned on all days. **Home Care Nursing Bureau** can assign any caregiver on any day as it deems fit without prior notice.

Payment Terms

The payment can only be made via cash, UPI App (Google Pay / Phone Pay: 8806430617 Or Bank Account Provide by us. You agree to make payment as soon as the demand is raised. **Home Care Nursing Bureau** reserves the right to cancel an ongoing or future appointment if payments are not made on time.

After one day of work completion, make 3000 Rs payment advance to the nursing bureau. This amount will be included in last payment (at the time of termination of service)

Payment of staff should be to pay the nursing bureau. Do not pay to staff in any condition. Amount paid to the caregiver doesn't consider in the payment. (It considered as reward to caregiver).

Payment should be made on every month (date between 1 to 5).

Limitation of Liability

In no event shall **Home Care Nursing Bureau** be liable for any special, incidental, indirect or consequential damages of any kind in connection with these terms of use.

Don't put valuable things to caregiver like bike, car, gold, money or keys.

Information You Provide Home Care Nursing Bureau

When you request a Service from **Home Care Nursing Bureau**, you agree to provide personal information about yourself and the Patient such as name, mobile number, date of birth, gender, weight and medical information about the Patient relevant to the Service. You agree to provide accurate personal and medical information about the Patient and your failure to do so may result in adverse consequences in delivery of Service. **Home Care Nursing Bureau** may provide this information to assigned Caregiver as it deems fit.

Customised service and payment flow

Every patient is different. At **Home Care Nursing Bureau**, upon receiving your request, we have a detailed conversation with you about your specific medical condition, and then suggest the best course of action. We ask for a payment only when you agree with our proposed plan of action as well as the costs involved. We can request online payments through SMS, WhatsApp, email, which also simultaneously clarifies the details of your booking. We use third-party payment service providers to make it easy for you to pay. Except in urgent situations, we commence the service only upon receiving the payment.

Communications from Home Care Nursing Bureau

You agree on behalf of yourself and the Patient to receive communication in the form of SMS messages, email and calls on your mobile number and email id from both **Home Care Nursing Bureau** and the caregiver assigned to you. You agree to receive promotional messages in the form of newsletters, special offers, reminders and updates.

Termination

HCNB may immediately terminate the Service at any time for any reason, through email/SMS communication on registered email address.

Refund Policy

In case a service is cancelled by **Home Care Nursing Bureau** or Customer then refund will be processed in next seven working days.

Cancellation or Rescheduling

You may cancel or reschedule any appointment by informing customer care or mobile no later than 24 hours prior to the scheduled appointment. In case of request for rescheduling **Home Care Nursing Bureau** does not guarantee that it will be able to provide the same caregiver again and on the rescheduled time. Home Care Nursing Bureau may cancel or reschedule any appointment without any prior notice.

Date: / /2022

Accept

Service Manager

Dharmendra Kamble