

TERMS AND CONDITIONS FOR USE OF FACILITIES

REBOUND THERAPY & THERAPEUTIC PLAY SESSIONS

Booking

Thank you for booking with BounceOT.

We are excited to welcome you to our therapeutic play space in Stirling!

PAYGO (Pay As You Go)

You will have booked online or with a staff member for either a:

- 1) Family Carer Session**
- 2) 1:1 Play Leader Session**

Depending on if you are a resident of the Forth Valley area you may be entitled to a fully funded block and/or ongoing discounted sessions*

**Thanks to generous funding from The National Lottery Community Fund Scotland*

Membership

If you have a membership with us, then you have protected time slots within our diary - these are usually weekly or fortnightly (however can be flexible to suit your needs).

Your membership will be rolling with us in our diary until you cancel.

Payment

You should pay for your session before you arrive. The most popular form of payment is online via our Shop and/or online booking system.

We accept credit cards and Apple Pay too.

If you would like to receive an invoice then please let the staff member who booked you in know. Alternatively, you can contact our Admin Assistant directly via admin@bouncet.com

REFUNDS: You may be entitled to a refund if you: pay the correct rate; cancel with enough notice; and/or can not change the date of your session(s) - please see Cancellations below.

Cancellations

By You [for an upcoming session]

For notice 120 hours+ (5 days +)

Refund? Yes* - or you can move your time slot to another time/day!

*If you have paid the refundable rate - **NOT the discounted rate.**

Cancel within 120 hours (-5 days)

Refund? No**

****We are not able to offer a refund for cancellations within 120 hours/5 days as *we will already have to pay the expenses for staff and other core operational costs.* We currently have no unrestricted reserves so as a small business we can not afford to absorb these cancellation costs ourselves.**

By Us [for an upcoming session]

We will always try to give you notice of any changes e.g. when staff have holidays or other commitments like completing mandatory training.

Usually, we will already have a plan for how you will not experience any gaps in support/ service provision (e.g. alternative staff member covering 1:1 session; change of day/time suggested by us; other staff on site to be present when you are in for a Family Carer session).

However, there may be times that we cannot give you much notice - e.g. when there's been a positive COVID case on site... or more recently we had a fire alarm go off for much longer than expected within the building so we had to change 2 sessions whilst we were not allowed back in our building.

We will always offer you an alternative time slot - even if it is the following week or two. However, we know this might not always suit you.

Therefore, you will have the choice to either get a refund for the cancelled session [that was no fault of your own] - or you will have 1 month* to use the session at another time that suits you.

*if you would like to discuss extending this for longer due to your circumstances please let a member of staff know.

Cancelling your Membership

You will need to give us **4 weeks' notice** if you would like to cancel your membership.

This not only allows us time to complete necessary administration by our Service Manager and Admin Assistant, it allows the child or adult attending services a nice time period to 'exit' or 'transition out' of accessing BounceOT's support.

Disclaimer & Consent Forms

Safety Rules

If you have booked a session online via our online booking system, then you should receive an email to download our Safety Rules document.

If you are a member of BounceOT with a rolling time slot, you should have received a copy of our Safety Rules via email from our Service Manager and/or the Play Leader who booked you in for sessions.

Our Safety Rules can be viewed on our website too (within the footer section on every page, next to some of our key policies).

Consent Documents - for 1:1 Play Leader Sessions

If you are attending a 1:1 session facilitated by a Play Leader and/or Specialist Occupational Therapist, you will be required to complete the following documents as a minimum *[during the first session(s) - if not already before attending]*:

Medical Information

Disclaimer & Photo Consent

Communications

General

You are liable for any losses or damage caused to the property of BounceOT (or generally the STEP building) if there is reasonable evidence to prove this.

You are liable for any personal losses or damage that are not the direct responsibility/ under the support and supervision of a designated staff member.

BounceOT reserves the right to vary the foregoing Terms & Conditions (T&C's)

Contact

If you have any questions or comments, please contact Eliza (Service Manager) in the first instance via email eliza@bouncet.com . Alternatively, you should contact one of the team via hello@bouncet.com or 01786 643535.

If you need to contact one of our Board of Directors regarding these approved T&C's please email Callum MacKinnon (Founder & Executive Director) at callum@bouncet.com