



Family Time Contact Centre Price List April 2021

Supervised Family Time

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 Family Time. If you would like to arrange a pre-visit or for further enquiries, please call us on 01885 488495

- **Supervised Family Time from £68.00 per hour* to include one report to the paying parent**
- **Referral admin fee - £70.00 (this is a non-refundable one off-fee)**
- **Additional reports will be charged at £10.25 per report per recipient**
- **Annual fee - £70 to include an annual Family Time review**

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

Supported Family Time

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

- **Supported Family Time and Sole use of our Family Time room - £35 per hour**
- **Referral admin fee - £70.00 (this is a non-refundable one-off fee payable)**
- **Family Time Room hire – Please enquire with reception (no Family Time Worker present)**

Virtual Family Time via Zoom

Sessions are facilitated via Zoom with a Family Time Worker present on screen. These family time sessions are supervised and include a session report to the paying parent.

- **30 minutes virtual session - £31.00**
- **45 minutes virtual session - £46.00**

Handover Service

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

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



A Sure Start Children's Centre

The HOPE Centre, Hereford Road, Bromyard, Herefordshire, HR7 4QU
01885 488495 | info@hopefamilycentre.org | www.hopefamilycentre.org

Registered Charity No: 1077336 | Registered Company No: 03791772
Pre-school Learning Alliance No: 55273 | Ofsted No: EY333183 | ISO9001:2015



Payment terms:

All Family Time sessions are to be paid a **minimum of 48 hours** before the Family Time is due to take place.
Payments can be made Monday-Friday 9am-4pm.

PLEASE NOTE SESSIONS WILL NOT TAKE PLACE WITHOUT PAYMENT IN ADVANCE.

**Cancellation of sessions by either party with notice of less than 48 hours will incur 50% cancellation fee.
(Dispensation for extreme circumstances will be made at the 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



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