

Child Contact Price List

Family Time Contact and availability

Sessions are available Monday-Friday 9am-5pm (usual office opening hours) Monday – Friday 5pm-8pm and Saturdays 9am-4.30pm (outside of usual opening hours)

All enquiries should be sent to childcontact@hopefamilycentre.org

Supervised Family Time Monday-Friday 9am-5pm

For non-resident parents/family members who require a neutral place to meet without their child/children. Family Time is facilitated with a Family Time Worker present at all times. A written report is produced after each session. We can offer Centre based Family Time Sessions and Community based.

- **Admin fee - £90 (non-refundable, includes referral processing, assessment and 2 x Pre visits)**
- **Supervised Family Time - £90* per hour (includes 2 reports) – 1 worker, additional workers £45 per hour**
- **Additional reports £25 per recipient**

Supported Family Time – Monday – Friday 9am-5pm

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 - £90 (non-refundable, includes referral processing, assessment and 2 x Pre-visits)**
- **Supported Family Time - £55**
- **Additional reports (summary only) £15**

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 - £55 – (Includes two reports)**

Out of Hours Family Time Sessions – Monday-Friday 5pm-8pm and Saturdays 9am-4.30pm.

- Supervised Family Time - £105
- Supported Family Time - £75
- Handover - £30

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 - £30 each handover or £30 per session, if the session is being facilitated at the Centre.**
- **Letter box Contact (indirect contact) – referral fee - £50, £25 per letter parcels can be arranged (price to be agreed).**

Additional Services – Local Authority Family Time

Please contact childcontact@hopefamilycentre.org for further information and prices.



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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