



Giving you reassurance that someone is always
there to help at the touch of a button

Home Assist

only at 

In partnership with

Tunstall

What is the Home Assist service?

Everyone needs a bit of care and support as they get older. That's why Boots are partnering with Tunstall Healthcare – a leading telecare provider, to offer the Home Assist service.

The service provides round-the-clock support with a simple, easy-to-use pendant that, when pressed, alerts a member of Tunstall's support team when you need help.

Who is it for?

The Home Assist service helps reclaim some of the independence and confidence we might lose when we get older.

It provides reassurance by knowing that whatever happens, support is always available, particularly for people who:

- Live alone
- Are older
- Are less mobile
- Are unwell
- Might be at risk of falling
- Recently returned from the hospital
- Don't have regular visitors
- Are worried about intruders or crime
- Are caring for someone

It means there's no need to remember numbers or worry about someone not picking up the phone and responding.



Can I sign up for someone else?

If you're thinking about signing someone up for the Home Assist service who might not be able to themselves, it's just as easy. Visit **boots.com/homeassist**, call **0800 0852 967*** or visit one of the stores below and we'll help you with the rest.

London

173-175 Camden High St NW1 7JY
332 Chiswick High Rd W4 5TA
41-43 King St, Hammersmith W6 9HW
11 Octagon Arcade, Liverpool St Station EC2M 2AB
289-291 Walworth Rd SE17 2TG
127A Kensington High St W8 5SF
96-98 Notting Hill Gate W11 3QA
193 Oxford St W1D 2JY
73 Piccadilly Circus W1J 8HS
508-520 Oxford Street W1C 1NB
Greenwich Shopping Park SE7 7SR
2 Tottenham Hale Retail Park N15 4QD

Leeds

1 Bond Street, Leeds Trinity LS1 5EY
City Station LS1 4DT
Lower Level, White Rose LS11 8LL
49-51 Merrion Centre LS2 8PJ
Guiseley Retail Park LS20 8QH
3 Stile Hill Way LS15 9JB
3A Junction St LS10 1ET
132 Beeston Road LS11 8BB

It works in 3 simple steps

- 1 Press the button on the pendant
- 2 Talk to the Tunstall support team through the speaker on the hub
- 3 The Tunstall support team will call a key holder or the emergency services if required

What do I need to join?

- A working landline within 2 metres of a plug socket
- 2 key holders who are nearby who can be contacted if help is needed
- Must be for a UK resident

Is it easy to start?

The 24/7 Home Assist service is as hassle free to set up as it is to use:

- No fixed contract, so you're never tied down
- Professional installation by a Tunstall representative
- 3-year guarantee on all equipment

And with 3 different packages, finding the one for you or your loved one is easy.

*Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling 0800

What are the 3 packages?

We have 3 different types of service so you can get the plan that works best for you or your loved one.

	Starter Package	Falls Package	Advanced Package
Upfront one-off cost inc. VAT	£34.80 (exc. VAT £28.99)	£46.80 (exc. VAT £38.99)	£58.80 (exc. VAT £48.99)
Monthly price inc. VAT	£19.19 (exc. VAT £15.99)	£25.19 (exc. VAT £20.99)	£31.19 (exc. VAT £25.99)
24/7 response from Tunstall service centre	●	●	●
Winter Chills Alert	●	●	●
Instant response pendant	●	●	●
Falls monitor		●	●
Smoke detector			●
Bogus caller alarm			●
UK service centre	●	●	●
Engineer installation and in-home training	●	●	●
Boots Advantage Card points*	●	●	●
Cancel any time	●	●	●
Reassurance calls are available as an add on†	£6	£6	£6

You are able to claim VAT exemption if you suffer from a chronic condition such as diabetes, high blood pressure, heart disease, deafness, epilepsy or are physically disabled. There is more information on VAT exemption further on in this leaflet.

The Starter Package

Access to 24/7 on-call help, an instant response pendant and the freedom to cancel any time. And with an upfront cost of £34.80 inc. VAT and a monthly cost of £19.19 inc. VAT, setting up and using the Home Assist service is easy.

What's included?

- The base unit hub
- The wearable pendant with neck cord and wrist strap
- The winter chills alert

The Pendant

Small and easy-to-use so that all the user has to do is press the button to alert a member of the Tunstall support team. They can then speak to an operator if needed. The pendant can connect to the hub from a distance of up to 50 metres.



The base unit hub

The pendant connects wirelessly to the hub and links you directly to the Tunstall support team.

- Small and modern design
- Mains powered
- Two-way speech
- Very low energy consumption
- Guaranteed for three years
- Winter chills alert facility monitors the temperature around the hub unit and alerts the Tunstall support team if it drops below a certain level. They will then contact a key holder.



THE PENDANT

*Boots Advantage Card points will be awarded in the form of a coupon that the customer can redeem for the first 6 months of the subscription, and will be received when the service is installed. Normal Advantage Card terms and conditions will apply. For full terms and conditions visit [boots.com/advantagecard](https://www.boots.com/advantagecard)

[†]There is the option to add on weekly calls from a service centre run by the charity The Silver Line, to give you someone to talk to every week to remind you of appointments you have coming up, ask you about your day or chat about anything you like. For £6 a month, speak to Tunstall on 0800 0852967 to add this to any package.

The Falls Package

This package is enhanced with a more intelligent pendant that can automatically alert the Tunstall support team if it detects a fall. This means you can still get help even if you can't press the button. The upfront cost is £46.80 inc. VAT and has a monthly cost of £25.19 inc. VAT.

What's included?

- The base unit hub
- The falls monitor incorporating the alert pendant
- The winter chills alert



THE BASE UNIT HUB

The fall monitor

- Automatically generates an alert for assistance if a fall is detected
- Reminder call if pendant is not worn for 7 days
- Sensitivity and button settings are customised for each user during installation
- Can be worn as a neck cord, brooch clip or belt clip



FALLS MONITOR
WITH INCORPORATED
ALERT PENDANT

Due to the wide variety and type of falls, some falls may not be detected. In the event of a fall, the service user should always try and press the help button on the pendant.

The Advanced Package



For the broadest coverage and ultimate peace of mind, the Advanced package can help support an active, independent and confident lifestyle at home.

A number of exclusive features are available with the upfront cost of £58.80 inc. VAT and a monthly cost of £31.19 inc. VAT.

What's included?

- The base unit hub
- The fall monitor incorporating the alert pendant
- The bogus caller alarm
- The smoke detector
- The winter chills alert

Bogus caller alarm

The bogus caller alarm is a button that sits near the front door that helps give peace of mind if there's an unexpected visitor and you feel unsafe or unsure. By pressing it the Tunstall support team are alerted without the caller being made aware. All conversations are then recorded by Tunstall in case they're needed to be listened to again later.



Smoke detector

Decreases response time to fires by detecting smoke and raising an alarm that reaches the Tunstall support team while also activating a local alarm that can be heard in the house.



How do I sign up or find out more?

Telephone

If you have any questions or would like to sign up for the Home Assist service, we're here to help. Just call the Tunstall help line on 0800 0852967* and one of their friendly operators will talk you through finding the best choice for you.

boots.com

Visit us online at boots.com/homeassist to find lots more information about the Home Assist service and how you can sign up online.

Selected stores

Talk to a member of your Boots Healthcare team and they'll help you through the sign-up process.

What happens after I've signed up?

A Tunstall representative will get in touch to arrange a time for your installation. They'll then test the service during installation and explain everything you need to know.

Once this is done, peace of mind is now yours to enjoy for years to come.

To get the product VAT free your disability or long-term illness has to qualify. For VAT purposes, you're disabled or have a long-term illness if:

- You have a physical or mental impairment that affects your ability to carry out everyday activities, eg. blindness
- You have a condition that's treated as a chronic sickness, such as diabetes, high blood pressure, heart disease, deafness, epilepsy or you are physically disabled

You don't qualify if you're elderly but able-bodied, or if you're temporarily disabled. You need to confirm in writing that you meet these conditions. Fill out the sign up form and the VAT exemption section if applicable, and the direct debit form, and post to Tunstall in the pre-paid envelope. Alternatively if you are signing up over the phone or online, you can download the form from the HMRC website www.gov.uk/financial-help-disabled/vat-relief

What will I need?

If you choose to sign up over the phone or on boots.com rather than posting the form, make sure you have to hand:

- The bill payer's bank details
- The contact details for the bill payer (if different person to the user)
- The contact details of the user, including telephone number, email address (optional) and postal address
- Any known medical conditions, and GP name and GP address of the user (optional)
- 2 key holders' contact details (as above for user) who live nearby and who are happy to be contacted if help is required

Tunstall will then be in touch to arrange an appointment to visit the user with the kit to install and test.

Terms and Conditions

The subscription, direct debit and service contract will be agreements between the payee (Or the user and the payee if these are different) and Tunstall Healthcare (UK) LTD. All customer data will be held by Tunstall Healthcare (UK) LTD and subject to their related policies. The services will be provided to you subject to Tunstall's terms and conditions, which you will be asked to agree to.

For full terms and conditions please call 0800 0852967* or visit homeassistuk.com
All information in this leaflet is correct at time of print.

*Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling 0800.

Please fill out

To get the help you need, when you need it, Tunstall require personal details for you and two people who can be called on and live nearby to offer you assistance at any time of the day or night. Key holders must be able to gain access to the user's property at all times. This information is strictly confidential and will only be stored for the duration of the agreement. Full details can be found in the terms and conditions available online or by phone. Please make sure this form is fully completed before submission.

Do you have a promotional code? Y: ☐ N: ☐ Promo code:
Which package are you signing up for? (please tick box) Starter: ☐ Falls: ☐ Advanced: ☐

Home Assist User 1

This is the personal information of the person who will be using the service

Title: Forename(s): Surname:
Address:
County: Postcode:
Email (optional):
Tel (optional. Inc area): Mobile (optional):
Date of Birth (dd/mm/yyyy): First language:

Home Assist User 2

(If applicable) This is for anyone else who is living at the same address as Home Assist User 1 and wishes to sign-up for the service

Title: Forename(s): Surname:
Address:
County: Postcode:
Email (optional):
Tel (optional. Inc area): Mobile (optional):
Date of Birth (dd/mm/yyyy): First language:

If two users at the same address wish to sign up for different packages, please contact Tunstall by phone on 0800 0852967. Tunstall should contact you for information on any medical conditions you may have when they receive your Home Assist Service Agreement.

Calls are free of charge from all consumer landlines and mobile phones. If you are calling from a business phone, you should check with your provider whether there will be a charge for calling 0800.

Key Holder 1 Details

This is the trusted friend, family member or neighbour who will be happy to be contacted first when you need assistance. You must have at least two key holders to use the service and they must have access to the property at all times.

Title: Forename(s): Surname:
 Address:
 County: Postcode:
 Email (optional):
 Tel (optional. Inc area): Mobile (optional):
 Relationship: Next of Kin: Y: N:

Key Holder 2 Details

Title: Forename(s): Surname:
 Address:
 County: Postcode:
 Email (optional):
 Tel (optional. Inc area): Mobile (optional):
 Relationship: Next of Kin: Y: N:

Home Assist Users' Signatures

I authorise these details to be used on my behalf in connection with this product.

Home Assist User 1 Signature: Date:

Home Assist User 2 Signature: Date:

Please ensure the direct debit form is sent along with these forms

How did you hear about us? (please tick box) In a ☐ Boots store – if yes please state which

☐ On boots.com ☐ Through a friend or family member ☐ Other – please specify

Terms and conditions can be found at homeassistuk.com

VAT and Alarm Call Systems

All prices are subject to VAT at the current rate. In the special circumstances of persons registered chronically sick or disabled, eligibility for relief from VAT usually applies.

The following details, (which must be submitted with the order) will enable the goods to be supplied at the VAT exclusive price.

In order for us to not charge you VAT for this service, you need to write down the correct details in the box below.

I (full name):

Of (address):

County: Postcode:

Declare that I am chronically sick or disabled, suffering from the medical condition of:

And I claim relief from Value Added Tax

Signed: Date:

Description of goods: a service which consists of an emergency alarm call system linked to a monitoring centre. This service includes installation, repair and maintenance.

To get the product VAT free, your disability or long term condition has to qualify. For VAT purposes, you're disabled or have a long term illness if:

- You have a physical or mental impairment that affects your ability to carry out everyday activities, eg. blindness
- You have a condition that's treated as a chronic sickness, like diabetes
- You're terminally ill

You don't qualify if you're elderly but able-bodied, or if you're temporarily disabled. You need to confirm in writing that you meet these conditions. Alternatively if you are signing up over the phone or online, you can download the form from the HMRC website. Complete, sign and post to Tunstall. www.gov.uk/financial-help-disabled/vat-relief

For office use only

I claim that the supply of these goods or services is eligible for relief from the Value Added Tax under Group 14 of the zero Rate Schedule of the Value Added Tax Act 1983.

I declare that Tunstall Healthcare (UK) Ltd, Whitley Lodge, Yorkshire DN14 0HR are supplying to the above person(s) a service which consists of an emergency alarm call system linked to a control centre. This service includes installation, repair and maintenance and is specifically for their personal use.

Signed: Date:

Full name:

Return address

Tunstall Response Ltd, Ascot House, Unit 1 Malton Way, Adwick le Street, Doncaster, DN6 7FE
Tel: 0800 0852967 Email: Homeassist@tunstall.com

**Please fill in the whole form
and send to:**

Tunstall Healthcare (UK) Ltd
Whitley Lodge,
Whitley Bridge
Yorkshire
DN14 0HR

Service user number

9 5 5 1 4 5

1. Name and full postal address of your bank/building society

To the Manager: (Bank/building society)

Address:

2. Name(s) of account holder(s)

Instruction to your bank/building society to pay by direct debit

3. Bank sort code

4. Bank/building society account number

5. Reference number

(Your 16-digit card number)

6. Instruction to your bank/ building society

Please pay Tunstall Healthcare (UK) Ltd direct debits from the account detailed in this instruction subject to the safeguards assured by the direct debit guarantee. I understand that this instruction may result with Tunstall Healthcare (UK) Ltd and, if so, details will be passed electronically to my bank/building society.

Signature(s)

Date



This guarantee should be detached and retained by the payer

The Direct Debit Guarantee



The guarantee is offered by all banks and building societies that accept instruction to pay direct debits.

If there are any changes to the amount, date or frequency of your direct debit, Tunstall Healthcare (UK) Ltd will notify you normally 10 working days in advance of your account being debited or as otherwise agreed. If you request Tunstall Healthcare (UK) Ltd to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your direct debit, by Tunstall Healthcare (UK) Ltd or your bank

or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when Tunstall Healthcare (UK) Ltd asks you to.

You can cancel a direct debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify Tunstall Healthcare (UK) Ltd.

