

## **District Home Care Ltd – Website Terms and Conditions**

Please read these Terms and Conditions carefully before using the District Home Care Ltd website.

By accessing and using our website at [www.districthomecare.co.uk](http://www.districthomecare.co.uk) and any other websites operated by District Home Care Ltd (collectively referred to as the “Website”), you agree to be bound by these Terms and Conditions, our Privacy Policy, Cookie Policy, Accessibility Statement, and any other policies posted on the Website (collectively, the “Terms of Use”). If you do not agree to these Terms of Use, please do not use the Website.

### **1. Scope of Terms**

These Terms of Use apply solely to your use of the Website and the content, documents, and information contained therein. Additional terms may apply to specific products or services offered by District Home Care Ltd through the Website or otherwise. These Terms of Use constitute the entire agreement between you and District Home Care Ltd concerning your use of the Website.

### **2. About Our Services**

District Home Care Ltd is a regulated care provider delivering high-quality, person-centred services to individuals with physical, medical, and age related needs. We offer a comprehensive range of home care, and community based support services tailored to meet individual needs, including:

- Home care day visits
- Live-in support
- Respite care
- Overnight assistance
- Hospital discharge coordinated and managed from ward to home
- Condition-led care and support
- Palliative care and end-of-life care
- Reablement care
- Community-based support
- Medication management
- Other relevant regulated services and resources

Our goal is to promote independence, dignity, and wellbeing in the comfort of one’s own home. The Website provides information about our services and general guidance to support informed decision-making. However, the information presented is for general informational purposes only and should not be considered a substitute for professional medical advice, diagnosis, or treatment. We encourage users to consult with qualified health and care professionals regarding specific health or care needs.

### **3. Changes to Terms or Website**

District Home Care Ltd reserves the right to update, modify, or remove portions of these Terms of Use or the Website at any time without prior notice. Your continued use of the Website after changes signifies your acceptance of those changes. Please review these Terms regularly.

#### **4. Use and Ownership of Website Content**

The Website and its contents, including but not limited to text, images, graphics, logos, trademarks, and copyrighted materials, are the property of District Home Care Ltd. You may access and use the content solely for your personal, non-commercial use. We grant you a limited, non-transferable, non-exclusive license to access and print content for personal use only. You agree not to:

- Copy, reproduce, modify, distribute, transmit, display, perform, publish, license, create derivative works from, or sell any content without our express written permission.
- Remove or alter any proprietary notices on content downloaded from the Website.
- Interfere with or disrupt the operation of the Website.
- Share downloaded content without providing these Terms of Use to the recipient.

#### **5. User Conduct**

When using any interactive features on the Website, you agree not to upload or distribute content that is:

- Illegal, offensive, defamatory, abusive, threatening, discriminatory, or violates any rights.
- Contains viruses, harmful software, or attempts to gain unauthorized access to systems.
- Spam, unsolicited advertising, or fraudulent.
- Impersonates any person or entity, including District Home Care Ltd employees.

We reserve the right to remove any content that violates these Terms or is deemed inappropriate without prior notice.

#### **6. No Medical Advice**

District Home Care Ltd does not provide medical advice through the Website. The information is not a substitute for professional medical consultations or treatments.

#### **7. Disclaimer**

While we strive for accuracy, the Website content may contain errors or omissions and is provided “as is” without warranties of any kind. We do not guarantee that the Website or any content will be error-free or uninterrupted. We reserve the right to cancel or refuse orders placed through the Website if errors occur in pricing or availability.

#### **8. Limitation of Liability**

District Home Care Ltd is not liable for any damages resulting from your use of the Website, including indirect, incidental, or consequential damages.

#### **9. External Links**

The Website may contain links to third-party sites for convenience only. We do not endorse and are not responsible for their content or practices. You access such links at your own risk.

#### **10. Compliance and Legal**

You agree to comply with all applicable laws when using the Website. We may investigate violations and take appropriate action, including suspending access.

#### **11. User Submissions**

Any comments, feedback, or submissions made via the Website become the property of District Home Care Ltd and may be used freely without compensation.

#### **12. Privacy and Information Collection**

Personal information provided to District Home Care Ltd via the Website is handled in accordance with our Privacy Policy and GDPR compliance. You acknowledge that information transmitted via the Internet may not be fully secure.

#### **13. Cookie Policy**

The Website uses cookies to improve your browsing experience. By using the Website, you consent to our use of cookies in accordance with our Cookie Policy.

#### **14. Accessibility Statement**

We are committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards.

#### **15. Internal Complaints Procedure**

We take all concerns seriously. If you have a complaint, it will be addressed through our internal complaints procedure in line with regulatory guidance.

#### **16. Equality and Diversity / Equal Opportunities**

District Home Care Ltd is committed to promoting equality, diversity, and inclusion in all aspects of our work. We are an equal opportunities employer and service provider.

#### **17. Modern Slavery Policy**

We are committed to preventing modern slavery and human trafficking in our organisation and supply chains. Please refer to our Modern Slavery Policy for more information.

#### **18. Safeguarding Policy**

We have robust safeguarding measures in place to protect the wellbeing of adults and vulnerable people in our care. All concerns are handled in accordance with safeguarding legislation and best practice.

#### **19. Termination**

We reserve the right to suspend or terminate your access to the Website at our discretion for any violation of these Terms.

#### **20. Governing Law**

These Terms are governed by the laws of the United Kingdom. If any provision is invalid, the remainder will remain in effect.

#### **21. Indemnity**

You agree to indemnify District Home Care Ltd against any claims arising from your misuse of the Website or violation of these Terms.

#### **22. Dispute Resolution**

No claims related to these Terms or Website use may be brought after one year from the date they arise.

#### **23. Trademarks**

“District Home Care Ltd” and related logos are our trademarks and must not be used without permission.

#### **24. Contact Us**

If you have any questions or complaints regarding the Website or our services, please contact us at:

**Email:** [info@districthomecare.co.uk](mailto:info@districthomecare.co.uk)

**Website:** [www.districthomecare.co.uk](http://www.districthomecare.co.uk)