



Contact Centre Price List

Supervised Contact

H.O.P.E is a NACCC accredited contact centre where we offer a safe, child friendly and neutral venue for non resident parents/family members and their children. Everyone is made to feel at ease and supported in our purpose built centre equipped with resources and rooms to facilitate positive contact. If you would like to arrange a pre-visit or for further enquiries, please call us on 01885 488495

- **Supervised contact from £62.50 per hour* to include one report to the paying parent**
- **Referral admin fee - £45.00 (this is a non-refundable one off-fee payable on referral)**
- **Additional reports will be charged at £10 per report per recipient**

*price will be confirmed after risk assessment, taking into account additional requirements for safety, safeguarding or additional needs

Supported contact

For non resident parents/family members who require a neutral place to meet without supervision. Supported contact can be held privately or alongside other families also accessing supported contact.

- **Sole use of our family room - £30.00 per hour**
- **Referral admin fee - £45.00 (this is a non-refundable one-off fee payable on referral)**

Handover Service

Handovers can help children and adults during contact sessions where contact between parents can be difficult or a court order is in place.

- **Hand over support - £20.00 per handover**

Payment terms:

All contact sessions are to be paid a **minimum of 48 hours** before the contact session is due to occur and in office hours (Centre Admin is open Monday – Friday 9.00am until 3.00pm). Referral admin fees are payable with the referral form.

PLEASE NOTE THAT WE CANNOT GUARANTEE SESSIONS WILL TAKE PLACE WITHOUT PAYMENT IN ADVANCE WITHIN THE ABOVE GUIDELINES

**Cancellation of sessions by either party with notice of less than 48 hours will incur 50% cancellation fee plus an admin fee of £15.00.
(Dispensation for extreme circumstances will be made at Centre's discretion.)**

Payment options: Debit/Credit cards, Standing order or Bank Transfer (preferred method)

Bank Transfer: Bank Name: Lloyds Bank PLC A/c: 00368333 Sort Code: 30 94 99 Please use reference: SURNAME Contact

The H.O.P.E. Centre
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Tel: 01885 488495/7

Charity No: 1077336 Company Limited by Guarantee No: 03791772
Pre-School learning Alliance No: 55273 Ofsted No: EY333183