

Addictions UK Service Agreement

Using Addictions UK

We are Addictions UK Limited – trading as Addictions UK. These are our terms of business. They apply to the service agreement which you have agreed (which we refer to simply as *your agreement*).

Your agreement supersedes any previous agreement you may have had with us for the same or similar services and contains all the terms we have agreed.

STANDARD SERVICES INCLUDED IN YOUR STANDARD FEE

Addictions UK Limited undertakes to provide a telephone recovery / treatment service. Addictions UK (hereinafter referred to as the Company) will telephone you, (“the Client”) on an agreed and regular basis likely to comprise at least one phone call each day. You will be given the telephone number of a Free-Phone Service which you may telephone the Company. Please telephone us if for any reason you fail to receive our telephone calls.

All staff on the help and coaching line will be trained to assist you in recovery from addiction and will teach a programme of recovery. The Company will also ensure your confidentiality and anonymity save in circumstances where you or another is at risk of serious harm or when we are required by law to disclose information.

The Company always commits itself to act in your best interests .

Further details of the service are contained on our Website – www.addictionsuk.com

Using the Service

Our team of skilled staff will deliver, over the telephone, a programme of support. We will provide you with materials that you can use to help you to abstain from drugs and alcohol and other addictive behaviours and to assist you to achieve and sustain sobriety on a day to day basis. Our programme is positive, and we do not support the concept that only one method of recovery can work for you. We use a mixture of methodologies including abstinence therapy and cognitive behavioural therapy. Our treatment programme is client centred and your views and positions will be respected.

Time Scale

There is no set time that you will need to work through this recovery programme and recovery depends on you. There is no guarantee provided by Addictions UK that the recovery programme will be successful however success does depend on you. It is our aim to help you to recovery as soon as possible provided you are prepared to work with us.

Your name and address and contact details

It is imperative that you provide us with your contact details and telephone number and ensure that we are updated with any changes during the term of the agreement. Failure to provide accurate details will entitle the Company to bring the agreement to an end.

Comply with the law: You must comply with all relevant laws. You must not do anything that may interfere with the use of the Service.

Comply with our rules: We require you to comply with any policies that we have on the use of the service.

At the start of your agreement

If for any reason we cannot provide the service stated in your agreement by the date when your agreement is due to start we have no liability to you for any loss or damages but you may cancel the agreement without penalty. The Company provides no guarantee that the programme of recovery will be successful and no responsibility for failure of the service will be accepted by the Company. In addition, the Company shall not be liable to you for any loss or damages suffered by you because of a relapse.

Cooling Off

The Consumer Contracts (Information Cancellation and Additional Charges Regulations (2013) entitles you to statutory rights which will be accepted by the Company however if you cancel the agreement before commencing the treatment programme you will be entitled to a full refund. In the case of medical treatment, no refund will be offered once the consultation with an appointed medical practitioner has taken place.

Our liability

We are not liable for any loss as a result of our failure to provide a service as a result of mechanical breakdown, strike, delay, failure of staff, or otherwise unless we do so deliberately or are grossly negligent. We are also not liable for any failure until you have told us about it and given us a reasonable time to put it right. We are not responsible for failure of telecommunications or Internet systems which may interrupt the service offered by the Company.

The nature of your agreement

Your agreement is an agreement for services. This agreement is personal to you and cannot be transferred to anyone else. We may transfer the benefit of your agreement and our obligations under it at anytime.

Commencement

This contract is deemed to be effective when the first payment has been received from you by Addictions UK.

Bringing your agreement to an end

This agreement will end on the date agreed unless both parties have agreed to extend the date. You can terminate this agreement at any time by giving at least 2 weeks' notice to Addictions UK. You may not back date your cancellation as work completed cannot be refunded.

Ending your agreement immediately: We may terminate your agreement immediately if:

- We have reason to suspect that you may not be able to pay fees.
- You are in breach of one of your obligations which cannot be put right or which we have given you notice to put right and which you have failed to put right within fourteen days of that notice, or
- Your conduct is wholly unreasonable. For the avoidance of doubt, serious verbal abuse of the Company's staff or violent and threatening behaviour will entitle the Company to terminate the Agreement immediately.

If we terminate the agreement for any of these reasons you agree that you will be liable to:

- Pay for all additional services you have used
- Pay the standard fee for the remainder of the period for which your agreement would have lasted had we not terminated it, or (if longer) for a further period 2 weeks and indemnify us against all costs and losses we incur as a result of the termination. Should you default on this agreement then the whole amount owing to Addictions UK will become immediately due.

If the Service is not available

In the unlikely event that we are no longer able to provide the services stated in your agreement then your agreement will terminate immediately and you will only have to pay fees up to the date of termination and for any additional services you have used. We will try to find suitable alternative services for you with other professional advisors.

Notices

All formal notices can be in writing or by telephone when an appropriate recording system has been installed.

Confidentiality

The terms of your agreement are confidential. Neither of us is permitted to disclose them without the other's consent unless required to do so by law or an official authority. This obligation continues after your agreement terminates. Addictions UK will take necessary legal action to recover non-payment of fees. Confidential information revealed in our case work will be divulged to our legal representatives, and full details of our contract will be revealed to them. In breaches of our service agreement we will also reserve the right to release all necessary information contained by the Company to third parties such as Banks to protect the interests of the Company.

DETOX SERVICES

Addictions UK will arrange detox services for you through their appointed agents. Medical Officers will be privately instructed who will conduct a telephone consultation and risk assessment to ascertain whether you are suitable for a home detox programme. You will also be required to conduct an interview and assessment with a qualified therapist. You must pay for the services of these Medical Officers at the rates of charges current at the time regardless of whether they prescribe medication for your detox or not. In circumstances that pertain to your individual medical history, Medical officers may decline to facilitate a Home-Based Detox on the grounds of your well-being.

Details of our costs are located on our website. If you do not wish to inform your General Practitioner or other medical practitioners of your requirement for a detox, we will respect your wishes. We will, however, require you to sign an indemnity in this regard prior to treatment commencing.

The Medical Officer may require that certain other medications used by you should not be used during your detox and may request that these medications be removed. In the event of medical emergencies following detox, you will be required to either have private medical insurance cover or an ability to access NHS Treatment.

Addictions UK require you to undertake, as part of the detox to agree to the following:

You must abstain from all drugs and alcohol during the detox commencing on the day the detox commences and thereafter

You must advise us, and our agents of all medication being taken

You will give our agents permission to contact your current Medical Practitioner

You must consult your own Medical Practitioner about this private treatment

You must co-operate with the Home-Based Treatment Service

You should not work, drive, and operate machinery whilst undertaking this detox treatment

You must follow the advice of the assigned medical practitioner.

You must have an appointed responsible adult to oversee your treatment

You or your appointed adult who will be caring for you must keep in contact with the Company's telephone service to discuss the progress of the home-based detox (Freephone telephone number available 24/7)

Failure to abide by these requirements will allow us to terminate our treatment contract with you.

FEES

Standard services and Medical Treatment: All fees must be paid in advance.

Additional services: Fees for additional services will be paid immediately before the services commence.

Payment Terms: Payments may be made by direct debit through your bank account or by credit / debit card or by cash or cheque. Credit will not be allowed for individual clients and only approved for Companies by request and subject to status

Withholding services

We may withhold services (including for the avoidance of doubt, denying you access to the 24-hour advice line) while there are any outstanding fees and interest, or you are in breach of your agreement

FORM OF INDEMNITY

I do not wish my Medical Practitioners to be informed of any treatment organized by Addictions UK .

I indemnify Addictions UK and their Medical Officers against any consequences of this decision.

Signed _____

Name (Please PRINT) _____

Date (DD/MM/YY) _____