

## Terms of Business for BODI MORSE

### Contact details:

Address: 8 Marine Drive Seaford, BN252RS

Mobile: 07887364259

Email: [bodi@bodimorse.uk](mailto:bodi@bodimorse.uk)

- If you wish to cancel a booking then please give 24 hours notice or you may still be charged.
- If I need to cancel a booking then I will give you 24 hours notice.
- If you no longer require the service you may cancel giving one months notice in person / by telephone / in writing
- If I am no longer able to provide the service then I will give you one months notice in person / by telephone / in writing.
- Details of other Personal Assistants/service providers covering your area can be found by contacting Health and Social Care Connect on 0345 80 60 191 or through the online directory at [www.eastsussex.gov.uk/supportwithconfidence](http://www.eastsussex.gov.uk/supportwithconfidence)
- Services may be withdrawn immediately in exceptional circumstances such as verbal and / or physical abuse or health and safety issues.
- I will invoice you every week or month and payment will be required within 21 days. I accept the following methods of payment cheque, bank transfer.
- If you have a complaint about the service you are receiving from me, please contact me or **East Sussex County Council Support with Confidence** Team on **01323 463440**.
- A complaints procedure is enclosed.