

# Homage Referral Programme T&Cs

## **Redemption**

- The Homage Referral Program is only available on Homage Singapore.
- The Referee must be a first-time customer; someone who is booking care for a first-time care recipient.
- To qualify for the referral program, the Referee must sign up on an online form via the unique link as provided by the Referrer.
- The rewards (upon successful referral) include:
  - For Referrer: a one-time redemption of a \$100 FairPrice voucher
  - For Referee: every first hour of care free for their first 5 visits
- In order for the Referee to qualify for the rewards,
  - For ala-carte services: the Referee must complete and pay each care session (minimum of 3 hours/session; capped at first 5 visits) within 3 months. The free hour of care will be deducted accordingly when the Referee is billed after each completed care session.
  - For postpaid care packages: the Referee must complete and pay for each care session (minimum of 3 hours/session; capped at first 5 visits) within 1 month. The free hour will be deducted accordingly when the Referee is billed for each completed care session.
  - For prepaid care packages: the Referee must pay for the entire care package up-front prior to delivery of the first care session and complete the first 5 care sessions (minimum of 3 hours/session) within 1 month. The 5 free hours will be rebated via a bank transfer after the completion of the first 5 care sessions.
- In order for the Referrer to qualify for the rewards,
  - The Referee must sign up on an online form via the unique link as provided by the Referrer and complete and pay for their first care session.
- The rewards are not eligible for In-person Care Assessment (IPCA) alone; Referee must utilise and pay for at least 1 care session (of minimum 3 hours) in order to receive the reward.
- The rewards for the Referrer will be made available for collection at our office on selected time slots after the Referee completes and pays for their first care session. We will send an email to qualified Referrers on the collection dates and timings.
- This referral program cannot be combined with other promotional codes and promotions.
- Corporates and partners that are affiliated to Homage are not qualified to participate in this referral program.
- Homage reserves the sole and absolute right to withdraw, amend and/or alter any part of the whole terms and conditions of this referral program at any time.

### **Services**

- Only Assistance of Daily Living (ADL) (Caregiver) services and ADL & Simple Nursing (Nurse) services are within the scope
- The available service offerings are:
  - Ala-carte:
    - 3-9 hour ADL (Caregiver)
    - 3-9 hour ADL & Simple Nursing (Nurse)
  - Care packages:
    - 10-hour ADL (Caregiver)
    - 80-hour ADL (Caregiver)
    - 200-hour ADL (Caregiver)
    - 10-hour ADL & Simple Nursing (Nurse)
    - 75-hour ADL & Simple Nursing (Nurse)
    - 200-hour ADL & Simple Nursing (Nurse)
- Engagement of other non-ADL services will be charged according to the prevailing rates of the specific service type and will not qualify for the referral program.

### **Purchase and Booking**

- The first care session must be scheduled within 2 weeks of first call.
- The minimum duration of each care session is 3 hours.
- 3-9 hour & 10-hour ADL (Caregiver), 3-9 hour & 10-hour ADL & Simple Nursing (Nurse) are postpaid; to be billed and paid after the completion of each care session.
- 80-hour ADL (Caregiver), 200-hour ADL (Caregiver), 75-hour ADL & Simple Nursing and 200-hour ADL + Simple Nursing are prepaid; full package price to be paid up-front prior to delivery of first care session.
- Acceptable payment methods for prepaid care packages are Debit and Credit Card only.
- Acceptable payment methods for ala-cartes and postpaid care packages are Debit and Credit Card, i-Banking and Cheque.

### **Cancellations**

- The standard cancellation policy in the “Services Agreement (Care Owner)” applies to all bookings.
- Any fees incurred for cancellations and changes to a care schedule will be billed separately.

### **Care Assessment**

- Before caregiving service commences, our Homage Care Specialist, will typically conduct a care assessment for the care recipient in the comfort of their home and if required, when they are hospitalised.
- Chargeable at \$60.00 or \$100 (for bundle session of 2).

### **Validity, Expiry and Refunds**

- The validity period (for care packages) commences on the date of the first care session and expires 31 calendar days after.
- At the expiry date, all unutilised care hours will be forfeited.
- Under no circumstances will there be refunds on unutilised care hours; should there be extenuating circumstances, Homage reserves the right to review refunds on a case-by-case basis.
- Extensions beyond the package validity period are not allowed except in instances where Homage was unable to fulfil a care request(s).
- Upon utilising all the care hours in the package, subsequent hours will be charged at the prevailing ala carte rates or the same package can be purchased again to enjoy the same hourly rates. However, subsequent care packages do not qualify for the referral reward.

### **Conversions, Transferability**

- There will be no conversions.
- All care packages are strictly non-transferable between care recipients.