Terms and Conditions

HomeHelper (www.homehelper.co.nz)

Last updated: [01/09/2026]

1. Introduction and Acceptance

1.1 These Terms and Conditions ("**Terms**") govern your access to and use of the website www.homehelper.co.nz (the "**Site**") and the household help services offered through it (the "**Services**"), operated by ("**HomeHelper**", "**we**", "**us**", "**our**").

1.2 By creating an account, choosing a package, or otherwise using the Site or Services, you ("**you**", "**Customer**") agree to be bound by these Terms. If you do not agree, please do not use the Site or Services.

1.3 These Terms should be read together with our [Privacy Policy](/privacy-policy) and [Cookie Policy](/cookie-policy), which are incorporated by reference.

1.4 We may update these Terms from time to time in accordance with clause 18. Continued use of the Services after changes take effect means you accept the updated Terms.

2. Definitions

- **"Booking"** means a request for Services made through the Site, whether a one-off Casual visit or a recurring weekly Package.
- **"Package"** means one of our published service tiers (currently Casual, Essential, Family and Complete), as described on the Site and updated from time to time.
- **"Helper"** means an individual matched by HomeHelper to attend a Customer's property and perform the Services.
- **"Property"** means the residential address at which Services are provided.

3. About Our Service

3.1 HomeHelper matches Customers with Helpers to provide household support services such as general cleaning, cooking and meal preparation, in line with the Package selected.

3.2 Package inclusions, hours, visit frequency and pricing are as set out on the Site at the time of booking and may be updated by us from time to time. Changes will not affect a Package you have already paid for in the current billing cycle.

3.3 We take reasonable care in selecting and matching Helpers but do not guarantee that the same Helper will attend every visit.

4. Accounts and Eligibility

4.1 You must be 18 or older and able to form a binding contract under New Zealand law to register an account or make a Booking.

4.2 You must provide accurate, current and complete information when creating an account and keep it up to date.

4.3 You are responsible for maintaining the confidentiality of your account login details and for all activity under your account. Notify us immediately at [Insert Contact Email] if you suspect unauthorised use.

4.4 We may suspend or close accounts that provide false information, breach these Terms, or where we reasonably believe the account poses a risk to Helpers, other customers, or HomeHelper.

5. Bookings, Scheduling and Property Access

5.1 Bookings are confirmed once payment has been processed in accordance with clause 6.

5.2 You must provide safe and reasonable access to the Property for the Helper to perform the Services, including any relevant access codes, keys or instructions.

5.3 You are responsible for securing pets, valuables, medications, weapons, and any fragile or hazardous items prior to each visit. HomeHelper and its Helpers are not liable for items not properly secured or disclosed.

5.4 If a Helper cannot safely or reasonably access the Property, or reasonably believes the environment is unsafe, the visit may be shortened, rescheduled, or cancelled, and standard cancellation terms (clause 7) will apply.

6. Pricing, Payment and Billing

6.1 All prices are displayed in New Zealand dollars and are inclusive of GST where applicable.

6.2 **Casual Package**: charged as a one-off payment at the time of booking.

6.3 **Recurring Packages** (Essential, Family, Complete): charged on a recurring weekly basis to your nominated payment method via our third-party payment processor, starting on the date of your first booking and continuing until cancelled in accordance with clause 7.

6.4 Payments are processed securely by our payment processor. HomeHelper does not store your full card details — see our [Privacy Policy](/privacy-policy) for details.

6.5 If a scheduled payment fails, we may retry the charge, suspend upcoming visits, or contact you to update your payment details. Continued failed payments may result in suspension or cancellation of your Package.

6.6 We may change Package pricing from time to time. Price changes will be notified to existing Customers at least 14 days in advance and will take effect from your next billing cycle unless you cancel beforehand.

7. Cancellations, Changes and Refunds

7.1 **Recurring Packages** may be cancelled at any time via your account or by contacting [Insert Contact Email]. Cancellation takes effect at the end of the current paid billing cycle; we do not provide partial-week refunds for cancellations made mid-cycle.

7.2 You may reschedule or skip an individual visit by giving at least [48] hours' notice via the Site or by contacting us. Visits cancelled with less notice may be charged in full, as Helper time has already been reserved.

7.3 We may cancel or reschedule a visit due to Helper unavailability, safety concerns, or events beyond our control (see clause 16), and will use reasonable efforts to notify you and offer a suitable alternative or credit.

7.4 Nothing in this clause 7 limits your rights under the Consumer Guarantees Act 1993 (see clause 11).

8. Our Satisfaction Guarantee

8.1 If you are not satisfied with a visit, contact us within [48/72] hours and we will work with you in good faith to resolve the issue, which may include a re-clean, credit, or partial refund at our discretion, in addition to any rights you have under the Consumer Guarantees Act 1993.

8.2 The guarantee in this clause 8 applies to the quality of work performed and does not cover pre-existing damage, normal wear and tear, or issues arising from inaccurate information provided about the Property.

9. Helper Conduct and Vetting

9.1 We take reasonable steps to vet Helpers before they are matched with Customers, which may include identity verification and reference or background checks.

9.2 Helpers [are independent contractors engaged by HomeHelper / are matched through partner service providers] and are not employees of HomeHelper for the purposes of this clause, without prejudice to any statutory tests that may apply. *(Confirm and finalise this wording once your Helper engagement model is settled — it affects liability, health and safety, and tax obligations.)*

9.3 If you have concerns about a Helper's conduct, report it to us immediately at [Insert Contact Email]. We reserve the right to remove a Helper from your account or from our platform.

10. Customer Responsibilities

You agree to:

(a) treat Helpers with courtesy and respect, and not engage in abusive, discriminatory or unsafe behaviour;

(b) provide a safe working environment, free from serious health and safety hazards;

(c) disclose any household risks relevant to the visit (e.g. aggressive pets, health and safety hazards, alarm systems);

(d) not request Helpers to perform services outside the scope of the booked Package or outside the law.

We may suspend or terminate access to the Services if these obligations are breached.

11. Liability and Disclaimers

11.1 Nothing in these Terms excludes, restricts or modifies any right or remedy you have under the Consumer Guarantees Act 1993, the Fair Trading Act 1986, or any other legislation that cannot lawfully be excluded.

11.2 If you acquire the Services for the purposes of a business (as defined in the Consumer Guarantees Act 1993), you agree that the Act does not apply and our liability is limited as set out in this clause 11.

11.3 To the maximum extent permitted by law, HomeHelper's total aggregate liability arising out of or in connection with the Services is limited to the amount you paid for the relevant Booking or Package in the 3 months preceding the claim.

11.4 To the maximum extent permitted by law, HomeHelper is not liable for indirect, incidental, or consequential loss, including loss of income, data, or opportunity.

11.5 We are not liable for damage to items that were not disclosed as fragile, valuable, or requiring special care, or for pre-existing damage.

12. Insurance

HomeHelper holds [public liability insurance — Insert Details] covering Services performed by Helpers. Details are available on request.

13. Intellectual Property

All content on the Site, including text, logos, graphics and design, is owned by or licensed to HomeHelper and may not be copied, reproduced or used without our prior written consent.

14. Suspension and Termination

We may suspend or terminate your account and access to the Services, with or without notice, if you breach these Terms, engage in fraudulent or abusive conduct, or where required by law. You may close your account at any time by contacting us.

15. Privacy

Our collection and use of your personal information is governed by our [Privacy Policy](/privacy-policy), which complies with the Privacy Act 2020 (NZ).

16. Force Majeure

We are not liable for any failure or delay in performing the Services caused by events beyond our reasonable control, including natural disasters, pandemic, civil unrest, or failure of third-party payment or IT systems.

17. Disputes and Governing Law

17.1 These Terms are governed by the laws of New Zealand, and you submit to the exclusive jurisdiction of the New Zealand courts.

17.2 Before taking formal action, please contact us at [Insert Contact Email] so we can try to resolve the issue directly. Eligible disputes may also be referred to the New Zealand Disputes Tribunal.

18. Changes to These Terms

We may update these Terms at any time by posting the revised version on the Site with an updated "Last updated" date. Material changes affecting active Packages will be notified to Customers in advance where reasonably practicable.

19. Contact Us

HomeHelper

Email: info@homehelper.co.nz

Privacy Policy

HomeHelper (www.homehelper.co.nz)

Last updated: [Insert Date]

HomeHelper ("**we**", "**us**", "**our**") is committed to protecting your privacy in accordance with the **Privacy Act 2020** (New Zealand). This Privacy Policy explains what personal information we collect, why, and how we handle it.

1. Information We Collect

We may collect the following personal information:

- **Account details**: name, email address, phone number, password.
- **Property and booking details**: home address, access instructions, household details relevant to Services (e.g. pets, hazards).
- **Payment information**: billing name, address, and payment card details — processed directly by our third-party payment processor. We do not store full card numbers on our own systems.

- **Communications**: messages, feedback, and support requests you send us.
- **Technical data**: IP address, browser type, device information, and usage data collected via cookies (see our [Cookie Policy](/cookie-policy)).

2. How We Collect Information

We collect information:

- directly from you, when you create an account, choose a Package, or contact us;
- automatically, through cookies and similar technologies when you use the Site;
- from Helpers, where relevant to delivering or resolving issues with the Services.

3. Why We Collect and Use Your Information

We use personal information to:

(a) create and manage your account and Bookings;

(b) match you with a suitable Helper and coordinate visits;

(c) process payments and manage billing, including recurring Package charges;

(d) communicate with you about your account, Bookings, and customer support;

(e) improve the Site and Services, including through analytics;

(f) send you marketing communications, where you have opted in (you can opt out at any time);

(g) comply with our legal obligations and enforce our Terms and Conditions.

4. Disclosure of Information

We may share your personal information with:

- **Helpers**, to the extent necessary to attend your Property and deliver the Services (e.g. name, address, access instructions, relevant household notes);
- **Payment processors** (e.g. Stripe or similar), to process payments securely;
- **IT and hosting providers**, who store and process data on our behalf;
- **Professional advisors and regulators**, where required by law;
- **A buyer or successor**, in the event of a business sale, merger, or restructure.

We do not sell your personal information to third parties.

5. Overseas Disclosure

Some of our service providers (such as payment processors, hosting, or analytics providers) may store or process data outside New Zealand, including in jurisdictions such as the United States or Australia. Where we disclose personal information overseas, we take reasonable steps to ensure it is protected to a standard comparable to the Privacy Act 2020, including relying on providers that are themselves subject to privacy laws providing comparable safeguards, or entering into appropriate contractual protections, as required by Information Privacy Principle 12.

6. Data Storage and Security

We take reasonable steps to protect personal information against loss, unauthorised access, use, modification or disclosure, including secure hosting, access controls, and using reputable third-party payment processors for card data. No system is completely secure, and we cannot guarantee absolute security.

7. Retention

We retain personal information for as long as necessary to provide the Services, comply with legal and tax obligations, and resolve disputes, after which it is securely deleted or anonymised.

8. Your Rights

Under the Privacy Act 2020, you have the right to:

- access the personal information we hold about you;
- request correction of inaccurate or incomplete information;
- ask us to explain how your information is being used.

To exercise these rights, contact us at [Insert Contact Email]. We will respond within the timeframes required by law.

9. Cookies

Our Site uses cookies and similar technologies. See our [Cookie Policy](/cookie-policy) for full details and how to manage your preferences.

10. Children's Privacy

Our Services are intended for individuals aged 18 and over. We do not knowingly collect personal information from children.

11. Complaints

If you have a concern about how we handle your personal information, please contact us first at info@homehelper.co.nz If you're not satisfied with our response, you can lodge a complaint with the **Office of the Privacy Commissioner** at www.privacy.org.nz.

12. Changes to This Policy

We may update this Privacy Policy from time to time. The current version will always be available on the Site, with the "Last updated" date shown above.

13. Contact Us

[Legal Entity Name]

Trading as HomeHelper

Email: [Insert Contact Email]

Address: [Insert Registered Address]

Cookie Policy

HomeHelper (www.homehelper.co.nz)

Last updated: [Insert Date]

This Cookie Policy explains how HomeHelper ("**we**", "**us**", "**our**") uses cookies and similar technologies on www.homehelper.co.nz (the "**Site**").

1. What Are Cookies?

Cookies are small text files placed on your device when you visit a website. They help the site function properly, remember your preferences, and give us insight into how the Site is used.

2. Types of Cookies We Use

Strictly necessary cookies

Required for core Site functionality, such as keeping you signed in, remembering items in your Booking flow, and enabling secure checkout. These cannot be switched off without affecting how the Site works.

Performance and analytics cookies

Help us understand how visitors use the Site (e.g. pages viewed, time on site) so we can improve it. These may be provided by tools such as Google Analytics.

Functional cookies

Remember your preferences, such as your selected Package or region, to improve your experience on return visits.

Marketing cookies

Used to deliver relevant advertising and measure campaign performance, including via platforms such as Meta (Facebook/Instagram) or Google Ads. These are only set with your consent where required.

3. Third-Party Cookies

Some cookies are set by third-party services we use, including payment processors, analytics providers, and advertising platforms. These third parties have their own privacy and cookie policies, which we encourage you to review.

4. Managing Your Cookie Preferences

When you first visit the Site, you will be shown a cookie banner where you can accept or manage non-essential cookies. You can also:

- adjust your preferences at any time via the cookie settings link in the Site footer (if applicable);
- change your browser settings to block or delete cookies — note that this may affect Site functionality, including your ability to sign in or complete a Booking.

5. How Long Cookies Last

- **Session cookies** are deleted when you close your browser.
- **Persistent cookies** remain on your device for a set period (or until you delete them), to remember your preferences across visits.

6. Changes to This Policy

We may update this Cookie Policy from time to time to reflect changes in the cookies and technologies we use. The current version will always be available on the Site.

7. Contact Us

Email: info@homehelper.co.nz