



Family Time Contact Centre Price List April 2021

Available sessions

- 2nd Saturday of every month – Group Supported Family Time
- 2nd Saturday of every month – Supervised Family Time
- 4th Saturday of every month – Supervised Family Time
- Additional sessions may be arranged on request.

Supervised Family Time

HOPE 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**

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



A Sure Start Children's Centre

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

