

Terms and Conditions

1. Introductory Provisions

These Terms and Conditions govern the use of the website of Live New Life Europe s.r.o. and set out the basic terms relating to the provision of information, advice and intermediary services.

By using this website, you agree to the terms set out below.

2. Nature of the Services Provided

Live New Life Europe s.r.o. provides services including:

- information about care options for older people,
- advice relating to the care and support of older people,
- facilitating contact between clients and service providers,
- support with the organisation of care placements, care arrangements and related administrative matters,
- other services individually agreed with the client.

The specific scope of services is always determined by an individual agreement between the company and the client.

3. Information Provided on the Website

All information published on this website is provided for general information purposes.

The company makes every reasonable effort to ensure that the information is accurate and up to date. However, it accepts no responsibility for inaccuracies resulting from changes made by third parties or circumstances beyond its control.

4. Non-binding Enquiries

Submitting a contact form, sending an email or otherwise contacting the company through the website does not constitute the conclusion of a contract or a binding order for services.

A contractual relationship is established only on the basis of an individual agreement between the company and the client.

5. Prices of Services

Prices may vary depending on the scope of services provided, the individual circumstances of the client and the selected care provider.

The current price applicable to the client's individual circumstances will be communicated directly to the client.

Unless expressly stated otherwise, prices published on the website are indicative only.

6. Liability

The company is responsible for the services that it provides directly.

The company is not responsible for services provided by third parties, particularly providers of social care, healthcare or other care services, over whose provision the company has no direct control.

7. Links to Third-party Websites

This website may contain links to third-party websites.

The company is not responsible for the content, availability or privacy practices of those websites.

8. Intellectual Property

All content on this website, including texts, photographs, graphic elements, logos and other materials, is protected by applicable copyright and intellectual property laws.

The content may not be copied, distributed or otherwise used for commercial purposes without the company's prior written consent.

9. Data Protection

The processing of personal data is governed by the separate **Privacy Policy** published on this website.

10. Governing Law

These Terms and Conditions are governed by the laws of the Czech Republic.

This does not affect any mandatory consumer protection rights that apply to the relevant contractual relationship.

11. Alternative Dispute Resolution

If a consumer dispute arising from a contract for services between Live New Life Europe s.r.o. and a consumer cannot be resolved by mutual agreement, the consumer may refer the dispute to the competent alternative dispute resolution body:

Czech Trade Inspection Authority (Česká obchodní inspekce)

Central Inspectorate – ADR Department

Gorazdova 1969/24

120 00 Prague 2

Czech Republic

Email: adr@coi.gov.cz

[Alternative Dispute Resolution – Czech Trade Inspection Authority](#)

12. Final Provisions

The company reserves the right to amend or update these Terms and Conditions at any time.

The current version will always be published on this website.

These Terms and Conditions take effect on the date of their publication.