

LIFE CARE NURSING BUREAU

Reg. No- 2031000314511636



Service Agreement

This Agreement is made on / / 20 between the Client Name _____
_____ And service provider LIFE CARE Nursing Bureau.

Agreement for services of :- _____

Client Information

Service time :- _____

Address :- _____

Client Mobile No :- _____

Client Email ID :- _____

Client PAN Number :- _____

Service Start date :- _____

Service end date :- _____

Price/ Service Charges :- _____

Payment :- NEFT/CASH/NET BANKING/ CHECK

NET Banking Details :-

Ac. No. :- 2246384272

IFSC Code :-KKBK0001793

GST No. :- 27AZAPJ9876A1Z9

Life Care Nursing Bureau

You can also wia Paytm/ BHIM UPI/ Phone pay/ Google Pay No - 8605324671

Clients Responsibilities and agreement terms -:

- 1) Client shall be responsible for procuring necessary nursing consumable, disinfectant and medication if the consumable is not available then the care delivered by us will be charged additionally (ie care delivery cost + consumable) in such instant Life care nursing bureau shall not be held responsible by the client.
- 2) Client or immediate family member must be recording the attendance sheet care plane sheet or any other record provided by our company
- 3) Our staff will only deliver “mutually agreed care to client we strongly discourage insistence by client or family member to do any task other than mutually agreed if we found such insistence, then Life care nursing bureau will revoke the agreement will stand avoid, without any refund.
- 4) We strongly recommend to keep the valuable recommend to keep the valuable items away from the working place (service area near client Life care nursing bureau is not responsible for any loss or theft of valuable items. However, our employees are screened for their reliability, honesty and professionalism. We also do the police verification to ensure our client safety.
- 5) We request you to treat our employee with dignity and respect and strongly advocate do not develop personal bonding then professional inter personal relation. If you solicit the personal relation with him/her then you reminded the following.
 - a) if assigned employee leave or quit a job on this background then it will warrant legal action against client or immediate relative.
 - b) Life care has giving training to employee to ensure high quality and standard care to patient; hence client or family member agrees to not to solicit client breeches this and recruit a current employee of Life care nursing bureau or recently discharged staff (within 6 months) then the client accept to pay Life care nursing bureau amount equivalent to 6-month charges
- 6) We will persecuted encase of any mischief behavior with our staff so we also have legal obligation to report to public authorities like police station, ministry of health.
- 7) If you have any complaints regarding our staff, please let us know as soon as possible.
- 8) If you want to stop our service, please let us know at least two days in advance.

Billing and payment -:

- 1) Payment will be collected 10 to 15 days advance towards the service
- 2) Billing of service will be done at two or three times in the month since the commencement of agreement.
- 3) It is the client / family member responsibility to ensure timely payment for the service delivered.
- 4) Payment is due upon hand written receipt or invoice
- 5) If the payment is not settled on stipulated date and time Life care nursing bureau will remind and update family member about pending payment
- 6) If the request member pay is not done in 48 hours Life care nursing bureau will withdraw the service without prior notice
- 7) Payment Should be credit on Life care nursing Bureau official account (mention in first page)
- 8) Payment Should not be pay to our nursing/caretaker staff any condition, if client paid payment to our staff without any information to company on this condition company will be take legal action to client and client family member

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 “Life Care Nursing Bureau”. collectively also referred to as (“we” or “us”).

About - Life Care Nursing Bureau

Life 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”). Life 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 Life Care Nursing Bureau

Customer Agreement - You on behalf of patient request Life Care Nursing Bureau to provide Service at home or any other location agreed with Life 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. Life 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 Life Care Nursing Bureau directly or through Caregivers/affiliates of Life Care Nursing Bureau has a risk of failure and/or adverse effects resulting in possible mortality or permanent disability. You understand and agree that Life 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 Life Care Nursing Bureau to collect Patient’s data and use/share the same with others (without revealing Patient’s identity). Life 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 Life Care Nursing Bureau as per the terms agreed and will not link it with outcome of the Service.

Scheduling Appointments

Appointments for Service with Life Care Nursing Bureau can be scheduled through the Life Care Nursing Bureau website or mobile app or by calling **8605324671**. Your request for Service is only accepted when you receive a booking confirmation (Booking Charges 100 Rs only) from Life Care Nursing Bureau

Caregivers Selection

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

Limitation of Liability

In no event shall Life 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 Life Care Nursing Bureau

When you request a Service from Life 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. Life Care Nursing Bureau may provide this information to assigned Caregiver as it deems fit.

Communications from Life Care Nursing Bureau

You agree on behalf of yourself and the Patient to receive communication in the form on SMS messages, email and calls on your mobile number and email id from both Life 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- LCNB 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 Life 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 Life Care Nursing Bureau does not guarantee that it will be able to provide the same caregiver again and on the rescheduled time. Life care Nursing Bureau may cancel or reschedule any appointment without any prior notice.

Agreement -:

I have gone through the terms and condition mention above and understand them, I am willing to sign the agreement of Life care nursing bureau for the service they will be rendering to

Mr/Ms

Signature -:

Name -:

Date and Time -:

Place -: