

# Terms & Conditions



## SHARP Life & Learning Skills CIC Terms & Conditions For learners within group activity sessions:

### You can expect us to:

- Provide appropriate staffing, resources & materials for your session, as far as possible;
- 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 (if requested) to follow within a supported group setting or out in the community;
- Provide refreshments at agreed times throughout the day (Half day 50p for hot drinks with biscuits, whole day £1 for hot drinks with biscuits – Squash free of charge);
- Give every SHARP Life & Learning Skills learner the opportunity to contribute ideas and suggestions towards the session activities and the use of funding gained from fundraising.

### 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 2 week's notice in writing if you decide to withdraw from your session/s;
- 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 activities co-ordinator 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:** \_\_\_\_\_

**(Learner or authorised person)**

**Date:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**(SHARP Life & Learning Skills CIC)**

**Date:** \_\_\_\_\_