CLIENT GUIDE

Joining Aide & Assist, and sharing vouchers

How to activate your private account, submit a request, and use vouchers to welcome friends and family.

1. Activating your private account

Option A — Membership

1. Visit aideandassist.com/auth and choose Create account.
2. Enter your name, email address and a secure password.
3. Confirm your email using the link we send you.
4. Sign in to arrive at your private portal, where you can submit requests and follow progress.

Option B — Try us with a single request

1. Visit aideandassist.com/brief and describe what you need.
2. Complete the secure checkout (or apply a voucher code).
3. Follow the claim link on screen or in your email at aideandassist.com/claim, and set a password to keep the request in your private portal.

2. Two kinds of voucher

Voucher	What it is	How it is used
Gift & promotional	A single-use code — for example a complimentary request, a discount or a complimentary month of membership.	Entered at checkout. May be shared with friends and family.
Service & booking	Your confirmation once your lifestyle manager secures a supplier: reference, venue, time and terms.	Kept under Vouchers in your portal; print or save as PDF for guests.

3. Sharing a gift voucher

1. Find your code in the email from our team, or ask your lifestyle manager.
2. Forward the email, or copy the code and send it to a friend or family member.
3. Each gift voucher is single-use and covers one request or membership credit.

4. How your guest activates their request

Step 1 — Describe the request

Visit aideandassist.com/brief and outline the request, with dates, times and guest details.

Step 2 — Apply the voucher

At payment, choose Add promotion code, enter the code and press Apply. The total adjusts immediately.

Step 3 — Claim the account

Complete checkout, then set a password on the claim page to open their private portal.

Step 4 — We take it from here

A lifestyle manager reviews the request, works with trusted suppliers and shares a tailored proposal in the portal.

5. Sharing a confirmed booking with guests

1. Sign in at aideandassist.com/dashboard and open Vouchers.
2. Find the confirmed booking with its supplier, venue, date and reference.
3. Choose Print voucher to print, or save as PDF to share with guests or household staff.

Personal assistance is always at hand: AandA@krimsonkraft.com · aideandassist.com/consultation