



**Families  
Connected**  
*Children Contact Centre*

Contact Centre Address: 90 High Street, Colliers Wood, SW19 2BT Telephone:  
02080905383

Contact: [referrals@familiesconnected.co.uk](mailto:referrals@familiesconnected.co.uk)

## **TERMS AND CONDITIONS FOR BOOKING**

### **Acceptance of Terms**

**By using Families Connected services, you agree to these Terms & Conditions. Please read them carefully before signing up or using our services.**

### **1. REFERRAL AND BOOKING PROCEDURE**

For a booking to be made, a written referral and risk assessment must be completed by the referrer.

This referral will then be accepted by the Centre Manager on duty. Once it has been accepted, an invoice will be created which will include the costs of a pre-visit meeting and the arranged Contact Sessions.

### **2. INVOICING**

Once the invoice has been created, the payment must be made to confirm any booking.

Payment must be made via Bank Transfer (BACS) at least 24 hours before the Pre-Visit.

Payment must be made to:  
Families Connected Limited  
Account number: 85612715  
Sort Code: 60-83-71 STARLING

### **3. CONFIRMED BOOKING**

Once a booking has been confirmed, the funds received are non-refundable. Any changes to contact sessions must be made at least 48 hours prior to the contact session.

Should a contact session be terminated early due to the welfare of a child being compromised, we are not able to carry funds over to another session or offer a refund.

No refund will be issued if less than 48 hours' notice is given. We reserve the right to charge for services already provided or for missed sessions without prior notice

If payment has not been made, the session is not confirmed and therefore, subject to change.

#### **4. MISSED PAYMENTS**

If a payment has not been made, the contact session will not go ahead. If you attend the contact centre, you will be turned away.

#### **5. CCTV**

CCTV is in operation throughout the contact centre. This is for the safety and protection of our customers and staff.

#### **6. ON THE DAY APPOINTMENTS**

If an appointment is made on the day, the payment must be made before the session goes ahead. Again, if no one can pay on the day, the session will not go ahead and will be cancelled. If this is a recurring event, Families Connected will not accept another booking.

#### **7. RESPECT**

We understand how the complexity of this process can lead to heightened emotions; we recognise that customers are understandably and reasonably worried about their relationships with their children. In these instances we, of course, understand parents can get frustrated or upset. However, there is no excuse for abusing any member of our team: there are no circumstances in which our staff should face shouting, swearing or feeling threatened within their place at work.

#### **8. BOUNCED PAYMENTS/ CREDIT CONTROL**

If a payment has not been received and a session has gone ahead, Families Connected expect the payment to be made within the next 24 hours.

If this does not happen, another invoice will be created with a late charge of £10.

If Families Connected have not yet received the payment, a manager will call to discuss the issues and try to resolve them.

If a payment has still not been made within 7 days, Families Connected will explore options to recover the funds. These steps will include but are not limited to, instructing a debt collection agency and filing with small claims court. All costs of these actions will be passed on to you.

#### **9. STAGGERED TIMINGS**

Staggered arrival times apply to all services offered at Families Connected.

When booking, the non-resident parent will be asked to agree to the 15 minutes staggered arrival and departure time, unless it has been agreed by both parties and Families Connected that this arrangement is waived.

#### **10. HANDOVER**

You must leave the immediate area once you have completed the handover and should not linger within close proximity of Families Connected as this puts you at risk of contact with the other party.

## 11. LATENESS

Families Connected operates a NO lateness policy. It is important that parents requesting contact arrive at the agreed time. If you are running late, you must inform the session line on **0208 0905383** and update staff on your estimated time of arrival.

The session will be terminated after 15 minutes as it is not fair on the children to be waiting.

It is important that children are collected at the time agreed.

If you are not here at the time agreed, there will be a £10 late fee. If you are more than 15 minutes late, there will be a £1 fee for every minute thereafter.

## 12. ILLNESS

Should a child have an infectious disease, such as an diagnosed infection or sickness and diarrhoea, they should not return attend the contact centre until they have been clear for at least 48 hours.

## 13. LATE PAYMENT

The late payment structure which applies to local authorities and all customers. Payment is due within 30 days of the invoice received. If payment is not received within the first 30 days a 10% interest charge will be added, if not settled within 60 days 10% of the total bill is charged and if not settled within 90 days a further 10% interest charge and legal steps will be taken. In addition to the interest charge a fixed fee of £30 is payable each time an invoice is chased.

## 14. COMMUNITY CONTACT

Any excursions or entry fees of the supervisor must be met by the customer during a supported or supervised contact session.

## 15. RECORDING

Recording of the staff members on your personal devices, or recording of the entire contact session is strictly prohibited unless this has been pre agreed with the contact centre manager.

## 16. EMAIL SUBSCRPTIONS & COMMUNICATIONS

By signing up, you agree to receive **email communications** related to our services, including newsletters, updates, offers, and other relevant information. Your email address will be automatically added to our subscription list.

You may by contacting us at [info@familiesconnected.co.uk). We will **never share your email address with third parties** without your consent.

## 17. PRIVACY & DATA PROTECTION

We respect your privacy and comply with relevant data protection laws. Your personal data will be used to provide our services and communicate with you. For more information, see our **Privacy Policy**

## 18. LIABILITY

While we strive to provide high-quality services, Families Connected is **not liable for any indirect, incidental, or consequential loss** arising from the use of our services.

## **19. LOCAL AUTHORITY INSTRUCTIONS**

Where services are commissioned or funded by a Local Authority, confirmation must be in place that the Local Authority has authorised both the provision of services and the associated payment prior to commencement.

## **20. CHANGES TO TERMS AND CONDITIONS**

We may update these Terms & Conditions from time to time. Continued use of our services constitutes acceptance of any changes.

## **CONTACT**

For any questions about these Terms & Conditions, please contact us at:  
Families Connected

[info@familiesconnected.co.uk](mailto:info@familiesconnected.co.uk)

**Please sign and return: ..... Date: .....**

## **UNDERSTAND AND AGREEMENT OF THE TERMS AND CONDITIONS**

**By booking with Families Connected, you are agreeing with the above terms and conditions**

