

Terms and Conditions

for chargeable provision

By booking a service with The Family Trust, the client is agreeing to the following:

1. The Family Trust will supply suitably experienced and trained representative(s). The Family Trust will maintain regular Disclosure and Barring Service (DBS) checks on all representatives in line with the Safeguarding Policy which is available on The Family Trust website.
2. The price of each service is outlined in the 'Guide to Services' document and on The Family Trust website. An invoice will be sent to the client for chargeable services at the point of booking confirmation.
3. The client will have 14 working days after the issue of the invoice or before delivery of the service whichever is sooner, to make payment. During this period the date and time for the service will be held. If after the 14 working days, if the invoice is not paid then the date and time will be released for other bookings.
4. Cancellation by either party should be made with as much notice as possible and at least seven working days before the service delivery. At which point, every effort will be made to reschedule the service. Where no alternative date can be agreed, refunds will be processed in the following way:
 - If either party cancels with more than seven working days notice and no alternative date can be agreed on, then a full refund will be issued.
 - If the client cancels within seven working days of the delivery date, an alternative date will be offered where possible. If no alternative can be found, no refund will be issued.
 - If the provider cancels within seven working days of the delivery date, an alternative date will be offered where possible. If no alternative can be found, then a full refund will be issued.

Anything outside of these parameters will be decided upon at the discretion of The Family Trust and a pro rata refund may be offered.

All cancellations should be put in writing and sent to admin@familytrust.org.uk

5. It is possible the parties may agree to the provision of additional services. The services and the price for the additional services shall be agreed upon with The Family Trust separately.