

Service Description and Terms

1. Parties to the Agreement

Service Provider: Curon Oy
Business ID: 3311717-6
www.helpperi.curon.fi
Phone: +358 44 705 9288
Email: helpperi@curon.fi

Service Customer (Client):

The customer to whom the service is provided.

2. Ordering and Description of the Service

The service is ordered from Curon via the contact form on the website, by email, or by phone. The service is usually carried out at the client's home but can also be performed elsewhere, at a location agreed upon separately.

Curon provides cleaning or housekeeping services at the client's home according to the agreed services and schedule. Services may include, for example:

- Cleaning, organizing, and other light household tasks
- Laundry care
- Cooking and grocery shopping
- Childcare
- Pet care
- Light yard and gardening work
- Senior assistance

3. Responsibilities of the Service Provider and the Client

Service Provider's Responsibilities:

- Curon carefully selects the employee based on the client's household care needs.
- Curon, as the employer, is responsible for the employee's salary, social security costs, and statutory insurances. Curon is also responsible for the employee's leave and vacation rights under the collective agreement, and for arranging occupational healthcare for the employee.

- Curon is responsible for introducing the employee to the terms of the employment relationship and work tasks.
- Curon ensures that any issues or feedback received from the client are addressed within a reasonable time.
- In case of employee absence due to illness, Curon will attempt to provide a substitute, if desired by the client, though substitute availability is not guaranteed.
- Curon is liable for any direct damage caused by the employee to the client's property, provided the client informs Curon without delay and no later than seven (7) days after discovering the damage. Curon has liability insurance covering up to 1,000,000 euros. Curon's liability is limited to this insurance coverage amount and does not extend to indirect damages.

Client's Responsibilities:

- The client must provide Curon with sufficient information regarding the tasks, location, working hours, and specific features of the job.
- The client must provide the employee with safe working conditions, including adequate breaks, changing rooms, facilities to heat food, and other elements typically required for a good work environment.
- The client must ensure that the work environment is free from safety hazards, such as risks of falling or injury.
- The client is responsible for familiarizing the employee with the job and ensuring appropriate working spaces.
- The client must immediately notify Curon if there are concerns regarding the employee's skills, service quality, or adherence to agreed working hours.
- The client is not allowed to sublease the employee without the consent of both the employee and Curon.

4. Prices and Payment Terms

The order is based on weekly visits by the employee, and Curon charges the client monthly for the visits performed. The minimum chargeable time for a helper visit is 3.5 hours/week, during the hours of 8:00-12:30 and 13:00-18:00 on weekdays. The price of the service is as per the price list on the company's website. Curon does not charge extra travel costs for visits within the public transportation areas of the service areas. Outside urban areas, Curon reserves the right to charge for travel costs and time spent traveling, agreed upon in advance.

The client may also receive services at a tax-free rate, granted and implemented in accordance with the Value Added Tax Act and Social Welfare Act.

On public holidays, regular housekeeping shifts are canceled unless the client requests to reschedule or agrees to the holiday rate according to the price list. Canceled shifts on public holidays are free of charge for the client. Public holidays include New Year's Day, Epiphany, Good

Friday, Easter Monday, May Day, Ascension Day, Midsummer Eve, Independence Day, Christmas Eve, Christmas Day, and Boxing Day.

Evening and weekend work hours must be agreed upon separately, with minimum hours and pricing as stated on the website.

Invoices are sent to the client monthly by email or as an e-invoice if the client has opted for it. The payment term is 14 days net, with late payment interest applied according to the Interest Act.

Curon reserves the right to change prices and delivery terms with one (1) month's notice.

5. Cancellation Policy, Validity, and Termination

These service terms come into effect in the service relationship agreed upon by Curon and the client. The service is valid until further notice.

The client has the right to cancel the ordered service within 14 days of the first visit. If the client uses the service during the cancellation period, they are obligated to pay for the visits made during this time.

Temporary cancellations must be made at least two (2) days (48 hours) before the agreed service time. Cancellations must be submitted by email to helpperi@curon.fi. If the client cancels within 48 hours, Curon reserves the right to charge the full price of the canceled service. The number of cancellations and notice periods are specified in the table below and depend on the number of services ordered per week.

Service Amount/Week	Number of Cancellations/Month	Termination Notice Period
½ day	Unlimited	1 month
1 day	Up to 1 day per month	1 month
2 days	Up to 1 day per month	1 month
3 days	Up to 1 day per month	1 month
4 days	Up to 2 days per month	2 months
5 days	Up to 2 days per month	2 months

Curon may cancel the service if necessary due to illness or other sudden circumstances, in which case they will notify the Client immediately. If the employee falls ill, Curon will attempt to provide a replacement if possible. If a substitute cannot be found, the client will not be charged for the canceled service.

6. Termination of Service, Complaints, and Applicable Law

Both parties have the right to terminate this service in the event of a material breach by the other party. If the Client fails to fulfill their payment obligations, Curon has the right to terminate the contract immediately. If either party is declared bankrupt or placed in a company restructuring or liquidation, the other party has the right to terminate the contract with immediate effect.

These service terms are governed by Finnish law. In case of disputes, efforts will first be made to find a resolution between the Client and Curon, with the assistance of a consumer rights advisor if necessary.

7. Confidentiality

Curon and the employee have signed a confidentiality agreement in which the employee agrees to keep all Client information confidential and not disclose it to any third party under any circumstances, nor use the information for any purpose other than performing their work duties. This information includes, in particular, personal and financial information about the Client. Curon also agrees to comply with the same confidentiality obligations. Client information is stored in Curon's customer register and is handled confidentially, only for Curon's internal use. Curon complies with the requirements of the General Data Protection Regulation (GDPR) in processing the Clients' personal data. A detailed privacy policy is available on the company's website.