

Terms and Conditions

Introduction

These Terms and Conditions outline the agreement between 4Medics (“we”, “our”, “us”) and the individual or organisation receiving services (“you”, “the client”). By using our services, you agree to these terms. Please read them carefully.

Service Scope

4Medics provides support services such as home-care assistance, companionship, mobility support, nurse home visits, and transport to medical appointments. The exact services you receive will be defined in your personalised support plan.

Services may be adjusted based on assessments, availability, or changes in your needs. Any changes will be communicated clearly.

Client Responsibilities

You agree to:

- Provide accurate and complete information during registration and assessments.
 - Inform us of any changes in health, mobility, or circumstances that may affect service delivery.
 - Ensure a safe environment for staff during home visits.
 - Treat staff with respect and courtesy.
 - Notify us promptly if you need to cancel or reschedule a visit.
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Scheduling and Availability

Service schedules are agreed upon in advance. While we aim to maintain consistency, schedules may be adjusted due to staff availability, emergencies, or unforeseen circumstances. We will notify you of any changes as soon as possible.

Fees and Payment

Fees for services will be communicated before service delivery begins. By using our services, you agree to:

- Pay for services according to the agreed rates.
- Settle invoices by the due date.
- Accept that additional services or extended hours may incur extra charges.

If payment is not received on time, services may be paused until the account is settled.

Cancellations and Changes

If you need to cancel or change a scheduled visit, please notify us within the required notice period. Short-notice cancellations may be subject to a fee.

We reserve the right to cancel or reschedule services when necessary, including for safety concerns or staff availability.

Health and Safety

Our staff follow safety protocols and professional standards. You agree to:

- Inform us of any health risks, infectious conditions, or hazards in the home.
- Allow staff to perform their duties without interference.
- Provide necessary equipment or access required for safe service delivery.

We may suspend services if conditions are unsafe.

Confidentiality

All personal information is handled in accordance with our Privacy Policy and applicable laws. We maintain confidentiality except where disclosure is required by law or necessary for service delivery.

Limitation of Liability

4Medics is not liable for:

- Injuries or damages resulting from inaccurate information provided by the client.
- Situations outside our control, including emergencies, delays, or third-party actions.
- Loss or damage to personal property unless caused by proven negligence.

Our responsibility is limited to the scope of services agreed upon.

Termination of Services

Either party may terminate services with written notice. We may terminate services immediately if:

- Staff safety is at risk.
- Payment obligations are not met.
- Terms and Conditions are repeatedly violated.

Any outstanding fees remain payable after termination.

Updates to These Terms

We may update these Terms and Conditions from time to time. The latest version will always be available on our website or upon request.

Contact Information

For questions or concerns regarding these Terms and Conditions, you can contact:

Email: info@4medics.co.za