

## Terms and Conditions

### 1. Who We Are

Lentehof Care Centre ("Lentehof") refers to Lentehof Care Centre and all of its associated services and staff.

### 2. Scope of Agreement

These terms outline the agreement between Lentehof and our residents, families, or clients regarding the services we provide. They apply to all agreements, admissions, and related arrangements. No changes to these terms are valid unless Lentehof confirms them in writing.

### 3. Quotations & Agreements

Any estimate or quotation from Lentehof is an invitation to engage and not a binding offer. An agreement is only confirmed once Lentehof provides written confirmation or begins providing services.

### 4. Fees & Payments

- **Care Centre Fees:** All care centre fees are payable upfront and include an admission fee.
- **Home-Based Care:** Fees for home-based care services are invoiced after the service is rendered. A deposit may be requested prior to commencement.
- **Care Plans:** Individualised care plans are compiled after admission or once services begin, and may be updated as the resident's or client's condition changes.
- **General Payment Terms:**
  - All fees are exclusive of any applicable taxes or statutory charges.
  - Payments are due within 30 days of the statement date or as otherwise agreed in writing.
  - Overdue accounts may incur interest at the applicable rate until full payment is received.
  - Payments must be made in full, regardless of any disputes.

### 5. Admissions & Care Services

All care services are provided after proper admission procedures and medical assessments. Families are encouraged to inspect and confirm the care plan upon admission. Signing the admission form confirms acceptance of services in good order.

## **6. Use of External Suppliers or Providers**

If Lentehof uses external suppliers (for example, for medical equipment), the supplier's terms may apply. These will be shared upon request.

## **7. Liability and Warranty**

Lentehof provides its services to the best of its ability, based on professional standards and care requirements. However, we do not guarantee outcomes beyond what is reasonable under the circumstances. We are not liable for events beyond our control.

## **8. Force Majeure**

If Lentehof is prevented from fulfilling its obligations due to unforeseen events beyond its control (such as natural disasters, pandemics, or strikes), the timeframe for our obligations will be extended. If such events continue for more than three months, either party may choose to end the agreement with written notice.

## **9. Suspension or Termination of Services**

If there is a serious breach of agreement (such as non-payment), Lentehof may suspend services until the issue is resolved or, in some cases, terminate the agreement.

## **10. Electronic Communication**

Lentehof may communicate and send documents electronically. These communications carry the same legal weight as paper documents.

## **11. Protection of Personal Information (POPIA)**

Lentehof respects the privacy of residents and families and will comply with the Protection of Personal Information Act. Personal details are handled with confidentiality and care.

## **12. Legal Compliance & Reporting Obligations**

Lentehof complies with all applicable health, safety, and financial regulations. This includes obligations under the Financial Intelligence Centre Act (FICA) where relevant.

## **13. Contact Information**

For any questions or concerns, please contact: [info@lentehof.co.za](mailto:info@lentehof.co.za)