

Lifeworks Day Service - Terms and Conditions

1. Service Description

The Day Service is aimed at fostering creativity, independence, and a sense of community, we will offer a diverse range of activities including:

- Social outings and trips
- Art, craft, and pottery sessions
- Cooking and baking workshops
- Digital skills
- Volunteering in the community

Venue:	Lifeworks College, Shinner Bridge, Dartington, Totnes. TQ9 6JD
Days:	Monday to Saturday (excluding Bank Holidays)
Hours:	10.00 - 16.00
Transport:	Not included
Meals:	Not included unless specified on the activity planner.
Support ratio:	One to four, one to one available if required.

2. Eligibility Criteria

Age	18 plus
Learning disability	Moderate to severe including autism spectrum disorder.
Physical disability	If associated with learning disability and based on assessment of support needs.
Medical conditions	If associated with learning disability.
Behavioral challenges	Based on assessment of any behavioral issues that may impact the individual or others.

Please be aware there may be occasions where individual needs exceed the service capacity or expertise in which case we will not be able to accept the placement booking.

3. Fees and Payment

Daily rate shared support	£80 per session
Daily rate one-to-one support	£135 per session
Invoicing	28 days in advance of the 1 st of the following month.
Payment terms	14-days from date of invoice by: <ul style="list-style-type: none"> • BACS transaction referencing the booking reference • Cheques – please write invoice reference and surname of the participant on the rear of the cheque. • Cash – this can be paid into any Lloyds bank, please use the invoice number and surname of participant as reference, our bank account details will be include on the invoice.

4. Enrollment and Registration

- Initial enquiries via Day Service Expression of Interest form, followed by completion of relevant forms including medical information form, declaration including any emergency protocols, media consent permissions.
- Invitation to experience a Taster session and Individual assessment.
- Completion of booking request and confirmation.
- Additional bookings can be made with 7-days' notice, where space exists.

5. Attendance and Absence

Absences are chargeable (except in extreme circumstances).

Cancellation free up to 28 days' notice.

Late pick-ups will be monitored, and charges may be incurred for persistent offenders.

6. Health and Safety

If you are unwell and suspect that your symptoms could be Covid, you must take a Lateral Flow Test and if positive you must not attend. We will receive a refund if you share your results, backed with photo evidence, of the result and the date of the test.

If you have any notifiable disease, please do not attend. Provide evidence and we will issue a credit to your account.

We will provide individual activity joining instructions, it is essential that you adhere to this guidance.

7. Termination of Services

You are free to terminate services without cause at any time with 28 days' notice period.

Lifework may terminate services in the following circumstances:

- **Endangering self or others:** If an individual's behavior poses a significant risk to themselves or others, it may be necessary to terminate services for safety reasons.
- **Persistent and harmful behavior:** Repeated disruptive or aggressive behavior that negatively impacts the service environment or other individuals.
- **Failure to comply with service agreements:** Non-adherence to essential terms and conditions of the service agreement.

8. Confidentiality

Lifeworks takes seriously the confidentiality and privacy of information we collect, process, store, and share. Please see a copy of our Privacy Policy for those who use our services on our website www.lifeworks-uk.org or by request to collegeadmin@lifeworks-uk.org

9. Complaints Procedures

We would always encourage any niggles or dissatisfaction to be discussed with the Leader in the first instance, allowing them the opportunity to explain or resolve your issues.

However, if you have already exhausted this approach, or the reason for your complaint is thought to be of a serious nature please address these to Karen Dorow at karendorow@lifeworks-uk.org or by telephone 01803 865075. We aim to acknowledge all complaints within 5 working days and provide a full response within 28 working days.