4.16 Charging Policy

This Policy aims to ensure the continued successful delivery of services provided to valued customers of The Adventure Service Ltd and aims to give guidance to all partners on how to meet their responsibilities with regard to the payment of invoices.

General

- Our fees are based on a daily rate which shall be notified to you in advance of you starting at the service. We may review these fees at any time but shall inform you of the revised amount at least one month before it takes effect. Our service charge will be reviewed annually.
- Fees must be paid on a monthly basis, in arrears. We calculate the amount payable by you each month by the amount of days attendance that you have booked at the start of the agreement.
- All payments made under this agreement should ideally be by BACS.
- Email contact is preferable to ensure prompt and effective delivery of invoices.
- It is the responsibility of the parents/carers to provide information on how invoices will be funded and where The Adventure Service should send the invoice.

Specific to Short Breaks

- Short Breaks are invoiced for 1 month prior to the event. Payments need to be received before the event occurs. Cancellations for Short Breaks must be received 3 weeks prior to the event or full payment will be required.

Specific to Day Service clients

- Prior to September 2021, four weeks advanced fees as a deposit was required to secure your day service place. These fees are total to the of the number of days over a four-week period you would attend The Adventure Service Ltd. Should the number of days per week increase, the advanced fees will be implemented accordingly. The deposit is non-refundable and covers four weeks' notice period. If you withdraw from the service without giving a four weeks' notice, the deposit will not be returned.
- From 1st September 2021, rather than a deposit to secure your service, if an Adventurer choses to leave the service you will need to continue to pay for 4 weeks after giving notice (attendance is allowed during this period).
- It is imperative that funding is in place BEFORE an Adventurer attends one of our services. Confirmation must be sought from the allocated Social Worker to ascertain the following:
    1. When will the funding start?

2. Where do The Adventure Service need to send the invoices in order to recoup the funding –
   Managed Budget (straight from the council – through the Day Care Portal for NCC)
   Funds managed by an Appointee/solicitor - who are they and what are their contact details.
   Direct Payment – parent/carer managing this through a personal account
   Direct Payment - parent/carer manages this using a prepayment card
   Direct Payment – through an intermediary such as People Plus/Solo/Penderals – please specify which one, along with their contact details.

- Where the services are closed on bank holidays no charges will usually be made to those paying by Direct Payments.
- Non-attendance due to illness or holiday will still be charged at the normal daily rate.
- Extra sessions are charged at the full daily rate and will be charged on the next invoice. To cancel an extra session, we require 4 weeks notice, in writing.

Late Pick Up Fees

Late pick up fees will be applied for Day Service Adventurers repeatedly collected after 4pm. In the first instance a polite email will be sent. Future occurrences will incur the charges. If an Adventurer's transport arrives late, then a charge of £5 per part 15 mins will be invoiced.

Document Changes and review Status

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Helen HE	1.0	Created	10.7.19
Helen HE	1.1	Updated	23.2.2022
Terry and Helen Harris-Ellis	1.2	Updated	25th July 2022
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