

Child Contact Price List

Family Time Contact and availability

Sessions are available Monday-Saturday, subject to capacity and requirements.

All enquiries should be sent to childcontact@hopefamilycentre.org

Supervised Family Time

We are 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.

- **Admin fee - £82 (non-refundable, includes referral processing, assessment and 2 x Pre visits)**
- **Supervised Family Time - £82* per hour (includes 2 reports)**
- **Additional reports £15 per recipient**
- **Annual fee - £82 to include an annual Family Time review (if required)**

*price will be confirmed after risk assessment, taking into account any additional requirements

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.

- **Admin fee - £82 (non-refundable, includes referral processing, assessment and 2 x Pre-visits)**
- **Supported Family Time - £47.50 per hour**
- **Additional reports - £10 (summary report only)**
- **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 - £51.50**

Additional Services – venue hire and handovers

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 - £22.00 per session**

Additional Services – Local Authority Family Time

Please contact childcontact@hopefamilycentre.org for further information.

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