



Herts Careline
Because independence
is important



Cancellation form

Client cancellation rights

You have the right to cancel this contract, if you wish, within fourteen (14) calendar days starting on the day after you entered into this contract with North Hertfordshire District Council (trading as Hertfordshire Careline).

Work commencing prior to the expiry of the cancellation period

If you elect to cancel within the 14 calendar day period set out above and you have already had the community alarm or telecare equipment installed you will be liable for the reasonable costs of work carried out by North Hertfordshire Council prior to cancellation.

Cancellation process

To exercise your right to cancel you must inform us of your decision to cancel this contract by way of a clear statement (e.g. by letter sent by post, email or fax). You may use the form if you want to but you do not have to. There is also an eCancellation form at www.care-line.co.uk It is advisable for you to keep a copy of any cancellation communication.

Are you the service user? * Y Yes N No

If **yes**:

Service User Name:

Service User Address:

If **no**:

Relationship to Service User*: Nominated Responder Next of Kin
 Appointed Executor Lasting Power Attorney Appointed by the Court

Reason for cancellation:

Deceased Discontent with the service
 Support no longer needed (moved in with family or has live-in carer) Cancellation of Herts Bernie Service (GPS locator)

Support no longer needed (moved into sheltered or retirement living accommodation)

Support no longer needed (moved into Flexi-care accommodation)

Support no longer needed (moved into residential or nursing care)

User has returned to independent living and service is no longer needed

Moved out of the area

Moved to another service provider

Can no longer afford the service

RETURN TO:

MSU / Herts Careline
North Hertfordshire District Council
Council Offices, Gernon Road
Letchworth Garden City, Herts SG6 3JF

Email: CarelineSupport@north-herts.gov.uk

Fax: 01462 34 3000

FOR OFFICE PURPOSE ONLY:

(Insert reference number, code and other details to enable the contract to be identified)

*mandatory fields