

Terms & Conditions



SHARP Life & Learning Skills CIC Terms & Conditions For 1:1 provision for individual learners:

You can expect us to:

- As far as possible, to provide appropriate staffing, resources & materials for your session;
- Listen to and act upon your comments, suggestions or complaints;
- Provide a warm, friendly & safe social & learning environment;
- Assist and support you to help enable you to participate in the activities of choice;
- Devise an individual programme that reflects your needs and interests to follow within a supported group setting or out in the community;
- Provide appropriate 1:1 support worker who has been DBS checked;
- Provide proof of insurance if requested for 1:1 support workers who use their own vehicle to transport you.

We can expect you to:

- Make a commitment to attend regular weekly sessions on the days and times that have been agreed in advance;
- Give one month's notice if you decide to withdraw from SHARP Life & Learning Skills;
- As soon as possible, give notice of sessions / days you are unable to attend:
 - Note: Pre-booked Holidays and Pre-arranged Health Appointments (Doctors, Hospital, Dentist, etc) carry no cancellation fee, however, absence for any other reason is still chargeable at the daily rate agreed;
- Respect others' beliefs, opinions and needs;
- Behave in an appropriate manner that does not cause offense or harm to others;
- Speak to your 1:1 support worker if you have any issues or concerns regarding yourself or others that affect your daily activities, either within the Courtyard or out in the community;

Signed: _____

(Customer or authorised person)

Date: _____

Signed: _____

(SHARP Life & Learning Skills CIC)

Date: _____