

Alma Valley Healthcare – Terms of Service

Last Updated: May 2026

1. Introduction

Welcome to Alma Valley Healthcare (“we”, “our”, “us”, or “the Company”). By accessing or using our website, contacting our team, booking consultations, or using our care services, you agree to comply with and be bound by these Terms of Service.

These Terms apply to all visitors, clients, family members, representatives, applicants, and users of our services.

If you do not agree with these Terms, please do not use our website or services.

2. About Alma Valley Healthcare

Alma Valley Healthcare provides professional healthcare and support services, including but not limited to:

- Home Care Services
- Live-In Care
- Visiting Care
- After-Hospital Care
- Care Home Support Services
- Healthcare Staffing Support
- Care Consultations and Assessments

Our services are delivered with professionalism, dignity, compassion, and compliance with applicable healthcare standards and regulations.

3. Eligibility to Use Our Services

You must be at least 18 years old to:

- Request services on your own behalf
- Submit employment applications
- Enter into agreements with us
- Use our website forms and communication systems

If you are requesting care on behalf of another person, you confirm that you have the authority to do so.

4. Care Assessments and Service Availability

All care services are subject to:

- Initial assessments
- Staff availability
- Geographic coverage
- Clinical suitability
- Risk evaluations

Submitting an enquiry or booking request does not guarantee immediate acceptance or availability of services.

We reserve the right to decline services where:

- Appropriate care cannot be safely provided
- Required staffing is unavailable
- Information provided is inaccurate or incomplete
- Care needs fall outside our scope of practice

5. Appointments and Consultations

Clients may request consultations through:

- Website forms
- Telephone
- Email
- Live chat

While we aim to respond promptly, appointment times are not guaranteed until confirmed by our team.

Emergency or urgent care requests are handled based on operational capacity and staffing availability.

6. Client Responsibilities

Clients and representatives agree to:

- Provide accurate and truthful information
- Notify us of changes to medical or care circumstances
- Treat staff respectfully and safely
- Maintain a safe working environment for carers
- Comply with agreed care arrangements and payment terms

We reserve the right to withdraw services where abusive, threatening, discriminatory, or unsafe behaviour occurs.

7. Fees and Payments

Service fees are discussed and agreed upon before care begins.

Payments may be required:

- Weekly
- Monthly
- In advance
- As otherwise agreed in writing

Late or unpaid balances may result in suspension or termination of services.

Any refunds, cancellations, or billing disputes will be handled according to individual care agreements and applicable laws.

8. Healthcare Information Disclaimer

Information provided on this website is for general informational purposes only and does not constitute medical advice, diagnosis, or treatment.

Clients should always seek advice from qualified healthcare professionals regarding medical concerns or emergencies.

If you believe you are experiencing a medical emergency, contact emergency services immediately.

9. Staff Compliance and Safeguarding

Alma Valley Healthcare prioritises safety, safeguarding, and regulatory compliance.

Our staff undergo:

- Right to Work (RTW) verification
- Enhanced DBS checks where applicable
- Mandatory training
- Professional compliance checks
- Ongoing supervision and development

We maintain safeguarding procedures designed to protect vulnerable individuals from abuse, neglect, or harm.

10. Website Use

Users agree not to:

- Use the website unlawfully
- Attempt unauthorised access to systems or data
- Distribute harmful software or malicious code
- Copy or misuse website content without permission
- Interfere with website functionality

We reserve the right to restrict access where misuse occurs.

11. Intellectual Property

All website content, including:

- Logos
- Branding
- Text
- Graphics
- Images
- Website design
- Documents

are owned by or licensed to Alma Valley Healthcare and protected under intellectual property laws.

No material may be copied, reproduced, or distributed without prior written consent.

12. Limitation of Liability

To the fullest extent permitted by law, Alma Valley Healthcare shall not be liable for:

- Indirect or consequential losses
- Website interruptions or technical issues
- Delays outside our reasonable control
- Reliance on website information
- Third-party services or external links

Nothing in these Terms excludes liability where it cannot legally be excluded under applicable law.

13. Third-Party Links

Our website may include links to external websites or services.

We are not responsible for the content, security, or practices of third-party websites.

Users access third-party platforms at their own risk.

14. Recruitment and Employment Applications

Employment applicants submitting information through the website agree that:

- Information provided is accurate
- Background and compliance checks may be required
- Submission of an application does not guarantee employment

All recruitment decisions remain at the sole discretion of Alma Valley Healthcare.

15. Data Protection

We process personal information in accordance with our Privacy Policy and applicable data protection laws, including the UK GDPR where applicable.

Please review our Privacy Policy below for further details.

16. Changes to These Terms

We may update these Terms of Service periodically.

Updated versions will be published on this page with a revised effective date.

Continued use of our website or services after updates constitutes acceptance of the revised Terms.

17. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of the jurisdiction in which Alma Valley Healthcare operates.

Any disputes arising out of or in connection with these Terms shall be subject to the jurisdiction of the relevant courts.

18. Contact Information

For questions regarding these Terms, please contact:

Alma Valley Healthcare

info@almavalleyhealthcare.co.uk