

General Terms and Conditions

1. Contracting parties

Service provider

Curon Oy

Business ID: 3311717-6

www.helpperi.curon.fi

Telephone: 044 705 9288

Email: helpperi@curon.fi

Service purchaser (Customer)

The customer to whom the service is provided.

2. Scope and formation of the contract

These general terms of service (hereinafter the "Terms of Service") apply to service relationships between Curon Oy (hereinafter the "Service Provider" or "Curon") and the customer (hereinafter the "Customer").

These Terms of Service set out the terms under which the Service Provider provides domestic help services to the Customer. The Terms of Service apply to the service between the Service Provider and the Customer and form part of the terms governing the service.

Before ordering the service, the Customer may review information about the service on the Service Provider's website, in materials supplied by the Service Provider or by other means. The scope and price of the service, the number or frequency of visits and other service details may be based on information presented on the website or in other materials, or on details separately agreed between the Customer and the Service Provider.

The service is ordered when the Customer confirms to the Service Provider that they wish to start the service. Confirmation may be given by telephone, email, message or another method accepted by the Service Provider. Once the Customer has confirmed that the service is to start, these Terms of Service and any specific service terms communicated to the Customer apply to the service.

If the service has been agreed to be ongoing and is provided through recurring visits, the provisions of these Terms of Service concerning ongoing services apply. Any applicable 14-day withdrawal period under the Finnish Consumer Protection Act begins when the Customer confirms that the service is to start.

The current Terms of Service are available on the Service Provider's website. A link to the Terms of Service is provided to the Customer with the order confirmation.

3. Ordering and scope of the service

The service is ordered from Curon through its website, by email or by telephone. The service is normally provided in the Customer's home, but may also be provided at another separately agreed location.

Curon provides housekeeping and cleaning services in the Customer's home in accordance with the agreed scope and schedule.

Services may include, for example:

- cleaning, tidying and other light household chores
- clothing care
- cooking and grocery shopping
- childcare
- pet care
- light yard work and gardening
- assistance for seniors.

4. Responsibilities of the parties

4.1 Curon's responsibilities

As the employee's employer, Curon is responsible for personnel costs, including wages, social security contributions and statutory insurance. Curon is responsible for the employee's time off and holidays under the applicable collective agreement, and for arranging occupational healthcare for the employee.

Curon is responsible for familiarising the employee with their terms of employment and work duties.

Curon will address any problems brought to its attention or feedback received from the Customer within a reasonable time of becoming aware of them.

If the employee is unable to carry out an agreed shift, for example due to illness, Curon will endeavour to arrange a substitute if the Customer so wishes. However, Curon cannot guarantee that a substitute will be available.

4.2 The Customer's responsibilities

The Customer is responsible for ensuring that Curon has sufficient and accurate information to provide the service. The Customer must give advance notice of any matters relating to the service, the place of work, working hours, duties or their particular characteristics that may affect the proper or safe provision of the service.

The Customer is responsible for providing the employee with safe and appropriate working conditions. The Customer must ensure that the working environment contains no factors that endanger the employee's safety or health, and must inform Curon in advance of any risks beyond those associated with ordinary household work.

The Customer is responsible for making available the usual tools and supplies needed to provide the service, and for ensuring that they are in proper condition, suitable for their intended purpose

and safe to use. If appropriate tools or supplies needed to provide the service are unavailable, Curon must be informed of any resulting limitations on the service.

The Customer is responsible for familiarising the employee with any particular features of the Customer's home, tools, duties or other aspects of service delivery that the employee needs to know in order to perform the service safely and properly.

The Customer must provide the usual facilities required for the employee's work, such as access to a toilet and, where necessary, the opportunity to take statutory breaks and heat food.

If the Customer's premises have an alarm or other access control system, the Customer must inform Curon before the first service visit and give the employee the instructions needed to use the system for the purposes of providing the service.

The Customer must notify Curon as soon as possible of any concerns about the quality of the service, the employee's conduct or adherence to agreed visit times, so that any shortcomings can be investigated and, where necessary, remedied.

The Customer undertakes not to hire or otherwise directly employ an employee who is employed by Curon or who has provided services to the Customer through Curon.

5. Prices and payment

The service is based on the agreed amount of service and the visits actually carried out by the employee. Curon invoices the Customer monthly on the basis of completed visits.

The minimum billable duration of a Helpperi visit is 3.5 hours, every other week, on weekdays between 08:00 and 18:00.

The Customer's agreed price is determined on the basis of the price list in force when the contract is concluded. The price under an existing contract may only be changed on the grounds specified in section 7. Curon does not charge separate travel expenses for visits within the areas covered by public transport in its service areas. Outside urban areas, Curon is entitled to charge costs arising from travel and time spent travelling. Any travel charges will be agreed with the Customer in advance.

Promotional prices may be subject to separate promotional and special terms that differ from the terms applicable to normal service pricing. Promotional prices are valid for the period stated in the promotion and in accordance with its terms.

The Customer may receive the service exempt from value added tax (VAT) if the conditions for VAT-exempt social welfare services are met under the legislation in force.

VAT exemption may apply to persons whose functional capacity has been reduced, for example due to advanced age, illness, disability or another similar reason, and who consequently need help or support in their daily lives.

Eligibility for VAT-exempt services is always assessed on a case-by-case basis under the legislation in force.

Regular domestic helper visits falling on weekday holidays are cancelled unless Curon and the Customer separately agree to reschedule them or to charge for work performed on the holiday in

accordance with the price list. A visit cancelled because it falls on a weekday holiday is free of charge to the Customer.

These holidays are New Year's Day, Epiphany, Good Friday, Easter Monday, May Day, Ascension Day, Midsummer Eve, Independence Day, Christmas Eve, Christmas Day and Boxing Day.

Work performed on weekday evenings and at weekends is always agreed separately. Minimum working periods for additional hours are agreed separately, and their price is determined by the price list in force at the relevant time.

5.1 Invoicing and payment terms

Curon sends the Customer a monthly invoice by email or as an e-invoice if the Customer has activated e-invoicing.

Payment is due within 14 days of the invoice date, net.

Late payments are subject to late-payment interest under the Finnish Interest Act, together with the reasonable payment reminder and collection charges applicable at the time.

If the Customer fails to pay an overdue invoice, Curon is entitled to suspend the service until the overdue amount has been paid. Any suspension of the service will comply with the requirements of consumer protection legislation.

6. Price adjustments

The service price is reviewed annually no later than 1 December, and any price changes take effect on 1 January.

The price adjustment is based on the change in labour costs in euro terms and the change in the general cost level. Labour costs take into account, among other things, pay increases under the collective agreement, changes in employer contributions and pay increases based on training or qualifications.

Changes in the general cost level are taken into account in the annual price adjustment on the basis of the September year-on-year change in Statistics Finland's Consumer Price Index. The portion attributable to the general cost level is 10% of the service's cost structure.

A price adjustment may result in an increase or a decrease. The amount of the adjustment may not exceed the impact of the cost changes on which it is based.

If a fixed-term contract extends beyond the end of the year, the Customer will be informed, before the contract is concluded, of the prices that will apply during the contract period. Prices agreed in this way for the fixed term will not subsequently be changed on the basis of the annual price adjustment.

The Service Provider is also entitled to adjust the service price on the basis of a change in legislation or a decision by a public authority if the change affects the costs of providing the service. The price change may not exceed the impact of that change on the costs of providing the service.

The Customer will be notified in writing of the price change, its grounds and the new price at least one (1) month before the change takes effect.

In the event of a price change, the Customer has the right to terminate the service contract with one (1) month's notice. The notice period begins on the date on which the Service Provider receives the Customer's notice of termination. The notice period in the event of a price change therefore differs from the service contract's normal notice period of one calendar month.

7. Tax credit for household expenses

The Customer is responsible for correctly claiming the tax credit for household expenses from the Finnish Tax Administration and for meeting the eligibility requirements for the credit.

Curon's monthly invoices provide details of the services and their costs, which the Customer may use as the basis for claiming the tax credit for household expenses.

On separate request, Curon may also provide the Customer with a separate summary of the services invoiced during the tax year.

8. Changes to the service

The Customer may request changes to the scope of the service, the frequency of visits, the amount of service or the service package.

Changes must be agreed with Curon in advance. A change takes effect at the time agreed between Curon and the Customer.

Changes to the service package or the amount of service are subject to one (1) calendar month's notice, unless separately agreed otherwise with Curon.

9. Duration and termination of the service

The service relationship begins with a fixed contract term of three (3) months. As a rule, a fixed-term contract cannot be terminated during the contract period, and agreed visits cannot be cancelled during the fixed term.

Unless the Customer gives written notice that the contract is to end no later than seven (7) days before the end of the fixed term, the contract will automatically continue for an indefinite period.

An indefinite-term contract may be terminated by giving written notice. The notice period is one (1) calendar month. Termination takes effect on the last day of the calendar month following the month in which notice is given. Changes to the service package take effect one (1) calendar month after notification of the change, unless otherwise agreed with Curon.

10. Cancellation of the service

10.1 Fourteen-day right of cancellation

The Customer has the right to withdraw from the service contract within 14 days of its conclusion.

10.2 Occasional cancellations

Occasional service cancellations must be made no later than seven (7) days before the agreed service time.

If the Customer cancels the service less than seven (7) days before the agreed service time, Curon is entitled to charge the full price for the cancelled service, unless otherwise provided below.

A cancellation due to illness may also be made less than seven (7) days before the agreed service time without charge, provided that the Customer reports the illness before the service begins. A cancellation due to illness must be reported as soon as possible after the illness becomes apparent. If the illness is not reported until the employee is already on the way to the premises or has arrived there, the cancellation is not free of charge.

If the Customer is not present at the agreed time, or the employee cannot enter the agreed work premises for another reason attributable to the Customer, the visit is treated as cancelled and Curon is entitled to charge the full price.

10.3 Number of free cancellations

During the initial three (3) month fixed-term contract period, agreed service visits cannot be cancelled free of charge. After the fixed-term contract period ends, the service-package-specific cancellation terms below apply to the Customer.

Service package	Amount of service	Free cancellations
MINI	Half a day (3.5 h) every other week	No limit on the number
MINI+	1 day (7.5 h) every other week	Up to 1 service day in two calendar months
BASIC	Half a day (3.5 h) per week	No limit on the number
POWER	1-3 days (7.5 h/day) per week	Up to 1 service day per calendar month
LUX	4-5 days (7.5 h/day) per week	Up to 2 service days per calendar month

10.4 Notification of cancellations

Cancellations and requests to reschedule visits must be submitted to Curon by email at helpperi@curon.fi or by telephone on 044 705 9288 on weekdays between 09:00 and 15:00.

10.5 Cancellations by Curon

Curon is entitled to cancel an agreed service, for example due to an employee's illness or another unexpected situation. Curon will notify the Customer of the cancellation as soon as possible.

If an employee falls ill, Curon will endeavour to arrange a substitute if the Customer so wishes. If no substitute is available and the agreed service cannot therefore be provided, the cancelled service will not be invoiced.

11. Defects in the service complaints and remedies

11.1 Defects in the service

The service must conform to what has been agreed and must be performed with professional skill and care.

If the Customer considers that there has been a defect or shortcoming in the service, the Customer must notify Curon as soon as possible after they discovered, or should have discovered, the defect or shortcoming.

11.2 Complaints

It is recommended that complaints be submitted in writing within seven (7) days of the service being performed, so that any defect can be investigated as quickly as possible.

The seven (7) day period is a guideline and does not limit the Customer's statutory right to complain about a defect in the service.

In the complaint, the Customer must specify what they consider to have been defective or inadequate in the service and provide Curon with the information and materials needed to handle the matter, such as photographs or other relevant evidence.

If the complaint does not contain sufficient information to assess the matter, Curon is entitled to ask the Customer for clarification and supplementary information.

The Customer must respond to such requests within a reasonable time and, where necessary, also clarify the complaint by telephone.

11.3 Rectification and remedies

If a defect for which Curon is responsible is identified in the service, Curon has the primary right to rectify the defect or repeat the defective work within a reasonable time.

If the defect cannot be rectified or the service properly repeated, the Customer may be entitled to a price reduction or other remedies under the Finnish Consumer Protection Act.

The amount of any price reduction or other remedy is assessed on a case-by-case basis, taking into account the nature and extent of the defect and its effect on the service.

Remedies for defects in the service are governed by the mandatory provisions of the Finnish Consumer Protection Act.

12. Damage and repair of damage

Curon is liable for damage to the Customer's property caused by the employee's actions in accordance with applicable legislation and these Terms of Service.

The Customer must notify Curon of any damage without delay after discovering it and provide Curon with the information and evidence needed to investigate the matter.

Curon has liability insurance covering damage up to EUR 1,000,000. Curon's liability is limited to the maximum amount payable under the insurance to the extent that such a limitation is permitted by applicable law.

12.1 Repair of damage

The Customer must give Curon an opportunity to assess the damage and agree on its repair or compensation before taking repair measures or purchasing a replacement item.

As a rule, before commissioning work or purchasing a replacement item, the Customer must provide Curon with sufficient information about the damage and the repair or replacement costs, such as a repair estimate or price quotation.

Curon is entitled to assess the method of repair and reasonable repair costs, and to propose a repairer or another appropriate way of remedying the damage.

The Customer may not commission repairs or purchase a replacement item at Curon's expense without Curon's prior approval, unless the situation is urgent and immediate action is necessary to prevent further damage.

In an urgent situation, the Customer must take only reasonable and necessary measures to limit the damage and must notify Curon as soon as possible. The Customer must retain evidence of the costs incurred.

13. Termination for breach and other specified grounds

Either party has the right to terminate the service contract with immediate effect if the other party fails to fulfil a material contractual obligation.

If the Customer materially fails to meet their payment obligations and does not remedy the failure within a reasonable time despite a reminder, Curon has the right to terminate the service contract with immediate effect.

If a petition for bankruptcy or corporate restructuring is filed against either party, or that party is placed in liquidation, the other party has the right to terminate the contract with immediate effect to the extent permitted by applicable legislation.

The consumer's right to terminate the contract due to a material defect in the service is governed by the Finnish Consumer Protection Act.

14. Exceptional circumstances

Curon is not liable for a delay in or cancellation of the service if it results from an exceptional and unforeseeable obstacle beyond Curon's control that Curon could not reasonably have prevented, or whose consequences it could not reasonably have avoided.

Such circumstances may include, for example, an order by a public authority, widespread societal disruption, an exceptional natural event or another similar event beyond Curon's control.

Curon will notify the Customer of such a situation as soon as possible.

This section does not limit the Customer's rights under the Finnish Consumer Protection Act.

15. Confidentiality and data protection

Curon and its employees undertake to keep confidential information concerning the Customer secret and not to disclose it to third parties or use it for any purpose other than the proper provision of the service, unless there is a statutory right or obligation to disclose the information.

Confidential information includes, in particular, the Customer's personal information and information concerning their financial situation and home circumstances.

Curon processes the Customer's personal data in accordance with applicable data protection legislation.

Customer data is stored in customer registers maintained by Curon and is handled confidentially. A more detailed privacy notice is available on Curon's website.

16. Dispute resolution

These Terms of Service are governed by Finnish law. In the event of a dispute, the primary aim is to find a solution between the Customer and Curon, with the assistance of a consumer rights adviser where necessary.

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