

Practical Help Agreement Template

Trusted Help Spain | Everyday, non-medical practical support

Parties and purpose

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Use this optional template to record the practical details agreed directly between a seeker and a helper. It covers the scope of help, timing, price, payment, cancellation arrangements and practical boundaries.

Trusted Help Spain is not a party to this agreement, does not set helper rates and does not process payment for the practical help. This template is for everyday, non-medical practical support and does not replace professional legal advice.

1. Seeker and Helper Details

Agreement date

Person Seeking Help

Name

Email or telephone number

Helper

Name

Profile or business name, where applicable

Email or telephone number

Helper is acting as (select one)

☐ Individual

☐ Autonomo / self-employed

☐ Business

2. Type of Practical Help

Select the main category for this arrangement.

☐ Shopping and Errands

☐ Appointment Support

☐ Language Help

☐ Pet Help

☐ Check-ins

☐ Companionship

☐ Nanny and Family Help

☐ Light Garden Help

☐ Handyman-style Help

☐ Daily Practical Support

Brief description of the agreed help

2. Type of Practical Help - Continued

Detailed description of what the helper will do

What is included?

What is not included?

The helper should only provide support that falls within the permitted platform categories, their stated experience and the boundaries agreed by both parties. Medical, nursing, personal-care, emergency and regulated-care services are not covered by this template.

3. Date, Time and Location

Date or dates

Starting time

Expected finishing time or duration

Location

Is this a repeated arrangement?

☐ No - one-off arrangement

☐ Yes - repeated arrangement

If repeated, record the agreed dates or schedule

Access arrangements

Do not write alarm codes, passwords, PIN codes, bank-card details or other security credentials in this template. Share only essential access information, separately and securely.

4. Rate, Expenses and Payment

Helper rate (select the relevant option)

☐ Hourly rate ☐ Fixed price ☐ Other agreed rate

Hourly rate (EUR)

Fixed price (EUR)

Estimated duration

Other agreed rate or pricing details

Agreed travel, materials, parking or other expenses

☐ No additional costs have been agreed
☐ Additional costs require the seeker's approval before they are incurred

Payment method

☐ Cash ☐ Bank transfer ☐ Bizum ☐ Other

Payment timing

☐ After completion ☐ At the end of each visit ☐ Before the agreed date

Other payment timing or conditions

Where the helper acts as an autonomo or business, the helper is responsible for providing any invoice or receipt required by law.

Additional payment notes

5. Changes and Cancellation

Minimum notice requested from the seeker

Minimum notice requested from the helper

Cancellation conditions

☐ No cancellation charge applies

☐ The following charge or condition applies

Late-arrival or no-show arrangements

Any cancellation condition must comply with applicable law. Mandatory consumer rights remain unaffected where they apply.

6. Practical Information

Will another person be present or involved?

☐ No ☐ Yes

Are pets present or involved?

☐ No ☐ Yes

Who provides the tools or materials?

☐ Seeker ☐ Helper ☐ Both

Is transport part of the agreed help?

☐ No ☐ Yes

Transport must be lawful, agreed and incidental to the practical help. This template is not for commercial removals, goods transport, airport transfers or other paid passenger transport.

Optional emergency contact - only where reasonably relevant

Name

Telephone number

Relationship / reason

7. Safety and Practical Boundaries

- The arrangement is for practical, non-medical help only.
- The Helper will not provide medical, nursing, personal-care, emergency or regulated-care services.
- The Helper must decline any work outside the permitted platform categories, agreed scope, their abilities or stated boundaries.
- The Seeker will not pressure the Helper to provide prohibited services.
- Personal information will only be used for this arrangement.
- Bank cards, PIN codes, passwords and unnecessary financial access will not be shared.
- Either person may end the arrangement if they reasonably consider it unsafe or inappropriate.
- Immediate danger or emergencies must be directed to the appropriate Spanish emergency service.

Additional boundaries or safety arrangements

8. Privacy and Confidentiality

Information shared during the arrangement must be treated respectfully and confidentially. Neither party should share the other person's contact details, home address, private messages, photographs, family or household information, financial information or other private details without permission. Information may be shared where required by law or reasonably necessary to report a serious safety, fraud or legal concern.

The completed agreement should normally be kept by the seeker and helper. It does not need to be sent to Trusted Help Spain unless requested in connection with a report, complaint or support issue.

9. Direct Agreement Between the Parties

- The practical arrangement is made directly between the seeker and helper.
- Trusted Help Spain is not a party to this agreement.
- Trusted Help Spain does not determine the helper's rate or process payment for the practical help.
- Platform fees, including Seeker request fees and Helper membership fees, are separate from payment for the actual help.
- Verification checks and helper statuses do not guarantee the outcome of the arrangement.
- Both parties remain responsible for their own decisions and legal obligations.
- The Trusted Help Spain Terms and Conditions and Code of Conduct continue to apply to platform use.

10. Confirmation

Both parties confirm that they have read and understood the details above and agree to the practical arrangement recorded in this document.

Person Seeking Help

Name

Signature or written confirmation

Date

Helper

Name

Signature or written confirmation

Date

The arrangement may also be confirmed by email or WhatsApp, for example: "I confirm that I agree to the Practical Help Agreement dated [date]."

Optional Completion Record

Date completed

Actual duration

Final amount (EUR)

Payment status

☐

Paid in full

☐

Partly paid

☐

Payment still due

Additional notes agreed by both parties

Both parties confirm any completion notes above