

## **Terms & Conditions – The Innovate Day Centre C.I.C.**

By attending The Innovate Day Centre, all clients and families agree to the following terms and conditions;

**Invoices and Late Payments** - Clients are invoiced on a monthly basis. Invoices are paid for in advance of the following month and by the invoice date stated if paying by cheque or BACS. Late payment of invoices will incur a late payment charge as well as a £5.00 administration fee. If your invoice remains unpaid into the month in question, the client will not be collected on the transport run until the invoice is settled in full.

**Refunds** - The Innovate Day Centre operates a 30 day refund policy from the date of request.

**Notice period** - Clients are required to give The Innovate Day Centre 30 days paid written notice prior to leaving the centre for any reason so that we may offer your place to another client on our waiting list.

**Increased Days** - If you wish to increase your days with us and we have a place at the centre on your preferred day(s), as a current client we will always endeavour to offer extra days before new clients. The increase will be subject to the same terms and conditions above.

**Decreased Days** - If you wish to decrease your current days with us, this will be subject to the same terms as above, a 30 day notice period paid up to date.

**Missed Days** - We do not refund clients for any days missed and clients will be expected to attend on an additional day(s) to make this time up. Only if a client attends The Innovate Day Centre on all of the days that we are open will they be considered for a refund.

**Christmas & Bank Holidays** - The centre does not operate on Bank Holidays or for a period of 4-5 days over the Christmas period. We do still charge for these days and ask that clients attend the centre on a different day instead. The main reason for this is to protect the centre and ensure that finance are still in place to operate. Unfortunately, we would not be able to sustain closing and not charging for this time as we do not receive any funding or grants from the government. All of our income is solely based on invoices to clients. We do not hire staff on zero hours contracts, all staff are permanent members of the team with fixed hours and need to be paid for at the end of each month.

**Illness, Hospitalisation and Holidays** - Full price payment must still be paid to keep your place if you suffer illness, are hospitalised, in respite care or on holiday. Clients funded by the London Borough of Hillingdon must be prepared to self-fund their holding place if they are ill, hospitalised, in respite care or on holiday.

**Transport** - If you are booked on the transport list and miss your pick up time, you will be expected to make your own way to the centre and will be charged for the missed transport service. If you then cannot attend because you have no transport, you will essentially lose this day unless you wish to attend on an additional day.

**Aggressive/Abusive Behaviour** - Aggressive or abusive behaviour towards our staff and other clients will not be tolerated and it will be at the Centre Manager's discretion as to whether you will be permitted to use our services in the future. If you are not permitted to return to The Innovate Day Centre, you will not be refunded any outstanding days.

If a client is aggressive towards a member of staff or another client, the next of kin will be contacted and will be expected to collect the client from the centre. It is at the Centre Manager's discretion as to whether or not the client will be permitted to return and as to whether the initial deposit payment will be refunded.

We assess all clients before attending The Innovate Day Centre to be sure that they do not display any aggressive or abusive behaviour. We are careful to monitor client's behaviour and if a decline is noticed, the next of kin will be contacted and informed.

**Medical Conditions** - If the Centre Manager is not informed or kept up to date of a particular condition that a client may have or developed recently, The Innovate Day Centre is not responsible for any situation that may result from this. This can include a change of medication, or new diagnosis of a medical condition or a change in behaviour that the family may have noticed. It is imperative that the Centre Manager is kept up to date with any of the above changes.

**Complaints** - Any concerns or complaints must be voiced in the first instance with the Centre Manager. If the concern or complaint is not resolved, you must then address the issue in writing to the Director. The Director will then respond to your issue in writing within 14 days from receiving your letter.

**Please note that these Terms & Conditions are updated regularly. It is the client's and their family's responsibility to view these terms on a regular basis via our website. Clients are also more than welcome to request latest up to date copies of Terms & Conditions.**

I hereby confirm that I have read the above contents of this document and that I will oblige with the Terms and Conditions set out by The Innovate Day Centre C.I.C.

Signed:

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Print Name:

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Date: .....