



**PINK SAND
CONSULTANTS LTD**
HELPING HANDS ACROSS THE WATER

Terms & Conditions

Pink Sand Consultants Ltd Last updated: 15 September 2026

These Terms & Conditions (“Terms”) govern the use of services provided by **Pink Sand Consultants Ltd** (“we”, “us”, “our”). By accessing our website, booking a service, or engaging with us, you agree to these Terms.

Please read them carefully.

1. About Us

Pink Sand Consultants Ltd
Registered in England & Wales
Company Number: 17377229
Email: pinksandconsultants@gmail.com
Location: North West England, UK

We provide professional support services including:

- Check-Ins
- Family Support
- Escort Services
- Home Assessments
- UK Emergency Contact
- Advocacy & Consultation
- Activities & Day Out Support
- General Wellbeing and Practical Support
- Comprehensive Reports & Feedback Sessions

2. Use of Our Website

By using our website, you agree to:

- Use the site lawfully and respectfully
- Not attempt to copy, misuse, or interfere with the website’s functionality
- Not use the website to distribute harmful, illegal, or inappropriate content

We reserve the right to update or modify the website at any time.

3. Booking & Service Agreements

3.1 Booking a Service

Services may be booked through:

- Email
- Direct communication

A booking is confirmed only once we acknowledge it in writing.

3.2 Service Scope

We provide support, guidance, and advocacy. We do **not** provide:

- Legal advice
- Medical advice
- Immigration advice
- Social work statutory intervention
- Emergency or crisis services

We may signpost you to appropriate professionals when needed.

3.3 Suitability

We reserve the right to decline services if:

- The request is outside our professional remit
- There are safeguarding concerns
- The client behaves inappropriately or disrespectfully

4. Fees & Payment

4.1 Fees

Fees are communicated clearly before any service begins. Prices may vary depending on the type and duration of support.

4.2 Payment Terms

Payment must be made:

- In advance of services provided
- Within 48 hours of being invoiced
- As invoiced for ongoing support packages

We accept payments by bank transfers and Pay Pal.

4.3 Late or Non-Payment

If payment is not received:

- Services may be paused or cancelled
- Documents will not be released
- Additional charges may apply for late invoices

5. Cancellation & Rescheduling

5.1 Client Cancellation

Clients must provide **at least 24 hours' notice** to cancel or reschedule. Cancellations with less than 24 hours' notice may be charged at the full session rate.

5.2 Our Cancellation

If we must cancel due to illness, emergency, or unforeseen circumstances:

- We will offer an alternative date
- Or provide a refund for that session

6. Confidentiality & Safeguarding

6.1 Confidentiality

All information shared with us is treated confidentially. We will not share your information unless:

- You give consent
- It is necessary for service delivery
- We are legally required to do so
- There is a safeguarding concern

6.2 Safeguarding

We follow UK safeguarding standards. If we believe a child or adult is at risk, we may share information with relevant authorities.

7. Professional Document Support

When preparing letters, statements, or reports:

- You are responsible for providing accurate information
- We do not guarantee outcomes with external agencies
- We do not fabricate or alter factual information
- We may decline requests that are unethical or misleading

8. Limitation of Liability

Pink Sand Consultants Ltd is not liable for:

- Decisions made by clients based on our guidance
- Outcomes dependent on external agencies
- Delays caused by third parties
- Losses resulting from inaccurate information provided by the client

Our services are supportive and advisory; clients remain responsible for their own decisions.

9. Intellectual Property

All content on our website, including text, branding, graphics, and documents, is owned by Pink Sand Consultants Ltd. You may not copy, reproduce, or distribute our content without permission.

10. Complaints

If you are unhappy with any aspect of our service, please contact us at: **pinksandconsultants@gmail.com**

We aim to resolve complaints professionally and promptly.

11. Changes to These Terms

We may update these Terms at any time. Changes will be posted on this page with an updated revision date.

12. Contact Us

For questions about these Terms & Conditions, please contact: **Pink Sand Consultants Ltd** Email: pinksandconsultants@gmail.com Location: North West England, UK