WELCOME TO BOSP – TERMS & CONDITIONS

BOSP Brighter Opportunities for Special People is a small Essex based charity (Registered Charity no. 1107392) who has been supporting families in Essex and the London Borough of Havering since 1991. BOSP is self-funded and relies on grants, donations, and family contributions for its existence.

BOSP's vision is for children and young adults with complex disabilities or life-limiting conditions, and their families to live the best life possible.

Our mission is to improve the lives of children and young adults with complex disabilities or life-limiting conditions, and their families, by providing high-quality, fun, educational activities, support and respite care.

BOSP encourages positive regard for and understanding of difference and ability, whether gender, family structure, class, background, religion or ethnicity. BOSP supports children and young adults to take part fully in all activities, where possible. We promote and value diversity and equality.

Terms and Conditions

- BOSP requires that you complete our registration documents before your child or young adult can start attending sessions
- **BOSP MUST be notified immediately of any changes to the information you have provided to us and kept informed of any other necessary information that may affect the support we provide to you or your child or young adult. This includes changes to medication and details for parents, main carers or emergency contacts**
- BOSP will treat you, your child or young adult with the utmost dignity and respect. We will never use or threaten any type of punishment that could adversely affect a child's or young adult's wellbeing
- A Parent or Emergency Contact MUST be contactable while your child or young adult is at a BOSP Session. If an incident/emergency situation should occur and no one can be contacted, BOSP will contact Social Services
- **Children and young adults must be collected on time from BOSP sessions. If there are recurring incidents of late collection this may affect future allocation of sessions**
- You must inform BOSP if your child/young adult is the subject of a Court of Protection Order or Deprivation of Liberty Safeguard Order (DoLS). As a community based service, whilst DoLS are not required for BOSP's provision, we recognise that some of the restrictions we have in place when caring for a child/young adult to keep them safe, may be considered a deprivation of their liberty e.g. locked doors or continuous supervision. Additionally, in the absence of a community Liberty Protection Framework (LPS) for BOSP to work with, please be reassured that any decision we make will be in the child/young adult's best interests, which we believe the individual would make themselves if they were able. By agreeing to our Terms & Conditions you are confirming that you are authorised to act on behalf of the child/young adult. BOSP reserves the right to ask for evidence of this
- BOSP reserves the right to refuse to admit your child or young adult if they have a temperature, sickness or diarrhoea or a contagious or infectious disease on arrival. You will be asked to collect your child or young person if they become unwell while at a session
- BOSP will notify you as soon as possible if we take the rare decision to cancel a session, due to events or circumstances beyond our control, e.g. a risk to health and safety or extreme weather conditions. Fees for the session may continue to be payable in full, due to staff and activities already having been arranged
- BOSP operates a 'Waiting List' for new families wanting to access its services. **Existing families will be removed from the BOSP mailing list and their registration with BOSP will cease if they do not request sessions for at least two consective quarters during a calendar year**
- It may become apparent that the support BOSP is able to offer your child or young adult is no longer sufficient to meet their needs. In these circumstances BOSP will inform you as soon as possible and try to assist in identifying appropriate support elsewhere
- BOSP will only withdraw service in extreme circumstances (e.g. serious risk to a member of staff/worker, any physical or verbal abuse towards staff/workers, failure to pay any fees due or if we feel your child/young adult is no longer benefitting from BOSP clubs)

- As an independent, non-public body, BOSP reserves the right to refuse to accept any child, young adult or family without due recourse
- BOSP will comply with the requirements of Ofsted, the Charities Commission and any other governing bodies, when applicable
- BOSP will maintain appropriate insurance to cover its services
- BOSP will adhere to the principles of the Data Protection Act 2018 when collecting and processing information about you and your family. We explain how your data is processed, collected, and stored in our Privacy Notice, which is available to view on our website at www.bosp.co.uk Copies of which are available on request from The BOSP Office
- We will always seek your consent if we need to share information about your child or young adult with another agency or professional. We are required by law to override your refusal to give consent only in specific circumstances where the child, young adult or someone in the family may be in danger if we do not share that information
- BOSP has robust safeguarding policies and procedures in place which are reviewed annually. Copies can be obtained via BOSP's website, at Pioneer, Wat Tyler or Thriftwood sessions, or can be requested via The BOSP Office
- All staff/workers employed by BOSP are selected and appointed in line with our Safer Recruitment Policy, a robust system of checks which meets national standards
- BOSP is committed to preventing and addressing sexual harassment within its workplace
- If you have any concerns regarding BOSP sessions, please contact the Families & Activities Manager. If these concerns are not resolved to your satisfaction, please contact BOSP's Chief Executive. Contact should be made via The BOSP Office and not at sessions
- The BOSP Office is open for all session queries from Monday to Friday, 9.00am to 5.00pm. If there is no one available to take your call, please leave a message on the answerphone and we will respond as soon as possible
- We reserve the right to vary the terms and conditions contained in this document

SESSION PAYMENTS & CANCELLATIONS

As a small charity delivering numerous services, regularly supporting over 400 people, our aim is to reduce costs in order that we may support as many families as possible and ensure our sustainability. Our payment and cancellation terms, although they may appear rather formal, help us to achieve this.

- Invoices are issued to the email address provided on your registration form. If no email address is provided, invoices will be posted to the address provided on your registration form
- Payments can be made by bank transfer, cheque, or in cash at The BOSP Office. Full details can be found on your invoice and on the BOSP website. Payments cannot be accepted at BOSP sessions
- Responsibility for payment remains with the person who made the original booking. BOSP may suspend service if you have failed to pay any fees due
- Sessions paid for and cancelled within the correct cancellation period will receive a refund by means of a credit note applied to your account
- Sessions cancelled <u>with less</u> than the correct cancellation period <u>will not</u> be eligible for a credit to be applied and will still need to be paid for
- BOSP's cancellation policy enables us to offer these places to other families earlier, maximising the number of children/young adults who can be supported. This also avoids wasted staffing costs and precious funding (unfortunately exceptions cannot be made for sickness)
- Notice of cancellation must be given to **The BOSP Office by telephone or by email to bookings@bosp.co.uk Notice of cancellation given to staff at sessions or via the BOSP mobile <u>will not be accepted</u>**
- If you need to notify us of non-attendance on the day of a session, outside of office hours, please call and leave a message on: **The BOSP Mobile: 07901 858457 or The Skills 4 Life Mobile: 07935 010995.** Please contact **The BOSP Office on 01268 553117** at all other times
- If BOSP services are no longer being used, it is the responsibility of the person making the booking to reclaim any credits within 12 months
- If fees would be a barrier to you, your child or young adult participating in events please contact The BOSP Office

Saturday/Holiday Club/Let's Connect/Chill Zone/Out & Abouts – Payment for Sessions

- Invoices for these sessions are issued on a monthly basis. Fees must be paid in advance, by the first of each month
- Additional sessions must be paid for on receipt of invoice

Saturday/Holiday Club/Let's Connect/Chill Zone/Out & Abouts – Cancellation of Sessions

- The cancellation period for these sessions is **1 week (7 full days)**
  e.g. a Saturday session will need to be cancelled by 5pm on Friday of the previous week, a credit will then be applied automatically to your next invoice

Tots - Payment for Sessions

- Sessions must be booked and paid for in advance online at Eventbrite:
  https://www.eventbrite.co.uk/e/bosp-tots-tickets-155758248113

Tots - Cancellation of Sessions

- Tots session fees are non refundable

Individual Sensory Sessions - Payment for Sessions

- Session invoices are issued when your booking is confirmed. Fees must be paid in advance, on receipt of your invoice

Individual Sensory Sessions - Cancellation of Sessions

- The cancellation period for these sessions is **4 full days**
  e.g. a sensory session on a Tuesday will need to be cancelled by 5pm on Friday of the previous week, a credit will then be applied automatically to your next invoice

Skills 4 Life - Payment for Sessions

- A minimim of one session per week, each school term, must be booked for our Skills 4 Life programme
- Session invoices are issued on a monthly basis. Fees must be paid in advance, by the first of each month

Skills 4 Life - Cancellation of Place or Reduction of Days

- The cancellation notice period to cancel your place or reduce your days for this service is **one calendar month**
- If you cancel your place with less than the required notice, you will still need to pay for your sessions for one calendar month from the date notice was given

  Individual Session Cancellations: *we are unable to offer refunds or credits for adhoc session cancellations due to holidays/appointments/illness etc. The nature of this service means we are unable to offer cancelled sessions to other young people, as places are limited and reserved termly with staffing and overhead costs already budgeted for (unfortunately exception cannot be made for sickness)*

Counselling Services – Payment for Sessions

- Invoices are issued by BOSP for sessions in arrears. Fees must be paid on receipt of your invoice from BOSP

Counselling Services – Cancellation of Sessions

- The cancellation period for these sessions is **24 hours. Cancellations are made directly with the Counsellor and not via BOSP**
- Sessions cancelled with more than 24 hours' notice will not be invoiced