



HACS

Hillingdon Autistic Care & Support
Registered Charity Number 1183576

CHILDREN AND YOUNG PEOPLE'S SERVICE

Fees and Cancellation Policy

Introduction

As a specialist service designed for children and young people with complex support needs, there is a high cost associated with providing a high quality, safe and stimulating environment. As outlined within our charitable values, we are committed to providing high quality services that provide value-for-money.

The purpose of this policy is to provide parents/carers with information about the ways in which fees are set, together with clear guidance on timely cancellations and fee liability.

Fees

The level of fees will be set by the Trustees and reviewed annually in the light of the Charity's financial position and cost of delivering the service. All fees are subject to an increase at the discretion of the Charity. Existing families accessing the service will be notified of any changes to the pricing structure by email at least 6 weeks before the change.

The parent fee for Saturday clubs/Playscheme are to fund our entry-level "small group support" staff ratio, which is a maximum of one adult to three children.

Children and young people may require higher levels of support due to personal care, risks to safety or medical needs. It is reasonable to expect that a child may need a higher level of staff support during a settling in period as they adjust to a new environment. However, if we identify either during assessment or beyond the settling-in period that a child requires enduring support exceeding our small group ratio (i.e. one-to-one or two-to-one support), the cost of funding one-to-one or two-to-one support must be sought. Our staff will work with the family to request funding support from social care. The Charity is unable to sustain the enduring costs of one-to-one or two-to-one support over a longer-term period.

Playscheme Cancellation Policy

After the closing date for applying to the Playscheme, our Children and Young People's Service Manager will contact you to offer you the sessions that we are able to accommodate your child.

From the date you are advised of the allocated sessions you will have 7 days (5 working days) to either accept or cancel these sessions without any fees being incurred.

You will then receive an invoice from our automated system Xero and will have 7 days to pay the invoice. If your bill is not paid within 7 days and we do not receive any contact from you

to discuss payment options, you will automatically lose your allocation and it will be allocated to a child or young person on the waiting list.

After this date, until 7 days (5 working days) prior to the date your child is due to attend their first session, if you choose to cancel any sessions you will be liable for 50% of the cost of the cancelled sessions. **This is due to exceptionally high demand for Playscheme places.**

If you cancel sessions within 7 days (5 working days) of your child being due to attend their session you will be liable for 100% of the cost of the cancelled sessions.

If there are exceptional reasons as to why you need to cancel your sessions at short notice, please contact our Children and Young People's Service Manager to discuss your situation. Please note that all final decisions on liability of costs are at the Charity's discretion.

Saturday Club Cancellation Policy

We appreciate that families are allocated sessions for a whole term and that plans can change during this period of time. Therefore we will offer a separate cancellation policy for Saturday club sessions.

From the date you are advised of the allocated sessions you will have 7 days (5 working days) to either accept or cancel these sessions without any fees being incurred.

You will then receive an invoice from our automated system Xero for the full amount. However, in exceptional circumstances, families can request for a payment plan to spread the cost of the sessions throughout the term. Whether you are invoiced in full or on a payment plan, once the invoice is issued you will have 7 days to pay. If your bill is not paid within 7 days and we do not receive any contact from you to discuss payment options, you will automatically lose your allocation and it will be allocated to a child or young person on the waiting list.

If you cancel sessions at least 7 days (5 working days) before your child being due to attend the Saturday club session, we will offer you a full refund or a credit note for the cost of the session.

If you cancel sessions within 7 days (5 working days) of your child being due to attend their session you will be liable for 100% of the cost of the cancelled sessions.

Please note due to escalating costs and abuse of the cancellation policy, we are no longer able to offer credit for Saturday Club or Playscheme sessions cancelled due to sickness.

Exceptional Circumstances

We are committed to supporting our families through challenging times. Parents/carers are encouraged to speak to us if they are experiencing financial difficulty and are likely to have difficulty in making a payment on time. Parents/carers are strongly advised to arrange a meeting at the earliest possible opportunity, to avoid jeopardising their child's place. We have always been committed to offering a number of sponsored places per year for families in financial difficulty and will continue to ensure children and young people are not

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Outstanding Fees

Please note that places on Saturday Club/Playschemes will not be offered if there are any outstanding fees owing from a previous playscheme, Saturday club or any other HACS service your child may access.

Emergency Cancellation of the Session

We are unable to offer a guaranteed location for sessions as we do not use our own premises for Saturday clubs/Playschemes. Therefore sessions may run from any location within the London Borough of Hillingdon. We may need to change dates, location, or activities due to unforeseen circumstances or adverse weather. We reserve the right to make these changes and aim to inform families of these changes as soon as possible. We are unable to offer a refund or credit due to change of location.

Cancellation of a session is a last resort for the Charity and we are committed to exploring all possible options before making a decision to cancel. If the Charity cancels a session due to an emergency situation or operational challenges, you will be entitled to a full refund or credit for the session.