



## **Terms and conditions – PIP Day Service, The Life Project and Thursday Garden Group**

Parkside operates a variety of day and evening services. These terms and conditions are for PIP service, Life Skills Project and Thursday Garden Group to ensure that all parties understand the expectations around payments, refunds, cancellation and alterations to the service.

### **Service Terms**

Parkside will invoice on a monthly basis in arrears. Payment is required within 30 days. Parkside will invoice on a monthly basis for the service delivered, payment is required within 30 days. A late payment will be charged at 8% on any overdue invoices.

The service remains chargeable if the Service User is sick or absent through pre booked holidays. In exceptional circumstances where a length of time is due to sickness or a hospital admission, then an application for exemption can be made to the Services Manager.

If you wish to completely cease attending the service, 4 weeks written notice is required; otherwise we charge for the deficit in notice, if given below 4 weeks.

Relevant sessions are subject to a weekly contribution paid on attendance for that particular session. This covers the cost of activities and venues and is advised and agreed prior to joining the service.

The service continues throughout the year but closes for 2 weeks at Christmas and Bank Holidays. These days are not chargeable to Service Users.

Hourly charging rates are subject to an annual increase

### **Payments can be made in the following ways:**

- Cheque made payable to Parkside
- BACs
- Cash

### **Data Protection**

Parkside is registered as a Data Controller under the Data Protection Act 1998 (GDPR May 2018). To process your booking, we need to collect personal details about the service user and in some cases from a Parent or Carer on behalf of the service user. We will treat it as confidential and keep it secure, complying with relevant UK legislation. We will use your email address and telephone number to contact you with information that relates to the booking/invoice and any other matters that relate to the welfare of the service user.