



Happy Hill Essex CIO **Bookings and Allocation Policy**

Happy Hill Essex CIO provides respite care sessions on Saturdays and at various times during the school holidays, open to children with a learning disability in the 3 - 25 age group.

Happy Hill Essex CIO believes in equal access for all disabled children and their families to society, regardless of their gender, ethnic background, culture, religion, ability, or social background.

We are flexible about attendance patterns to accommodate the needs of individual children and families, providing these do not disrupt the continuity in the setting that provides stability for all the children.

However, we will be required to respond to any government or local authority restrictions imposed health and safety restrictions.

Applicants for places at Happy Hill Essex CIO are required to complete our registration form before accessing our service. See admissions policy.

Bookings are made online via a link found on:

Website www.happyhillessex.com

Facebook: happyhillessex

Or email: happyhillessex@outlook.com happyhillhub@outlook.com requesting a link or hard copy.

Or Telephone: A member of staff can complete the online form for you.

Please note: Confirmation of your allocation session dates will be sent to you via email, text, or telephone call. Booking a place will not guarantee your child a place as consideration for demand and staffing levels/ qualifications.

Both Saturday and holiday club sessions are to be booked in advance. Payment method will be agreed on an individual basis.

Once you have received confirmation - To secure your child's place, we ask that payment for each session is made via bank transfer at least two

Bookings Policy June 2021

Happy Hill Essex CIO

Braintree Enterprise Centre, Block A, Unit 10, Springwood Drive, Braintree, Essex CM77 2YN

Charity Number: 1193856



working days before the session date. Payment reference, please use Child initials and date of the session.

In the event of non-payment and with no communication, Happy Hill Essex CIO will cancel your child's place and relocate to another client from the waiting list.

Should your child become ill, please let us know as soon as possible to allow us to reallocate the place.

In the event of non-attendance, the Safeguarding policy will be activated. No refund will be given as staff have been hired to care for your child.

If a family were not able to access our service through lack of funds, either in the short or long term, we would advise them to speak directly to Heather Hill – Trustee and Founder of Happy Hill Essex CIO, who would be able to discuss the matter further in strict confidence.

Tel: 07731 304669

This policy was adopted by	Happy Hill Essex CIO	June 2021
Signed on behalf of the provider		
Name of signatory	Mrs Heather Hill	
Role of signatory	Senior Trustee and Founder	

This policy will be reviewed as required or if a situation occurs that necessitates any amendment.

Date policy was created: June 2018

Date of policy reviewed: January 2019, June 2019, June 2020, June 2021

Date of the policy to be reviewed: June 2022

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