

Lend a Hand – Terms & Conditions

Last Updated: [22/07/2026]

Welcome to Lend a Hand.

By creating an account, accessing, or using our platform, you agree to these Terms & Conditions.

If you do not agree to these Terms, please do not use the platform. Lend a Hand reserves the right to remove users from the platform if you breach these Terms and conditions.

1. About Lend a Hand

Lend a Hand is an online marketplace that connects people who need help with everyday tasks ("Posters") with people who wish to complete those tasks ("Helpers").

Lend a Hand acts solely as a platform for introductions between users.

Lend a Hand is not:

- An employer
- An employment agency
- A recruitment agency
- A contractor
- A provider of task services

Any agreement for work is made directly between the Poster and the Helper.

2. Eligibility

To use Lend a Hand you must:

- Be at least 16 years old
- Provide accurate information
- Have legal capacity to enter into agreements where permitted by law
- Comply with these terms and all applicable laws

We reserve the right to suspend or terminate accounts that provide false information.

Users Aged 16-17

Users aged 16 or 17 may register as Helpers and offer assistance with approved tasks.

For safeguarding and safety reasons:

- Users under 18 cannot post jobs.
- Users under 18 may only undertake approved categories of work.
- Certain task categories may be restricted.
- Lend a Hand may request additional age verification.

Lend a Hand reserves the right to remove access to any task considered unsuitable for users under 18.

Safeguarding of Young Users

Lend a Hand is committed to protecting younger users.

Where users are aged 16 or 17:

- Additional restrictions may apply.
- Certain job categories may be unavailable.
- Safety warnings may be displayed.
- Location information remains protected in accordance with platform policies.

Users should never place themselves in situations where they feel unsafe.

Lend a Hand reserves the right to suspend any account where safeguarding concerns arise.

3. User Accounts

Users are responsible for:

- Maintaining the security of their account
- Keeping passwords confidential
- Ensuring account information remains accurate

You are responsible for all activity occurring under your account.

4. Platform Services

Lend a Hand provides:

- User accounts
- Job listings
- Profile creation
- Job offer functionality

- Review systems
- Subscription management

Lend a Hand does not guarantee:

- That jobs will receive offers
- That offers will be accepted
- That work will be completed
- That users will earn income
- That users will receive work

5. Subscription Plans

Helpers must maintain an active subscription to submit offers on jobs.

Subscription plans may include:

- Starter
- Helper
- Community Pro

Subscription pricing may change at any time with reasonable notice.

Users may:

- Upgrade immediately
- Downgrade at the next billing cycle
- Cancel at the next billing cycle

Subscription fees are non-refundable except where required by law.

6. Job Offer Tokens

Certain subscriptions include Job Offer Tokens.

Tokens may be:

- Used when submitting offers
- Returned if an offer is declined or not selected
- Consumed when an offer is accepted

Tokens have no cash value and cannot be exchanged for money.

7. Payments Between Users

Lend a Hand does not process payments between Posters and Helpers unless otherwise stated.

Payment arrangements are agreed directly between users.

Users are solely responsible for:

- Agreeing payment terms
- Making payments
- Receiving payments
- Resolving payment disputes

Lend a Hand accepts no responsibility for payment disputes between users.

8. Prohibited Activities

Users must not:

- Post false information
- Impersonate others
- Harass or abuse users
- Use the platform for unlawful purposes
- Circumvent subscription requirements
- Submit fraudulent reviews
- Attempt to access other users' accounts

Any violation may result in account suspension or termination.

9. Prohibited Jobs

The following are prohibited:

- Electrical work requiring certification
- Gas work
- Structural building work
- Roofing work
- Medical services
- Childcare services or services involving unsupervised children
- Personal care services
- Illegal activities
- Dangerous activities
- Jobs requiring professional licensing

- Sexual or escort services

Lend a Hand reserves the right to remove any listing without notice.

10. Reviews and Ratings

Users may leave reviews based on genuine experiences.

Reviews must:

- Be truthful
- Be relevant
- Not contain abusive language
- Not contain false allegations

Lend a Hand may remove reviews that breach these Terms.

11. User Conduct

Users agree to:

- Treat others respectfully
- Communicate honestly
- Act in good faith
- Comply with Community Guidelines

Abusive or threatening behaviour may result in immediate account termination.

12. Safety Disclaimer

Lend a Hand does not conduct comprehensive background checks on users unless explicitly stated.

Users interact at their own risk.

Users are responsible for:

- Assessing suitability of other users
- Taking reasonable safety precautions
- Ensuring tasks are lawful and safe

Lend a Hand cannot guarantee the conduct of any user.

13. No Employment Relationship

Nothing within the platform creates:

- Employment
- Partnership
- Joint venture
- Agency relationship

Helpers are independent individuals and are not employees of Lend a Hand.

14. Taxes

Users are responsible for:

- Declaring earnings
- Paying taxes
- Meeting HMRC obligations

Lend a Hand does not provide tax advice.

15. Limitation of Liability

To the maximum extent permitted by law, Lend a Hand shall not be liable for:

- Loss of income
- Loss of profits
- Property damage
- Personal disputes
- Payment disputes
- User misconduct
- Indirect or consequential losses

Lend a Hand provides the platform on an "as available" basis.

16. Indemnity

You agree to indemnify and hold harmless Lend a Hand, its owners, employees and affiliates from any claims, damages, liabilities, losses or expenses arising from:

- Your use of the platform
 - Your breach of these Terms
 - Any agreement entered into with another user
-

17. Intellectual Property

All platform content, branding, logos, designs and software remain the property of Lend a Hand unless otherwise stated.

Users may not copy, reproduce or distribute platform content without permission.

18. Account Suspension and Termination

Lend a Hand may suspend or terminate accounts where users:

- Breach these Terms
- Engage in fraudulent activity
- Pose a risk to the community
- Use the platform unlawfully

Termination may occur without prior notice where necessary.

19. Privacy

Use of the platform is also governed by our Privacy Policy.

Users should review the Privacy Policy to understand how personal information is collected, used and protected.

20. Dispute Resolution Process

If a Poster or Helper believes a job has not gone as expected, either party may raise a dispute using the “Open a Dispute” option available on the relevant job.

When a dispute is opened:

- A dispute form is submitted referencing the specific job in question
- You will be issued a unique Dispute ID for reference
- Lend a Hand will review the information provided by the parties involved, where reasonably possible

Lend a Hand will aim to review disputes within a reasonable timeframe and may request further information from either party.

As Lend a Hand does not process payments between users (see Section 7), we act as a neutral party in reviewing disputes and cannot guarantee any particular outcome, refund, or resolution.

Depending on the nature of a dispute, Lend a Hand may take action including issuing warnings, removing content, or suspending or terminating accounts in line with Section 18.

Disputes involving illegal activity, safeguarding concerns, or risk of harm should also be reported to the relevant authorities.

21. Recommended Insurance & Precautions

Lend a Hand does not provide insurance for Posters or Helpers.

Users are strongly encouraged to consider their own insurance arrangements, particularly for higher-risk tasks such as moving furniture, gardening, or flat-pack assembly, including:

- Personal or public liability insurance
- Home contents insurance covering damage caused by visitors
- Insurance appropriate to any tools or equipment used

It is the responsibility of each user to assess whether additional insurance is appropriate for a given task.

Nothing in this section creates any obligation on Lend a Hand to arrange, provide, or verify insurance cover.

22. Changes to These Terms

We may update these Terms from time to time.

Continued use of the platform after changes take effect constitutes acceptance of the updated Terms.

23. Governing Law

These Terms shall be governed by and interpreted in accordance with the laws of England and Wales.

Any disputes arising from these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.

24. Contact Us

For questions regarding these Terms & Conditions, please contact:

Lend a Hand Support

Email: support@lendahandcommunity.com

Website: www.lendahandcommunity.com

Lend a Hand

No Job Too Small

Local People Helping Local People