



# Terms & Conditions of Service

Autism Mentors Ltd – Neurodiversity Mentoring & Carer Services

Effective Date: September 2025

Next Review Date: September 2026

## 1. Purpose and Scope

This Terms & Conditions of Service document outlines the key expectations and responsibilities relating to bookings, cancellations, payments, illness procedures, and general service information for all mentoring and carer support delivered by Autism Mentors Ltd.

It applies to:

- All commissioned and privately funded mentoring/care sessions
- Children, young people, and families engaging with our services
- Educational, health, and local authority partners

## 2. Cancellation Policy

- Clients are required to provide a minimum of 4 weeks' written notice to end support.
- Autism Mentors Ltd may terminate service if:
  - A staff member becomes unavailable and suitable cover cannot be arranged
  - Safeguarding or safety concerns arise
  - Risk levels exceed those stated in the original risk assessment

- Client cancellations made within 48 hours of the session will be chargeable in full.
- If a session is cancelled by Autism Mentors Ltd due to staff illness or other reasons:
  - We will aim to reschedule or provide cover
  - If cover cannot be arranged, the session will not be charged

### 3. Payment Terms

- Invoices are issued monthly via email
- Payment is required within 21 calendar days of the invoice date
- Late or missed payments:
  - May result in a temporary pause in sessions, which remain chargeable
  - Could lead to contract termination and a final invoice including the four-week notice period
- Payment details and remittance instructions are included on all invoices

### 4. Student Illness Protocol

- Clients must cancel sessions if a student is unwell with:
  - Sickness or diarrhoea (48-hour exclusion applies)
  - Flu-like symptoms
  - A positive COVID-19 test result
- If a student becomes unwell during a session:
  - The mentor will contact the parent/carer to arrange safe collection or return home
  - The wellbeing and dignity of the student will be prioritised at all times

### 5. Service Information and Administrative Notes

- Contracts are reviewed termly to reflect mentor availability, agreed session times, and holiday periods
- Autism Mentors Ltd provides:
  - Regular progress updates and collaborative reviews
  - Support planning alongside clients, families, schools, and other agencies where appropriate
- All team members:
  - Hold Enhanced DBS checks
  - Are covered by Public Liability and Professional Indemnity Insurance
  - Follow all company safeguarding and confidentiality policies

## 6. Client Property and Technology

- Clients may bring personal items (e.g. laptops, tablets, mobile phones, sensory aids) to sessions if agreed as part of their support plan.
- All personal property remains the responsibility of the client and/or parent/carer at all times.
- Autism Mentors Ltd and its staff are not liable for any loss, theft, or damage to personal items brought to sessions, activities, or community settings.
- Staff may provide reasonable support in encouraging safe use of devices but cannot supervise or guarantee the security of client property.

## 7. Agreement to Terms

Engagement with Autism Mentors Ltd services constitutes agreement to these Terms & Conditions.

Clients will be offered the opportunity to request clarification or amendment prior to service commencement.

**Policy Approved by:**

Name: Michelle Wray – Director / Designated Safeguarding Lead

Signed:

A handwritten signature in black ink, appearing to be 'MW' with a stylized flourish.

Date: 01/09/2025