

Summerhill House, Fifth Avenue, CH43 9LB

[info@beewirral.co.uk](mailto:info@beewirral.co.uk)

### Bee Wirral CIC Contact Terms and Conditions

PLEASE RETURN THIS COMPLETED FORM TO: [donna@beewirral.co.uk](mailto:donna@beewirral.co.uk)

FAILURE TO DO SO MAY RESULT IN YOUR ENQUIRY BEING OVERLOOKED.

#### CONTACT ARRANGEMENTS

- Relatives and friends can only attend if they are named on the referral form, on a court order or previously agreed by all parties.
- All non-resident parents must arrive 15 minutes before the contact session start time and must stay behind for 15 minutes after the session.
- Resident parents must not leave their child(ren) unless their former partner is already in the centre.
- A child may only be taken from the Centre if this is stated on the referral form, on a court order or with the written consent of both parents.
- You must provide a contact telephone number when leaving with children during the contact session and when leaving children at the centre.
- If you have booked a session for contact at the centre you will be expected to pay in full regardless of whether you show up or not. If you do not attend two contact sessions without informing us of a valid reason, your place at the Centre may be withdrawn.
- Parents handing over children **MUST** leave the site and return 10 minutes before contact ends. A current contact number must be left in case of emergencies.

#### DURING THE SESSION

- Photographs can be taken by a parent during a contact session.
- Do not ask your children or staff members to pass on messages or gifts to your former partner.
- Diary notes are made by staff for report purposes. Reports can be requested by a parent of legal representative at an additional charge.

#### GENERAL / OTHER

- If you are suspected of carrying, or are under the influence of drugs / alcohol, you will be asked to leave the premises and will lose your session at the Centre.
- We hold a zero tolerance policy on abusive and/or aggressive behaviour towards staff. This is to include foul language, racist and other offensive remarks and intimidation. In this case we reserve the right to ask parents to leave, who may then lose their place at the centre. No arguing is to take place in front of the children.
- Smoking on the premises is prohibited.

You hold responsibility for the safety and supervision of your children while at the Centre.

Supported contact in a temporary measure with the aim of re-establishing trusting relationships.

You are expected to move on and make your own contact arrangements after a period at the Centre.

**PLEASE SIGN BELOW TO CONFIRM YOU HAVE READ AND UNDERSTOOD THESE TERMS AND CONDITIONS:**

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