

Changes



Changing or Cancelling a service

Tell us if you would like to change or cancel a service

If you change or cancel a service within 24hour, you will be charged the full fee

If you change or cancel a service with more than 24 hours notice, you will not be charged a fee

If a Helper cancels a service we will try to find a replacement



Ending our Agreement

You can stop supports by telling FGF you would like to stop

You must give us 14 days notice

You will be charged fees for the 14 day notice period

We may stop this agreement by giving you 14 days notice or if:

- Our workers are in danger
- You cause harm or damage
- You breach this agreement