



Name of policy	Booking, Payment and Cancellation Policy for Daycare
Policy owner	Emily Fisher
Agreed date of implementation	July 2021
Next review date	July 2022

With a focus on creativity and wellbeing, The Studio provides sessional day care for people living with dementia.

- A single day care session (10-1pm or 1-4pm) costs £40, including lunch.
- A full day (10-4pm) costs £75, including lunch.
- Carers wishing to join the session may do so for free, with an additional £5 charge if they would like lunch.

BOOKING

Clients must book at least 48 hours before they plan to attend by email, telephone or online via The Studio website. Clients should ring 07543 534336 at any time to book, and leave a message if the phone is not answered in person.

CANCELLATION

- Clients may cancel giving at least 48 hours' notice before the start of the booked session at no cost.
- Cancellation within 48 hours of the session, may be charged £40 in lieu of notice.

PAYMENT TYPES

The Studio accepts payment online via The Studio website, debit card when physically present, bank transfer or cheque. **We prefer not to use cash.**

HOW TO PAY

Bank transfer

To pay via bank transfer (BACS), payment must be sent to **The Studio's** account before the session. The full name of the client should be used as the reference. Once payment has been received, a confirmation email will be sent to the payee to confirm the amount and the number of sessions paid for.

Cheque payments

Cheques should be made out to **The Studio**. Cheque payments must be given to a colleague of **The Studio** at the start of the session. Staff at **The Studio** will give the client a receipt to confirm that payment has been received.

Invoicing for regular clients

Regular clients may prefer to receive an advance monthly invoice.