

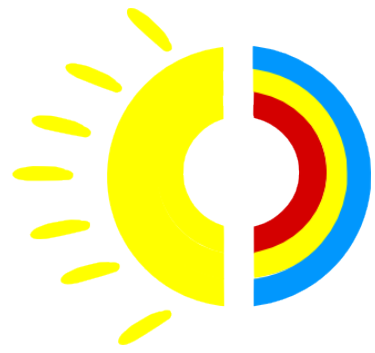
TERMS AND CONDITIONS

January 2016

- The Day Service is open from Monday to Friday 9.00 – 5.00 we close for public bank holidays with morning and afternoon activities offered. If there is no space in an activity on a preferred day, the person will be added to a waiting list and alternative days/activities offered. When allocating places, we may consider level of dependency, potential benefits to the client, and benefits to carer's as well as practical constraints.
- A full month's fee is payable in arrears with an invoice issued on the 13th of each month, payable within 14 Days. No credit or refund will be given for days where the service user does not attend without notice. The reserved days may be terminated at one months' notice, in writing. We can accept payment by BACS, cheques, Standing Order, and Cash.
- If a service user is unable to attend a booked session credit can be given for next month's sessions if 1 weeks' notice is provided.
- If a service user occasionally wishes to attend an additional day, this can be arranged if we have a space available. We will need to know about your attendance in advance. These may be attended on a pay as you go basis.
- Clients can bring a packed lunch or if they prefer can use the services of the onsite Café.
- Tea & coffee are provided during sessions all other refreshments are available to purchase.

Bright Lives

social enterprise C.I.C



- Day rates are based £11/hr. or £65.00 a day supported with their own Carer but we do offer packages for multiple days. Workshops/activities are individually priced, please contact us for details.
- It is assumed that clients will attend workshops with support staff. If Bright Lives are required to provide full support or personal care this can be provided on a case by case bases.
- All clients attending without their own support worker will require a risk assessment completing before attendance. If we are unable to complete this due to incomplete/unsigned application forms this may delay your start date with us.
- It is the responsibility of at home support staff to provide a true picture of an individual's support needs so we can provide them with appropriate support at the centre. Bright Lives will not be able provide 1:1 support unless arranged in advance, this level of support will incur a greater cost to the individual.

If you require further clarification on this please get in touch with one of our staff team who will be more than happy to assist.

Signed

Michael Jones

Bright Lives C.I.C

6 January 2016