



Terms & Conditions for clients

1. These Terms and Conditions of Business are between Family Futures CIC (“Us/We/Our”) and the employing client and/or the recipient of services (“You”)
2. **Our Obligations:**
 - 2.1 We are a not-for-profit Community Interest Company. Our Wellbeing Hub specialises in therapy services, parent support and specialist assessments.
 - 2.2 We provide a service for children over the age of 18 months, adolescents, young adults and parents.
 - 2.3 We provide highly qualified, experienced therapists who each have their own specialisms and incorporate a variety of therapy practices in their work.
 - 2.4 We are not obliged to accept you as a client if:
 - we consider that this is not the right service to support you.
 - If in our assessment your child has high-risk needs or has experienced profound trauma, and this service will not meet their needs. We will communicate the reason(s) for our decision.
 - 2.5 We can at any time cease to work with you, if we consider that it is no longer appropriate for us to do so. In these extremely rare instances, we may direct you to your GP (if appropriate) for onward referral elsewhere.
3. **Your Obligations**
 - 3.1 You agree that:
 - a) You will supply full and accurate information to us.
 - b) You will notify us of any changes to your details, particularly if they may affect your safety or suitability for our service.

- c) You will notify us promptly in the event you need to cancel or reschedule any appointments that we have made.
- d) You will complete a Client Registration form prior to the assessment/initial consultation appointment in a timely manner. Please note that an appointment date and time cannot be booked until this information is received from you, completed in full.
- e) You agree to complete and return to us before the appointment date all relevant documentation that Family Futures Wellbeing Hub requests, such as external professional reports. This will ensure that we have all required information to support the assessment process.

4. Cancellation and Lateness

- 4.1 We understand that sometimes it is necessary to cancel appointments. If you need to cancel your appointment for any reason then we ask that you give us 48 hours' notice.
- 4.2 If you are unable to attend your appointment, you agree to let us know at the earliest opportunity. Family Futures CIC's Wellbeing Hub operates a 48-hour cancellation policy. If you wish to cancel your appointment, you must email or call us at least 48 hours before the appointment scheduled time and you will not be charged for this appointment.

Email: wellbeinghub@familyfutures.co.uk
- 4.3 Booking cancellations made less than two working days before the scheduled appointment time will not be eligible for any refunds and will be charged for the full 100% of the appointment fee.
- 4.4 If we have to cancel the appointment for any reason, then we will endeavour to reschedule as quickly as possible at no cost to you.
- 4.5 To provide the best possible service to all our clients, we ask you to contact us if you are unable to attend your appointment on time so we can make all necessary arrangements to ensure the appointment can still go ahead. We will try to accommodate you as best as we can, but you may be asked to reschedule your appointment or wait for a later available slot so that this does not disrupt the remaining appointments scheduled that day.
- 4.6 If you are more than 30 minutes late for your appointment without letting us know, we may consider you to have failed to attend, in which case, you will not be eligible for a refund.

5 Online sessions

- 5.1 For online sessions you will need access to Zoom or Microsoft Teams on your computer.
- 5.2 You will need to be ready to connect at the agreed time for sessions. Single sessions are 50 minutes long.
- 5.3 If you are late attending the session, we will stay online for 15 minutes to allow for any eventualities. If you do not make contact within this time, then the sessions will be considered missed and will be cancelled. You will be charged for this. If you are late attending your session, we will still end on the original time for the session.
- 5.4 If you wish to cancel a session you are asked to give 48 hours' notice by either email or telephone. If you miss your agreed session and have not given sufficient notice, you will be charged.
- 5.5 We work with all clients in a professional manner. We ask that you dress appropriately for online sessions.
- 5.6 If technical difficulties are experienced, for example computer or internet breakdown, we may need to reschedule the session.

6 Fees and Payment Terms

- 6.1 Our standard fees are communicated to you at the time of booking an appointment and which may be amended by us from time to time.
- 6.2 All appointments and services with Family Futures Wellbeing Hub are chargeable and payment will be required to be paid in full by the client prior to booking each session. Payments should be made via PayPal (including credit and debit card). Payments can be paid for prior to each individual session, or for therapy sessions there is the option to pay in blocks of 6 at a discounted rate.
- 6.3 Payment in full is required a minimum of two working days before the first session, or assessment appointment, follow up and any additional appointments.
- 6.4 The full amount is required to be paid in full to secure the assessment appointment.
- 6.5 It is your responsibility to ensure that payments are made on time and kept up to date.
- 6.6 In the event that payment of our fees is made by a third party on your behalf (e.g. parent/guardian/employer), you shall ensure that such third party complies with these standard terms.

7 Access

- 7.1 Our purpose built centre is located in Finsbury Park in north London. We have limited parking but there is ample pay and display parking nearby. There is easy access to buses and train stations. The building is wheelchair friendly. There is one step into our building for which we currently have a ramp to accommodate wheelchairs. Our bathroom facilities are also wheelchair friendly.
- 7.2 If you, or those attending a session with you, have any mobility issues, it is your responsibility to inform the Wellbeing Hub team so that they can make sure the ramp is ready on arrival.

8 Non-Client Payers

- 8.1 If you are not a client but have engaged us on behalf of a client or have otherwise paid any sum on behalf of a client you agree that you will be bound by all of the provisions of these terms including without limitation the payment of cancellation fees.

9 Confidentiality and Consent

- 9.1 We shall manage your personal data in accordance with all relevant legislation including GDPR.
- 9.2 By using our services you consent to us storing and processing your data in accordance with our Privacy Policy, Data Protection and GDPR policies, which can be found on our website.
- 9.3 All of your information will be held in strictest confidence. No such information will be divulged to any third party without your expressed written consent, such as sharing your assessment report with your GP.
- 9.4 As part of our parent-positive collaborative approach, we encourage open and honest communication between parents or guardians and our therapists. However, we also understand that there may be times when a child may wish to discuss sensitive or personal issues with their therapist in confidence. In such cases, our therapists will always prioritize the wellbeing and best interests of the child, while also taking into account any legal or ethical obligations to report concerns to the appropriate authorities.
- 9.5 There are some exceptional circumstances where we may be legally required to disclose your personal information, for example, if you disclose information to us that you may pose either a serious risk to yourself or another person, or information regarding acts of terrorism or serious crime, or where we are legally required in accordance with child protection legislation to report safeguarding/child protection concerns. By accepting these terms you acknowledge that we are legally obliged to do this.

10 Children, Young People and Consent

- 10.1 By law, healthcare professionals only require one person with parental responsibility to consent for them to undertake assessment or treatment. However, at Family Futures Wellbeing Hub we prefer to have consent from both parents with parental responsibility.
- 10.2 People over 16 are entitled to consent to whether they wish to engage with Family Futures Wellbeing Hub. Children under the age of 16 can also consent to their involvement if they are believed to have sufficient intelligence and maturity to understand and make decisions about their involvement. This may extend to the person refusing assessment treatment, refusing to allow disclosure of their records to third parties (including family members) and refusing to allow us to communicate with the client's parents without their consent. You acknowledge that we will be subject to such obligations of confidentiality in this respect and that we shall have no liability in the event we are required to comply with such obligations at the direction of the client.

11 Our responsibility where we are providing services to children under the age of 18 years old

- 11.1 When we are providing services to a child under the age of 18 years old, that child must be accompanied by their parent/guardian at their initial appointment and the parent/guardian must remain on site for the duration of the initial appointment.
- 11.2 When we are providing services to a child under the age of 14 years old, that child must be accompanied by their parent/guardian at all their appointments and the parent/guardian must remain on site for the duration of all appointments.
- 11.3 Subject to the rest of this paragraph 11, when we are providing services to a child aged between 14 and 18 years old that child may attend or leave an appointment at our premises unaccompanied by their parent/guardian and that child's parent/guardian is not required to remain at our premises for the duration of that child's appointment.

12 Making a Complaint

- 12.1 We try to do our best but sometimes we get it wrong. If you feel this has been the case please get in touch so we can put things right:
- Email: wellbeinghub@familyfutures.co.uk
 - In writing to: Operations Manager, Family Futures CIC, 440a Hornsey Road, London N19 4EB
 - Or telephone: 020 7354 4161

13 Liability

- 13.1 We accept liability only for the action of all persons in our direct employ where such actions arise directly as a result of such employment.

- 13.2 Nothing in these terms shall limit or exclude our liability for death or personal injury caused by our negligence or any other liability which is not legally permissible to exclude. Subject to this we shall under no circumstances whatever be liable to you for any indirect or consequential loss and our total liability to you in respect of all other losses under these terms shall not exceed the fees paid by you in the year in which the loss arose.
- 13.3 We shall not be liable to you as a result of any delay or failure to perform our obligations as a result of an event beyond our reasonable control including without limitation act of God.
- 13.4 We have affected a Public and Employers Liability insurance policy to indemnify against costs incurred in respect of proven acts for which we can be held liable in law.

14 Miscellaneous

- 14.1 These terms constitute the entire agreement between Family Futures CIC and you, the client.
- 14.2 Any variation of these terms shall only be binding when agreed by us and sent to you by email or written form. You cannot vary these terms.
- 14.3 In the event that such variations have been so agreed, then those variations shall form part of our agreement.

Family Futures CIC, registered in England and Wales, Company number 08423617.

Address: 440a Hornsey Road, London N19 4EB

www.familyfutures.co.uk



A Not for Profit Agency for the 21st Century