

The following consists of an agreement made between **Preston Bethany Care**, as a registered care provider, and **[Insert resident's name]**, as an individual who has applied to live in **Bethany House**.

1. Introduction

- 1.1. Choosing a care home is an important decision and accepting a person to stay in a care home involves a special relationship including personal care. We value the quality of this relationship and the terms in this agreement are intended to protect both you and us from any misunderstandings and are for our mutual benefit.
- 1.2. Bethany House aims to achieve compliance with its registration conditions and Care Quality Commission (CQC) requirements. Our philosophy, aims and how we provide our services have been explained to you in our brochure pack and/or on our website. You can also request a copy of our statement of purpose.
- 1.3. Bethany House has a Christian ethos, and we aim to provide care based on Christian principles and standards. However, there is not a requirement that residents are practising Christians.
- 1.4. We are committed to providing you with a fair contract as defined in consumer protection law and to following good practice advice. If you have any concerns, you are invited to discuss these with us. A copy of our complaints procedure has been made available to you in our brochure pack and/or on our website.

2. About this document

- 2.1. This document sets out the terms of our agreement with you for your residence in the home. The agreement is legally binding, so you are advised to read it carefully before signing it. You may wish to seek independent legal advice first. We are happy to answer any questions you or your legal advisers have before you sign this document.
- 2.2. Where the agreement refers to '**you**', it means the resident or another person with authority to speak for them. This authority may arise because they have a Lasting Power of Attorney or equivalent which extends to cover property and financial affairs. Where the resident does not have capacity to make decisions for themselves, and where no one has relevant authority, we will make decisions on their behalf on a 'best interests' basis in accordance with the Mental Capacity Act 2005, following consultation with family members and others as relevant. '**We**' and '**us**' mean Preston Bethany Care.
- 2.3. This agreement shall be governed by and construed in accordance with English law. Should the courts find any clause in these terms and conditions to be unlawful, this shall not prevent the remaining terms and conditions from being applied. Nothing in this agreement removes any of your statutory rights.
- 2.4. Neither party shall be liable for any breach or termination of this agreement resulting from circumstances beyond their reasonable control ('force majeure'), for example, natural disasters, epidemics or acts of government. However, each party agrees to keep the other informed if they become aware of an event of force majeure.
- 2.5. You may also have an agreement with the local authority, setting out the services you can expect us to provide. If any terms of that agreement conflict with any term of this agreement, the terms of your agreement with the local authority will apply.

3. Accommodation to be occupied and facilities included

- 3.1. **We undertake to provide accommodation in the room agreed.** This room may be varied upon mutual agreement between you and us.
- 3.2. **Each bedroom includes** a single bed (with bed linen and towels), an easy chair, an over-bed table, drawers (including lockable) and a wardrobe. Rooms are fitted with carpet, curtains/blinds, overhead/bedside lighting, a mirror, 2 accessible double electric sockets, wash basin, TV point and 24-hour call system. Keys are available to the room and lockable drawer. En-suite rooms also have a toilet. Each wing has a shower room or bathroom.
- 3.3. **Residence in the home does not constitute a tenancy.** Although the room is 'your room', your occupation is by licence only (like booking a hotel), as we must have the right to enter at any time to provide care, to clean the room, to redecorate and service equipment or for other purposes associated with your residence. We will provide you with advance notice of this whenever possible. In some cases, it may be necessary to ask you to relocate to another room temporarily or permanently. We will not do this without consultation and giving at least 4 weeks' notice, except in emergency situations. Where the room to which you move is less well-appointed, we will offer a discount on the weekly fee.
- 3.4. **The weekly fee includes** accommodation (including your own bedroom and use of communal areas), lighting, heating, hot water, internet, telephone access (excluding long-distance calls), food, housekeeping, laundry (excluding dry cleaning), recreational activities (excluding outings) and all necessary personal care normally required by a resident of a care home for older people. Further details of the services we provide can be found in the welcome pack provided by the home.
- 3.5. **Our extra charges may include the following.** We will help to arrange transport if you have to attend medical appointments. If you require someone to accompany you, we reserve the right to charge for staff time at £15 per hour and transport costs. Charges for optional outings will be published in advance of each outing.
- 3.6. We reserve the right to increase our extra charges. We will always tell you in advance about any extra charges that are applicable before we provide any goods or services to you.
- 3.7. **You will be directly responsible for the purchase of any other additional personal goods and services.** The additional services listed below are not provided by the home and you will be required to purchase any additional services directly from the supplier of those services. This may include: non-menu foods, clothing, dry cleaning, hairdressing, newspapers, non-prescription medicine, stationery, taxis, toilet requisites (of a personal-choice nature), chiropody, continence materials*, dentistry*, installation of private telephone line/cable TV, speech therapy*, hearing aids*, physiotherapy*, prescription medicines*, specialised equipment* (*Items marked * are normally available to the resident from the NHS without charge.*) The list is not exhaustive and is to give typical examples of additional services available to you.

4. Personal possessions

- 4.1. To help you settle in comfortably, you may bring small items of furnishings and TV, etc., subject to space and safety considerations. Please discuss your wishes with us. Electrical items must be inspected by us before introduction and use by the resident. If the inspection reveals a potential fault and you still wish to bring the item, professional testing can be arranged at your expense. Soft furnishings must be certified fire retardant.
- 4.2. There is a lockable drawer in your room for the storage of small personal items. We advise that items of value should be handed to the manager or senior carer on duty, and be kept in the safe. A receipt can be given if requested.
- 4.3. It is the resident's responsibility to notify the manager or senior carer if any items of value are subsequently removed from or brought into the home.

- 4.4. Whilst you may wish to have a small amount of cash in your room, we recommend that all cash be kept in the safe. This can be accessed at any time by speaking to the manager, administrator or senior carer on duty.
- 4.5. All items of clothing and linen brought into the home must be named. We agree to provide a laundry service for your clothes that are machine washable and can be tumble dried. Our laundry service does not include professional dry cleaning or hand washing of any item.
- 4.6. We are unable to accommodate pets, but it may be possible to arrange visits, subject to various provisions that need to be discussed with the home's manager. These provisions include animal welfare considerations, the home's capacity to accommodate a pet visit properly, the effects that a pet might have on other residents, and health and safety considerations.
- 4.7. You are responsible for any personal items you bring to the home, including hearing aids and dentures, and you are responsible for any loss or damage to these items unless the loss or damage has been caused by us or our staff.

5. Insurance

- 5.1. Our insurance policy provides cover for a resident's personal belongings up to a maximum value of £1,000 at any time, with the exception of cash. The policy carries a £50 excess payable by the resident for each claim made under the policy. If personal belongings, such as furniture and items e.g. cash, credit cards, deeds, documents or personal effects of greater value are kept in the home, they should be covered by the resident's own insurance. Further details of our insurance cover are available from the manager.

6. Your care

- 6.1. We aim to ensure that you receive the care that is most appropriate for you. A detailed care plan is prepared for each person who moves to Bethany House, which determines how we will try to meet individual needs. Regular assessments are made to ensure those needs are being met. We encourage participation by you and your relatives in the preparation of the care plan, and in the ongoing reviews of care needs.
- 6.2. If you have a period of sickness, we will endeavour to offer care if it can be contained and dealt with by staff at that time. We can provide care to you through any final illness, but we do reserve the right to ask next of kin or a representative to relocate residents who need care and attention that the home cannot offer. In this event, we will provide you with at least 28 days' notice as detailed in clause 20.
- 6.3. You are required to be registered with a GP. You may register with a local GP or keep your own GP, provided he or she is willing to come and visit you at Bethany House, should the need arise.
- 6.4. Nominated members of staff can re-order, collect and administer medication that has been prescribed for residents. In appropriate circumstances, you may wish to be responsible for your own medication, which must then be kept in a locked drawer in your room. If any non-prescription medicines are used, the staff need to be kept informed, as daily records are kept of all medication used by each resident.
- 6.5. Our pastoral team is available to provide spiritual support. You are also welcome to receive pastoral visits from your own church. In addition to our provision as a Christian charity, residents of any faith or none can be helped to access spiritual support in their own tradition.

7. General residency terms

- 7.1. Staff are not allowed to accept monetary gifts from residents or to act as a witness or executor of a resident's will.
- 7.2. You are advised to make a will before taking up residence in the home and to authorise your next of kin or a trusted friend with Power of Attorney to handle your arrangements if necessary.

- 7.3. Relatives and friends are encouraged to visit. Privacy will be afforded, and tea or coffee will be provided if required. Your legal and financial advisers may visit at any reasonable time of the day.
- 7.4. It is important that visitors behave with consideration towards staff and other residents. Where, in the reasonable opinion of the manager, this is not the case, visitors will be invited to a meeting to discuss and agree future conduct. Visitors who are violent, threatening or pose a risk to residents may be excluded from the home until an agreement is reached on future behaviour.
- 7.5. Bethany House is a non-smoking home. If you are a smoker, it may be possible to make arrangements for you to smoke off the premises, subject to a risk assessment.
- 7.6. We discourage the use of alcohol, particularly in view of possible problems with medication or medical conditions. It is essential that any consumption of alcohol is discussed first with a senior carer, to enable a risk assessment and inclusion in your care plan. Alcohol is not permitted in communal areas.
- 7.7. In the cases of both smoking and alcohol, please discuss your wishes with us during your enquiries.
- 7.8. Illegal drug use is not permitted at Bethany House by anyone, including residents, relatives and visitors.

8. Records and Protecting Your Personal Information

- 8.1. To provide a safe and high-quality service, we use your personal information. This may include:
 - basic details like your date of birth
 - details about your health and care
 - financial details like how you pay for your care
 - details about your spiritual care
- 8.2. We keep your details confidential, only sharing them with people who have a right to know, such as your GP, health and care professionals or appropriate authorities.
- 8.3. Most of this information is essential for us to provide a service to you. If we need to ask your permission, we will offer you a clear choice. If you want to change your choice, you can speak to the manager.
- 8.4. We will treat your personal information in line with our responsibilities under data protection legislation, including the General Data Protection Regulations 2016 (GDPR) and the Data Protection Act 2018 (DPA). Personal information includes any information we may hold or use relating to you now or any time in the future.
- 8.5. Further details about how we use your information and your rights are in the privacy notice in our brochure pack or on our website.

9. Payment of fees

- 9.1. Fees are payable four-weekly in advance by cheque, standing order, direct debit or bank transfer.
- 9.2. The first payment is due one week in advance of the day of arrival.
- 9.3. Fees for periods of less than a week are calculated at a daily rate of 1/7 of the weekly fee, with part days calculated at the full daily rate.
- 9.4. Fees are stated exclusive of VAT. If they should become subject to VAT, it will be payable in addition to the weekly fees.
- 9.5. Extra charges are payable when incurred.
- 9.6. Any amount due under the agreement that is not paid on the due date will bear interest from the due date to the date of actual payment at a rate equal to 5% per year above the Bank of England base rate for the relevant period. Interest due must be paid together with the amount of arrears in question. We are entitled to recover, in full, all reasonable legal fees and other expenses incurred in pursuing payment of any overdue fees and other sums payable under the residency agreement.

9.7. A receipt can be issued on request for any payment.

10. Guarantors

- 10.1. If any other person agrees to act as a guarantor for the fees ('Guarantor'), they agree to be responsible for paying the fees and this obligation is a primary obligation (not a guarantee if the resident does not pay the fees). Therefore, the Guarantor will be obliged to pay the fees without us first having to recover the fees from the resident.
- 10.2. We will only recover from any Guarantor the amount owing to us and we will not recover the same fees twice. We shall not be entitled to recover any fees:
 - from a Guarantor which have already been paid by you; or
 - from you which have already been paid by the Guarantor.
- 10.3. We will give the Guarantor not less than 28 days' notice in writing of our intention to recover fees from them.
- 10.4. We may charge interest on any amount due from the Guarantor at a rate of 5% per year above the Bank of England's base rate, such interest accruing from the due date until the date of payment, whether or not judgement is given.
- 10.5. The Guarantor understands that if they do not comply with the payment terms, this agreement may be terminated, and the resident asked to move to alternative accommodation.
- 10.6. The Guarantor will remain liable for payment of the fees even after the agreement has terminated or expired and this liability shall only be discharged when all fees owed to Preston Bethany Care have been paid in full.

11. How annual increases to your fees are calculated

- 11.1. We reserve the right to review your fees once a year, regardless of any change in your needs or circumstances.
- 11.2. Annual fee increases are intended to cover increases in our costs and enable us to continue providing high-quality care. Provided there are no changes to your needs or the services you require, your fee is fixed up to 1 April each year. We will review and increase the fee once a year on 1 April by 9% per year.
- 11.3. For example, where your fee is £1,000 per week, after 1 April your fee will increase by £90 per week and your new fee will be £1,090 per week. This equates to an increase of £4,680 over the year.
- 11.4. We will give you at least 28 days' notice confirming the changes arising from our annual review and the new rates that will apply from 1 April each year. This review is separate from any change in your fee which occurs because of a change in your individual care needs.

12. Fee review on a change of circumstances

- 12.1. We have offered you a place at the home on the basis of your individual health and social care needs at the time of moving in. We have assessed these needs and designed a bespoke care package for you, the details of which can be found in your care plan.
- 12.2. It is important to understand that all residents are likely to require more help and assistance day-to-day during their stay at the home. For example, you may need to move to another room or require more staff assistance to carry out tasks you were previously able to do for yourself.
- 12.3. Where we believe (in our professional judgment) that your needs have increased and the services you want or require mean that we need to make material changes to your care plan, we will discuss our assessment with you and explain the changes we believe are necessary. We will also confirm how this will impact the fee and any additional payments that will need to be made. Where you receive financial assistance from the local authority or NHS, we will also notify them as it may be appropriate for them to arrange their own assessments.

- 12.4. If your health improves or your social care needs decrease over time, we will similarly review whether your existing category of care is appropriate and whether, based on your increased independence, it is suitable to reduce your fees.
- 12.5. We will try to give you at least 28 days' notice in advance of any changes to your care services and we will charge the new fees from the same date on which we make the changes to your care package.
- 12.6. It may be necessary to make changes more quickly to ensure your health, safety and personal well-being. If we need to make changes on shorter notice, we will charge the new fees from 7 days after the date on which we make the changes to your care package or on shorter notice (with your consent). In all circumstances, we will give you as much notice as reasonably possible of the changes and the impact this has upon your fees. If we have implemented a change on shorter notice and you do not agree to the proposed changes you can choose to leave the home immediately, without having to pay the increased fee.
- 12.7. If you have any concerns with our assessment of your care needs and the proposed changes, please contact the home manager to discuss your concerns. We will charge the revised fee from the date we change your care package.
- 12.8. If we are unable to reach an agreement on your needs and care package, you are welcome to arrange an independent assessment via the local authority or your GP. We must maintain your safety and comply with our regulatory obligations and we will not reduce your care services where we believe this will put you at a real risk of harm.
- 12.9. If the independent assessment rejects the findings in our assessment, your fees will revert to their previous level and we will immediately refund the fee increase, which will be back-dated to the date of any change we implemented. If the independent assessment confirms our findings, the revised fee will remain in place. In all circumstances where you do not agree to the proposed changes, you can choose to leave the home by giving notice in the normal way as detailed in clause 20.

13. Other changes to your fees

- 13.1. Your fees may also change if, at your request, you move to a different room for which different fees are payable. These fees are shown in the fees and charges section of the Key Facts leaflet.
- 13.2. We may also increase the fee by a fair and reasonable amount where a significant and unexpected change occurs in the law or the regulation of the home which results in a significant increase in our costs. This increase will only occur if it was not already captured as part of our annual review. We will give you at least 28 days' notice of such a change.

14. Fees after death

- 14.1. In the event of your death, this agreement will end, and we will charge the fees (calculated on a daily basis) for a minimum of 3 days and until your room is cleared (up to a maximum of 10 days). We will not charge you for any days where another resident has moved into the room. If your friends or relatives need longer than 10 days to make arrangements, they can discuss this with the manager and agree an extension (in writing).
- 14.2. If your family and friends are not able to collect your personal belongings within 10 days, we can store small items for a period of up to 28 days at no additional cost, so that they can be collected at a more convenient time. We will confirm to your representatives (in writing) the date for collection within 28 days.
- 14.3. If we are unable to contact the people responsible for handling your estate or if they are unwilling to collect your belongings within the 28 days (from our written notice), we will send a written reminder before we sell or donate the items, giving your estate reasonable notice of our intention. Any costs associated with the disposal will be charged to your estate.
- 14.4. If you have paid fees in advance, made any overpayments or if we have been holding money on your behalf for any reason, then we will settle any outstanding sums owed to us and refund the balance to your estate within 28 days of your death.

15. Temporary absence from the home

- 15.1. If you are away from our care home – for example, because you are on a pre-arranged holiday or because you are in hospital – your room will be reserved for you and you will be charged your usual weekly fee during any absence period, which will cover the cost of reserving and maintaining your room at the home. If you are absent from our home for a continuous period of 6 weeks, we will consult with you and your nominated representative to seek agreement regarding the further retention of your room, unless this has been agreed in advance.

16. How your care is funded

- 16.1. Where your care is self-funded, you are responsible to pay the full fees to the care home.
- 16.2. Where you have been assessed as eligible for local authority funding, you will have an agreement with the local authority stating how much they will contribute, how much you must contribute and the amount of any third-party top-up required.

17. If your funding arrangements change

- 17.1. If you no longer have the income or capital assets to cover your care home fees, you will need to be reassessed. As you drop below the 'upper capital limit' (which is currently £23,250), you may begin to receive financial support from the state. Where this support does not cover the fees for your care, you can arrange for a third party (usually a relative) to pay a top-up. If a top-up cannot be arranged to cover the remainder of the fees, you may be able to move to a cheaper room or you may need to ask the local authority to move you to a different placement. We encourage you to discuss the situation with the manager to consider what fee options are available.

18. Trial period

- 18.1. You may spend up to four weeks as a trial period before a decision on permanent residence is agreed. During this period, either of us may terminate the agreement by giving the other 7 days' notice in writing. We may terminate the agreement during this period if it becomes clear that we cannot provide you with the level of care that your needs require.
- 18.2. Any fees that you have paid for any period beyond the expiry of the notice period (or the date of your departure, if later) will be refunded to you. Where you leave the home before the end of the notice period and we are able to re-allocate your room to someone else before that period expires, we will refund any payments that you have made for the period following re-allocation.
- 18.3. After the end of the trial period, you can end this agreement following the procedure detailed in clause 20 below.

19. 'Cooling-off period' (off-premises and distance contracts only)

Right to cancel

- 19.1. Where this agreement has been negotiated away from the Bethany House premises or by distance communication such as telephone or email, you have a right to cancel within 14 days without giving any reason.
- 19.2. The cancellation period will expire after 14 days from the date of this agreement.
- 19.3. To exercise the right to cancel, you must inform Preston Bethany Care, Bethany House, Gamull Lane, Ribbleton, Preston, PR2 6TQ (email: admin@bethanyhouse.org.uk) of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the model cancellation form attached, but this is not obligatory.
- 19.4. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Effects of cancellation

- 19.5. If you cancel this contract, we will reimburse to you all payments received from you. We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract. If you requested to begin residence at Bethany House during the cancellation period, you shall pay us an amount which is in proportion to the amount of the services that have been performed until you have communicated to us your cancellation from this contract, in comparison with the full cost of the coverage of the contract or, the day that you move out of the Home (removing all personal belongings), whichever is later.
- 19.6. We will make the reimbursement using the same means of payment as you used for the initial transaction unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

20. Ending the agreement at any other time

- 20.1. After the end of the trial period, you agree to give us at least 28 days' notice in writing if you want to end this agreement. We can also end this agreement by giving you 28 days' notice in writing at any time if, for example, any of the following applies:
- you require a greater level of care than that which can be provided at the home (after making reasonable adjustments);
 - we are unable to agree a price with you for the appropriate care where circumstances have changed on either side;
 - you are violent, disruptive, abusive, threaten abuse or exhibit behaviour that jeopardises the legitimate interests of other residents;
 - you are at least 6 weeks in arrears in the payment of the weekly fee.
- 20.2. Before asking you to leave the home, we will make all reasonable efforts to address and manage the detrimental behaviour and consult with you and your representatives, to ensure you understand that a problem has arisen and are supported to behave in a different way. Where we ask you to leave, we will provide you and your representatives with 28 days' written notice, but we will work with you to help you find suitable alternative accommodation.
- 20.3. The fees due for your occupation of the care home will remain payable during the notice period whilst you remain in actual occupation and will continue to be payable after the notice period until such time as you remove your belongings from your room. If we give notice of termination, fees are only payable up until the time you vacate the room and remove your belongings.
- 20.4. At the end of any such notice period, you will be required to leave the home.
- 20.5. If at the end of the notice period, any of your belongings remain in the home, we reserve the right to give you 28 days' written notice before we sell or donate the items. Where we sell an item, we will try to obtain a reasonable price for it and, if any monies are received from the sale, we will refund you an equivalent amount, less our reasonable expenses for arranging the sale.
- 20.6. Where you vacate the room during the notice period and we can use the room to accommodate another resident, the fees due for the remainder of the notice period will be reduced to take into account any sums received from the new resident for that period.

21. Concerns and Complaints

- 21.1. We aim to provide high-quality professional care at the appropriate level to meet your individual needs and ensure your welfare and safety. If you are not satisfied with the services we provide, we will try to help you in every way possible.
- 21.2. You or your representative can discuss your concerns at any time with the home manager who will log the matters you raise and provide details on how we will resolve them. If we are unable to resolve your concerns the home manager will advise you of the next steps. There is a copy of our complaints procedure available in the welcome pack or from the home manager.
- 21.3. We take comments, concerns and complaints very seriously and they provide valuable feedback on which we will act to improve and develop our services.

22. Details agreed and signatures

Name of resident	
Room to be occupied <i>This room may be varied upon mutual agreement between you and us</i>	Room number: Room type: <input type="checkbox"/> Standard single <input type="checkbox"/> En-suite single
Current funding arrangements	<input type="checkbox"/> Self-funded (You pay fees direct to the home) or <input type="checkbox"/> Local authority funded (You and any third party have an agreement with the local authority regarding fees)
Current weekly fee where the resident is self-funded	

A. The person signing the agreement

Print name _____

<p>Capacity in which signing (select one):</p> <p><input type="checkbox"/> Resident</p> <p><input type="checkbox"/> Court appointed deputy) <i>A copy of the Power of Attorney or court order</i></p> <p><input type="checkbox"/> Power of Attorney) <i>must be provided</i></p> <p><input type="checkbox"/> Other responsible person who agrees to act as a guarantor of any fees due to the home (See section 10)</p>

I agree to the terms and conditions contained above. I undertake to pay such sums properly due to the care home provider on the due date and to observe such terms and conditions.

Where I am not the resident, I will use my reasonable endeavours to ensure that the resident observes such terms and conditions.

Signature _____ Date _____

B. Signed on behalf of the trustees of Preston Bethany Care:

Signature _____ Date _____

Print name _____ Position _____

C. If the resident's representative has not signed above, please sign here to confirm that you have read and understand the terms of this residency agreement.

Signature _____ Date _____

Print name: _____

Relationship to resident: _____

D. Cancellation rights during the 14-day 'cooling-off period'

To be signed by the person signing at section A above

Agreed date to begin residence at Bethany House _____

Please select **one** of the following options:

- This agreement has been negotiated on the Bethany House premises and therefore the 14-day 'cooling-off period' does not apply.
- This agreement has been negotiated away from the Bethany House premises or by distance communication such as telephone or email. The date of beginning residence at Bethany House is more than 14 days from the date of signing the agreement. I understand that I have the right to cancel within the 14-day 'cooling-off period' and any monies paid in advance before I have moved into the home will be refunded to me in full.
- This agreement has been negotiated away from the Bethany House premises or by distance communication such as telephone or email. **I wish residence at Bethany House to begin before the end of the 14-day 'cooling-off period'**. I understand that I have the right to cancel within the 'cooling-off period' but I will have to pay a reasonable amount for any service that has been received up until the date of cancellation.

Signed _____ Date _____

Bethany House is operated by Preston Bethany Care, a Christian charitable company for the care of the elderly; registered charity number 1140242; company number 7394756 (England and Wales)

Address: Bethany House, Gamull Lane, Ribbleton, Preston, PR2 6TQ

Registered Manager: Gill Whitfield

Email: admin@bethanyhouse.org.uk

Website: www.bethanyhouse.org.uk

Telephone: 01772 792226

23. Model Cancellation Form

To: Preston Bethany Care, Bethany House, Gamull Lane, Ribbleton, Preston, PR2 6TQ
(email: admin@bethanyhouse.org.uk)

I hereby give notice that I cancel my contract for residence at Bethany House, which was signed on

_____ (the date you signed the contract)

Name of resident _____

Name of person who signed the contract, if different _____

Address of person who signed the contract _____

Signature of person who signed the contract (only required for notifications on paper)

Date _____

If sending by post, we recommend you obtain and keep proof of postage.