

Service User's Agreement. You are strongly advised to read all. Please seek advise if you do not fully understand it.

Radiating Safety and Quality Care.

## Service User Agreement

Crossroad care surrey

This is a Service **User Agreement Statement** specifying Terms and Conditions of providing Care Support Services. This agreement is accepted and agreed between you i.e., **Service user**, and us i.e., **Global Healthcare Navigator**, on the date indicated below.

### Important

A. This **User Agreement Statement** specifies Terms and Conditions under which **Global Healthcare Navigator shall provide** Home Care services also known as Domiciliary Services to you as a service user. You are strongly advised to read all of the documents thoroughly before signing. You may seek legal advice and advocacy prior signing if needed.

B. **This User Agreement Statement involves the following information:**

1. Terms and Conditions
2. Notification of the Right to Cancel
3. Fee Arrangement (may be amended from time to time in accordance with these Terms and Conditions)

C. **Global Healthcare Navigator** advice you, as a service user, to put into considerations the following sections:

2: Our fees

6: Your home as a workplace

11: Cancellations and termination

Signing on behalf of the **Global Healthcare Navigator Ltd.**

**Pending:**

Managing director

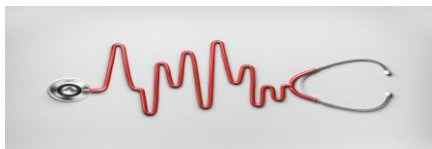


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### Service User's Details

Service User's Name		Service User's Signature	
Email		Phone number	
Next of Kin /family member/ Friend's Name		Next of Kin /family member/ Friend's signature	
Email		Phone Number	
Legal adviser's Name		Legal adviser's Signature	
Email		Phone Number	
Carer's Name		Carer's Signature	
Email		Phone Number	
Date	<input type="text"/>	<input type="text"/>	<input type="text"/>
Service User Declaration	I hereby with full mind declare and consent to sign this agreement, as a binding contact, between Global Healthcare Navigator, the care service provider and I, the service user. I agree to the services described on the Care Plan and I take responsibility and accountability to pay for Global Healthcare Navigator fees as specified in <b>article 2</b> and the fee plan. I understand and agree that it is my responsibility to pay Global Healthcare Navigator all fees related to care services provided to me regardless of whether my care is funded by local council, NHS, and or come from a private budget.		

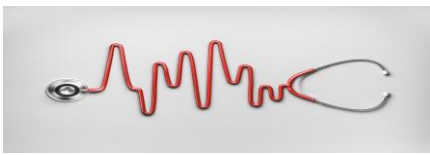


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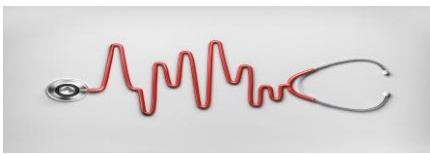
The following terminologies are used in this document	
<b>Agreement</b>	<b>Agreement:</b> implies the agreement between you, i.e., service users and us, i.e., Global Healthcare Navigator provided in the signed agreement and these Terms and Conditions. Please not the agreement may vary or updated from time to time in line with these Terms and Conditions.
<b>Cancellation Notice</b>	<b>Cancellation Notice:</b> implies the cancellation notice described in the Right to Cancel as indicated in these Terms and Conditions.
<b>Care Plan</b>	<b>Care Plan:</b> implies a written report, prepared by us, i.e., Global Healthcare Navigator explaining the nature, type, and level of Care Services which you, i.e., service user, is expecting us supply to you. This care plan is updated from time to time to meet the individual needs of the user, i.e., you.
<b>Carer Support Worker(s)</b>	<b>Carer Support Worker(s):</b> implies the person(s) providing you with the Care Service on our behalf, i.e., Global Healthcare Navigator. <b>Carer Support Worker</b> is also known as Carer, HealthCare Assistant, and could also be professional healthcare and Social care, including but not limited to nurses and social worker.
<b>Day</b>	<b>Day(s):</b> - implies calendar days
<b>Engagement</b>	<b>Engagement:</b> implies the direct employment and involvement of a Carer Support Worker(s) by service user, you, under any agreement, design to provide care services.
<b>Fees</b>	<b>Fees:</b> implies the fees for the Care Service that advised to you, i.e., service user as indicated in the <b>Fee Schedule/Plan</b> provided by Global Healthcare Navigator. The fee is and as revised from time to time in line with these Terms and Conditions.
<b>Fee Schedule</b>	<b>Fee Schedule:</b> Implies payment duration. Global Healthcare Navigator will set the fee and you, i.e., customer user, family, relative or next of kin, or relevant organization has to pay us for the service we provide. From time to time, Fee Schedule is amended in accordance with these Terms and Conditions.
<b>Home</b>	Home: Implies the setting in which, you, the service user, spends most of the time, i.e., service user's own home.
<b>Registered Manager</b>	Registered Manager: Person accountable and responsible for services provided to you as shown detailed in the Service user agreement.
<b>Personal Data</b>	<b>Personal Data:</b> Implies personal information about you, i.e., service user in line with Data protection Act 1998.
<b>Service</b>	<b>Service:</b> These are services provided by the Global Healthcare Navigator for you, i.e., service user, consistent with this Agreement. These services could be at your home and or other settings outside service user's home.
<b>Statutory Regulator</b>	<b>Statutory Regulator:</b> Implies that, You, i.e., the service user, you could be receiving services subject to regulation, for example, the Care Quality Commission (CQC). Global Healthcare Navigator has to meet the CQC conditions including being registered and inspected by CQC. The CQC contacts are in this Service User Agreement
<b>Our or Us or We</b>	<b>Our or Us or We:</b> Implies Global Healthcare Navigator, i.e., the firm supplying the service.
<b>You or the Service User</b>	<b>You or the Service User:</b> Implies that the individual(s) to whom the Global Healthcare Navigator is providing services.

## 1. Care Assessment of Service User Needs Protocol



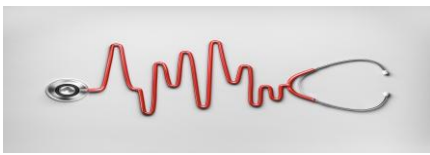
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1:1	<p><b>First</b>, the Global Healthcare will meet with you i.e., the service user. The aim of the meeting at your home is to know you, make assessment, agree the level of service that you will require, and establish a care plan. To this end, the Global Healthcare Navigator will work as an integrated team, which may involve different people, including, but not limited to:</p> <ul style="list-style-type: none"> <li>a) You as a primary service user</li> <li>b) Your family members, next of Kin, and Power of Attorney</li> <li>c) Local Council</li> <li>d) Applicable external social and or healthcare authorities</li> </ul> <p><b>Second</b>, the Global Healthcare will protect your personal data or information you provide in line with Data Protection Act (2018) and seek your consent consistent with Mental Capacity Act (2005). The Global Healthcare Navigator will encourage and empower you, the service user, to fully participate to create and review your care plan.</p>
1:2	<p>Effective communication is very important between you, a service user, and the service provider, i.e., Global Healthcare Navigator. Therefore, the Global Healthcare Navigator expects you, i.e., a service user, to provide us with relevant, valid, true, and up to date information to the care plan, including, but not limited to:</p> <ul style="list-style-type: none"> <li>a) Medical conditions including, but not limited to, past and current conditions.</li> <li>b) Current Medication you are using</li> <li>c) Physical mobility</li> <li>d) Allergies</li> <li>e) Lifestyle preferences</li> <li>f) Your likes and dislikes</li> </ul>
1:3	<p>Global Healthcare Navigator will provide, you, i.e., the service user, with the service indicated in the Care Plan to you as agreed</p>
1:4	<p>Global Healthcare Navigator aims at providing safety and quality care to our service users. To this end, we will continue monitoring and reviewing our service users care plan regularly, including, but not limited to implement the following official schedules:</p> <ul style="list-style-type: none"> <li>a) 4 to 6 weeks after initiation of the care service to you</li> <li>b) Care Plan assessment requested by you, i.e., service user, at your reasonable request</li> <li>c) Care Plan Assessment at any other time as Global Healthcare Navigator deem right and necessary.</li> <li>d) Care Plan assessment on a yearly basis</li> </ul>
1:5	<p>The Global Healthcare Navigator will immediately inform you if and when the needs or the levels of your services have changed. If the changes can not be met and managed by the Global Healthcare Navigator then you, i.e., the service user and The Global Healthcare Navigator, service provider will try to seek a reciprocal acceptable resolution. Meanwhile the Global Healthcare Navigator will try to offer the care service to you, i.e., service user.</p>



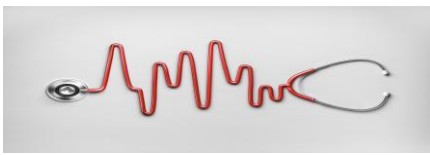
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<b>2. The Global Healthcare Navigator Fees</b>	
2:1	<p>The Global Healthcare Navigator fee for care service provided normally depending on the time proposed for each Carer Support Worker visit. The Global Healthcare Navigator has some <b>standard schedules and fee</b> for planned home visit time, including, but not limited to:</p> <ul style="list-style-type: none"> <li>a) 60 minutes minimum, and thereafter scheduled at 30 minutes periods for Home Based Breaks</li> <li>b) The standard fee for a Club-based session times are 3 hours</li> </ul>
2:2	<p>The Global Healthcare Navigator is considerate and compassionate. However, we reserve the right to charge for the extra time at the hourly charge agreed and shown in the <b>Fee Schedule</b> if the Carer Support Worker's visit go beyond the allocated time. The surcharge of the additional time will in line with section <b>2:1 above</b>.</p>
2:3	<p>The Global Healthcare Navigator will send you a monthly invoice detailing the amount outstanding for the care service in line with the Fee Schedule agreed.</p>
2:4	<p>The Global Healthcare Navigator will indicate on the monthly invoice any extra expenditures encountered by the Global Healthcare Navigator in providing care services to you.</p>
2:5	<p>The Global Healthcare Navigator expects You, i.e., the service use, to pay the Global Healthcare Navigator the care service fees and other expenses, if any, within 7 working days of receiving each individual invoice.</p>
2:6	<p>The Global Healthcare Navigator is considerate and compassionate. However, if you, i.e., the service user has failed to pay the fees within 7 working days, then the Global Healthcare Navigator reserves the right to recover its unpaid fees, including, but not limited to:</p> <ul style="list-style-type: none"> <li>(a) Suspending the Global Healthcare Navigator Care Service <b>in accordance with clause 10.1</b> until arrears have been completely paid</li> <li>(b) The Global Healthcare Navigator will charge you , i.e., a service user, an interest at the annual rate of ..... above the base lending rate of the bank from the due date on a daily basis.</li> </ul>
2:7	<p>The Global Healthcare Navigator reserves the right to review and increase our Care Fees for the Service we offer annually and at any other time, including, and not limited to if and when:</p> <ul style="list-style-type: none"> <li>(a) The Global Healthcare Navigator incurred extra charges or changes to the services we provide</li> <li>(b) The increase of the fee of services is essential and or mandatory so as to meet quality requirements for services.</li> </ul>
2:8	<p>The Global Healthcare Navigator will give a notice of at least 6 weeks, informing you, i.e., the service user and your representative, if any, of any fee increase which is not related to our services we provide to you.</p>
2:9	<p>If you, i.e., a service user, do not accept to the Global Healthcare Navigator increased fees, you reserve the rights to end this agreement in line with article <b>11.2</b>.</p>
2:10	<p>You, i.e., the service User, must not, in any circumstance pay any monies to the Global Healthcare's employees, i.e., Carer Support Workers. The monies, which should not paid by you, include, but not limited to:</p> <ul style="list-style-type: none"> <li>a) Salary and or wages,</li> <li>b) Carer Support Worker's Income Tax and or National Insurance</li> </ul>



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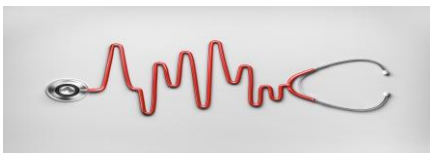
<b>3: The Global Healthcare Navigator: Carer Support Workers</b>	
3:1	The Global Healthcare Navigator, in line with your care plan, will provide to you Carer Support Workers trained with appropriate skills, experience, knowledge and competency to meet your individual needs.
3:2	<p>The Global Healthcare Navigator will attempt to ensure that the Services we have mutually agreed to provide are delivered promptly and as close as practically possible to the times agreed. There are unforeseen and sensible reasons that our <b>Carer Support Workers</b> may not be able to deliver our services as planned. These, include, but not limited to:</p> <ul style="list-style-type: none"> <li>a) Transport problem which may occasionally require the Carer Support Worker to provide you with services at other times.</li> <li>b) The Carer Support Workers may sometimes require to attending to emergency circumstances with other service users,</li> <li>c) The Carer Support Workers sometimes may experience uncontrollable personal situations, like illness, and therefore, delay our service deliverance.</li> </ul>
3:3	<p>The Global Healthcare Navigator recruits local Carer Support Worke. Consequently, we generally provide our local service users with our local and regular Carer Support Worker. However, there are unforeseen and sensible reasons that the Global Healthcare Navigator may not be able to provide you with a regular Carer Support Worker each time. These, include, but not limited to:</p> <ul style="list-style-type: none"> <li>a) Availability</li> <li>b) Annual leave</li> <li>c) Sickness</li> </ul> <p>The Global Healthcare Navigator, due to unforeseen circumstances, will provide you with alternative care workers.</p>
3:4	<p>The Global Healthcare Navigator expects our Carer Support Workers to provide safe, consistency quality care all times. This include but not limited to:</p> <ul style="list-style-type: none"> <li>a) Punctuality</li> <li>b) Attendance</li> <li>c) Promoting care, respect, dignity, compassionate, and being sympathetic.</li> </ul> <p>The Global Healthcare Navigator, encourage you, i.e., the service user, to use our Carer Support Worker's rating to help us manage and improve our services. It is the responsibility of the service user to immediately notify the Global Healthcare Navigator by phone of the following situations: if our:</p> <ul style="list-style-type: none"> <li>a) Carer Support Worker fails to attend your home</li> <li>b) Carer Support Worker did not or is not meeting your needs as detailed in your care plan and consequently you are not satisfied with the standard of the service.</li> </ul>
3:5	<p>The Global Healthcare Navigator promote safety and quality care at all levels of operation. To this end, <b>Carer Support Worker</b> of the Global Healthcare Navigator must not carry out activities which are not safe for service users and Carer Support Worker. Unsafe activities, include but not limited to:</p> <ul style="list-style-type: none"> <li>a) Household maintenance</li> </ul>



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	<p>b) Heavy lifting of any nature involving moving or lifting you without appropriate equipment and risk assessment</p> <p>c) Helping you, i.e., the service user with finances. This is only allowed if is agreed as part of your service and described in your care plan.</p> <p>Global Healthcare Navigator must first conduct moving and handling risk assessment and come up with an agreed plan and procedures to mobilise you, i.e., a service user.</p>
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<b>4: Permanent engagement of our staff</b>	
4:1	<p>If you, i.e., service user, decided to have any <b>Direct Employment</b> with a Carer Support Worker of Global Healthcare Navigator then you are accountable and responsible to do one of the following:</p> <p>a) Retain the Carer Support Worker for an extended period of 6 months in line with section 4.2 (a) as described below.</p> <p>b) Pay Global Healthcare Navigator a <b>Permanent Employment Fee</b> determined in accordance with section 4.2 (b) as described below.</p>
4:2	<p>If you, i.e., service user, decided to have any <b>Direct Employment</b> with a Carer Support Worker of Global Healthcare Navigator then you will have the two options shown below:</p> <p>a) Remain to have the Carer Support Worker provided by Global Healthcare Navigator on the similar conditions for a prolonged period of 6 months from the date Global Healthcare Navigator receives notice from you about your intention to directly <b>Involvement</b> the Carer Support Worker. Consequently, the Carer Support Worker could be transferred to you, i.e., service user, without the payment of any fee; or</p> <p>b) Pay a fee for the <b>Direct Involvement</b> which is negotiable on request. You will pay the <b>Involvement</b> fee only where <b>Involvement</b> happens as described below:</p> <p style="padding-left: 40px;">i. Pay the fee inside 3 months (12 weeks) of the date that the Carer Support Worker first of Global Healthcare Navigator provided the Care Service; or</p> <p style="padding-left: 40px;">ii. Pay the fee inside 2 months (8 weeks) of the Carer Support Worker of Global Healthcare Navigator last provided the care service.</p>
4:3	<p>If you, i.e., service user, introduces a Carer Support Worker of Global Healthcare Navigator to any employment sectors, including but not limited to agency, company, organisations, NGOs, and any third party which ultimately a Carer Support Worker of Global Healthcare Navigator has <b>engagement/Involvement</b> with the third party then you are responsible to pay the Global Healthcare Navigator an <b>Introduction Fee</b> as detailed in section <b>4:4 bellow</b>:</p>
4:4	<p>The fee for the introduction of a Carer Support Worker of Global Healthcare Navigator to a third part is <b>negotiable on request</b> and it will only be payable if an engagement/ <b>Involvement</b> by a third party takes place as indicated below.</p> <p style="padding-left: 40px;">i. Pay the fee inside 3 months (12 weeks) of the date that the Carer Support Worker first of Global Healthcare Navigator provided the Care Service; or</p>

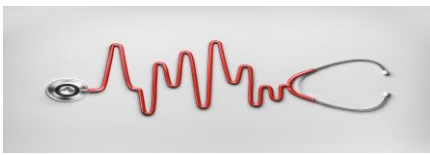


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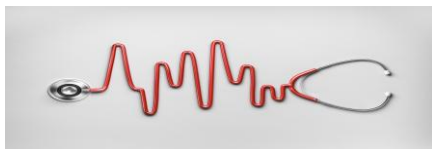
	<p style="text-align: center;"><b>ii. Pay the fee inside 2 months (8 weeks) of the Carer Support Worker of Global Healthcare Navigator last provided the care service.</b></p>
4:5	<p>Please be advised that you may be accountable and responsible for payment of your own employers' obligation insurance and the Carer Support Worker's national insurance payments if you <b>Employ</b> a Carer Support Worker of the Global Healthcare Navigator.</p>

<b>5. Gifts and payments</b>	
5:1	<p>All employees of Global Healthcare Navigator, at all levels, management and the Carer Support Worker are neither permitted to accept any tips nor gifts.</p>
<b>6: Service User's Settings: Your Home is Regarded as a Workplace</b>	
6:1	<p>The Global Healthcare Navigator expects You, i.e., service user to provide your home as Working place for all employees of Global Healthcare Navigator who are on duty providing a care service for you. Global Healthcare Navigator requires you to provide the best working environment which includes but not limited to:</p> <ol style="list-style-type: none"> <li>a) Proving and maintaining a usually clean and safe environment free of risks and hazards, including but not limited to: <ul style="list-style-type: none"> <li>• Maintaining a safe route of access to and from your home</li> <li>• You and your family members, relatives and friends Refrain from smoking whilst the Carer Support Worker is with you.</li> <li>• Ventilate any room that is used by Global Healthcare Navigator Carer Support Worker for your care.</li> </ul> </li> <li>b) Proving any suitable equipment, supplied by you, or a third party, to enable the Carer Support Worker to provide effective care Service. This includes but not limited to: <ul style="list-style-type: none"> <li>• Mobility aids, for example, wheelchairs, walking frame,</li> <li>• Lifting and transfer aids, wheelchairs and other mobility aids;</li> </ul> </li> <li>c) Providing all required domestic cleaning equipment for specified tasks as agreed, which include but not limited to: <ul style="list-style-type: none"> <li>• Mops</li> <li>• Vacuum cleaners</li> <li>• Irons cleaning products</li> </ul> </li> <li>d) Make sure that any equipment supplied by you, or a third party, to provide your care is routinely maintained as required and inspected in line with all applicable safety obligations.</li> <li>e) Providing suitable amenities for sleeping if the Carer Support Worker is on domiciliary settings and sleep-in duty.</li> </ol>



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	<p>f) Timely, accurately, correctly, and effectively update Global Healthcare Navigator of any communicable diseases in your home, extended family or any household or extended support bubble, such as relatives and friends.</p> <p>g) Equipment or any supplies required to be supplied by Global Healthcare Navigator shall be listed on the Care Plan and have an agreement between you service users and us, i.e. Global Healthcare Navigator</p>
6:2	Global Healthcare Navigator expects you, i.e., a service user, to have a plan about how Carer Support Worker of Global Healthcare Navigator can have access entry to your Home. This must be detailed in your care plan. Secured and reliable access is essential for safety, efficient, and quality care.
6:3	<p><b>The Carer Support Worker</b> of Global Healthcare Navigator are not allowed to use service's users phone. The phone shall only be used for exceptional circumstances only such as:</p> <p>a) <b>Service user requirement of a medical emergency.</b></p> <p>b) <b>Where possible the service user must give permission to use their phone</b></p> <p>c) <b>All Carer Support Worker</b> of Global Healthcare Navigator shall use their own mobile phone to report both their arrival and on Service's users home ready to start the shift and departure when they have finished their shift as agreed.</p>
<b>7. Complaints &amp; Quality Service Supervision</b>	
7:1	<p>Global Healthcare Navigator strives to improve safety and providing of quality care. To this end, we welcome feedback, critics, and suggestions from individuals and organizations, including but not limited to:</p> <p>a) Service users</p> <p>b) Family, relatives, and representative of service users</p> <p>c) Care Quality Commissioners, CQC.</p>
7:2	The management of Global Healthcare Navigator has duty of condor. If you, i.e., service user and or representative have reasonable grounds to complain about the Service Global Healthcare Navigator has provided, please immediately contact Global Healthcare Navigator management. Please use the complaints process as described in the Service User Guide.
7:3	Global Healthcare Navigator provides theories and practices training to both existing and new Carer Support Worker in order to continue offering supreme safety and quality care. Consequently, occasionally, Global Healthcare Navigator may conduct training, supervision, shadowing in your home. Global Healthcare Navigator respect your privacy and we will seek your consent first and give you as much reasonable notice as possible if and when shadowing is expected to take place in your Home with Global Healthcare Navigator Carer Support Worker.
7:4	<p>There are circumstances that the service user, family members, friends or your representative may be asked to participate in service user satisfaction surveys, reviews or to be interviewed in person. The reasons include but not limited to:</p> <p>a) The Global Healthcare Navigator an endless effort to improve safety and quality care,</p>



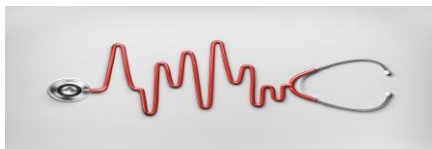
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	b) Request from Statutory Regulator, i.e., Care Quality Commission (CQC).
7:5	Participation in service user's servery and or interviews is not compulsory. The Global Healthcare Navigator shall always, seek your full consent first and participation is entirely your choice.
<b>8: Confidentiality</b>	
8:1	Global Healthcare Navigator advocate for and protect the confidentiality of service users. Global Healthcare Navigator will only ask for personal information that is required for your care. Global Healthcare Navigator will seek your consent first before sharing your personal information with a third party who is directly or indirectly providing services to you, including our Carer Support Worker. However, the Global Healthcare Navigator, acting on best interest and in some circumstances, may disclose your personal information to legitimate and appropriate individuals and organizations without your consent, for various reasons, including but not limited to: <ul style="list-style-type: none"> <li>a) Safeguarding concern</li> <li>b) Sharing your personal information is required by law</li> <li>c) Credit Reference bureau.</li> </ul>
8:2	If the third party is paying for your caring cost and or has collateral commitment to your caring cost, then the details of the third party shall be shared with a credit reference bureau.
<b>9: Personal Care Plan Records</b>	
9:1	Global Healthcare Navigator will keep your caring records in all forms and formats, including but not limited to: <ul style="list-style-type: none"> <li>a) Electronic records</li> <li>b) Manual or handwritten documentations</li> <li>c) Images including photographs.</li> </ul>
9:2	Global Healthcare Navigator's Carer Support Worker will record and keep all essential documents relevant to your care, including but not limited to: <ul style="list-style-type: none"> <li>a) Visiting notes produced when a Carer Support Worker visit you and provides caring services on face-to-face basis</li> <li>b) Documentation of any contact that Global Healthcare Navigator and or a Carer Support Worker makes remotely. This include but not limited to: <ul style="list-style-type: none"> <li>➤ Video calling</li> <li>➤ Telephone calling.</li> </ul> </li> </ul>
9:3	Personal Care Plan Records, essentially visiting records, shall be kept on the Care Planning Files alongside your personal Care Plan records as part of monitoring and service improvement.
9:4	The records are the property of the <b>Global Healthcare Navigator</b> . The Global Healthcare Navigator is legally required to keep the records.
9:5	Service users, i.e., you, or your representative with your consent, can access visiting documents and Care plan records. Also, you can request the copy of the records from Global Healthcare Navigator.
<b>10: Withdrawal of the Service</b>	



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10:1	<p><b>Global Healthcare Navigator</b> reserves the right to stop providing caring services to you, and or cancel this Agreement with immediate effect due to reasonable reasons, including but not limited to:</p> <ul style="list-style-type: none"> <li>a) Failure to pay and or persistent late payment of <b>Global Healthcare Navigator's</b> invoices by you, i.e., service user, or your third party.</li> <li>b) Unsafe home environment or any care settings that <b>Global Healthcare Navigator's</b> Carer Support Worker is put at risks whilst providing care to you.</li> <li>c) Failure by your and or third party to provide the necessary equipment to enable <b>Global Healthcare Navigator's</b> Carer Support Worker to do the care duties safely, efficiently, and effectively.</li> <li>d) Lack of respect to <b>Global Healthcare Navigator's</b> Carer Support Workers whereby our Carer Support Workers are subjected to sexual or racial harassment, discriminations, and abuse.</li> <li>e) Unsafe home wherein there is an excessive alcohol consumption and unreasonable behaviour.</li> <li>f) Unsafe home where illegal activities such as illegal drugs consumption occurs.</li> <li>g) Unsafe home wherein engages <b>Global Healthcare Navigator's</b> Carer Support Worker with any illegal activities.</li> <li>h) Demanding of <b>Global Healthcare Navigator's</b> Carer Support Worker to assist you with smoking activities. This is a health risk activities and fire hazards to you and your home.</li> </ul>
<b>11: Termination</b>	
11:1	You, i.e., service user and or representative, third party, can cancel and Terminate the Service, for any reasons and any time within two weeks (14 days) of authorizing this Contract by handing us notice in writing.
11:2	<b>Global Healthcare Navigator</b> reserves the right to charge a cancelation fee if you give less than two weeks (14 days) of notice.
<b>12: Cancellations</b>	
12:1	You, i.e., service user and or representative, third party, can cancel the Service, for any reasons and any time within a week (7 days) by telephone, letter, and email.
12:2	<b>Global Healthcare Navigator</b> reserves the right to charge a <b>Suspension Fee</b> if you give less than a week (7 days) of notice.
12:3	If you suspend the service in line with article 12:1 then the <b>Global Healthcare Navigator</b> cannot warrant that the same Carer Support Worker providing care service to you will be available when you restart to use Global Healthcare Navigator's services.
<b>13: Cancelation of Global Healthcare Navigator's Carer Support Worker</b>	
13:1	Cancelation of <b>Global Healthcare Navigator's</b> Carer Support Worker visit to your home or other care settings notice must be given to <b>Global Healthcare Navigator</b> at least two days or 48 hours' notice.
13:2	<b>Global Healthcare Navigator</b> reserves the right to charge a Cancelation Fee of 50 % of visiting care fee if <b>Global Healthcare Navigator's</b> Carer Support Worker visit to your home or other care settings cancelation notice is issued at least within 2 days or 48 hours and is within 7 days.



Radiating Safety and Quality Care.

13:3	<b>Global Healthcare Navigator</b> reserves the right to charge a Cancellation Fee which is charged <b>in full</b> for the visit care if cancelation notice of <b>Global Healthcare Navigator's</b> Carer Support Worker visiting to your home or other care settings is issued less than 2 days or 48 hours and is within 7 days.
13:4	If you, i.e., service user is admitted to hospital and cancelation notice of service is issued then <b>Global Healthcare Navigator</b> will charge a visiting Carer Support Worker service fee which was scheduled to take place during the 24 hours.
13:5	<b>Global Healthcare Navigator</b> may terminate this agreement, due to various reasons, including but not limited to: <ul style="list-style-type: none"> <li>a) You, i.e., service user failure to make payments after giving 7 days' notice.</li> <li>b) <b>Global Healthcare Navigator</b> unable to provide services that meet your needs after giving 7 days' notice in line with <b>article 1.6?</b></li> <li>c) <b>Global Healthcare Navigator</b> may terminate this agreement for any justification after giving 7 days' notice</li> </ul>
13:6	This Agreement will end with immediate effect in the event of you, i.e., service user's death.
13:7	Your legal nominated person, next of kin, power of attorney, and or your estate will remain responsible for payment of any unpaid fees when you, i.e., service user pass away.
<b>14: Third Party Rights</b>	
14:1	Third Parties which are not part of this contact have no rights to change and or pursue this contract.
14:2	Parties involved in this contact may agree to terminate or modify the whole of any section of this contract without any permission of third party.
<b>15: Force Majeure</b>	
15:1	The <b>Global Healthcare Navigator</b> shall not be responsible for delaying and or failure to provide services agreed in this contact due to reasons outside <b>Global Healthcare Navigator</b> reasonable control.
<b>16: Subcontractor</b>	
16	<b>Global Healthcare Navigator</b> shall first seek your consent before allowing subcontract and or any other agencies to provide care services to you on our behalf.
<b>17: General</b>	
17:1	<b>Global Healthcare Navigator</b> reserves the right to change the terms and conditions set on this agreement. <b>Global Healthcare Navigator</b> may shall endeavour to give you, i.e., service user a notice of at least 4 weeks in writing. In event that, you, i.e., service user, you do not accept the changes brought by <b>Global Healthcare Navigator</b> then you have the right to terminate this agreement as detailed in <b>article 11:2?</b>
17:2	The terms and Conditions of this agreement apply to the UK. Consequently, interpretations and any disagreement shall be decided and enforced according to and by the UK Court or UK appropriate agencies only. If the court or appropriate agencies found that part of this agreement is not valid this shall not render the rest of this agreement invalid.
17:3	The contract about your care is between you, i.e., the service user and us, i.e., <b>Global Healthcare Navigator</b> , consists of essential documents, which include but not limited to: <ul style="list-style-type: none"> <li>a) The service User Guide</li> <li>b) Care Plan</li> <li>c) The agreement</li> <li>d) These Terms and Conditions</li> </ul>
17:4	You, i.e., service user, you agree that you have mental capacity to enter into contract with <b>Global Healthcare Navigator</b> and you have not been coerced to enter into this Agreement by <b>Global Healthcare Navigator</b> , and or any third party.