



CENTRE

Café • Child Contact • Support Services • Early Years

## Child Contact Price List April 2023

### Available sessions

We offer sessions Monday-Saturday – please contact us for timeslots and availability

### 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 £77.00 per hour\* to include report sent to both parents**
- **Referral admin fee - £77.00** (this is a non-refundable one off-fee which covers administration costs and a Pre-Visit for each parent and child)
- **Additional reports will be charged at £11 per report per recipient**
- **Annual fee - £77 to include an annual Family Time review (if required)**

\*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 - £44 per hour – summary reports can be provided at additional cost**
- **Referral admin fee - £77.00** (this is a non-refundable one off-fee which covers administration costs and a Pre-Visit for each parent and child)
- **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 both parents.

- **1 hour virtual session - £50.00**

### 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 Family Time is due to take place.

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

**IMPORTANT** If either parent/carer cancels a session, giving between 48 hours and 24 hours' notice, we will refund 50% of the payment, if we receive less than 24 hours' notice, we will retain full payment for the session. If a parent/carer arrives more than 20 minutes late, without any notification, we will cancel Family Time and retain full payment for the session.

**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 FT**