

Fees, Invoicing and Payment

Weekday

Time	15 Minutes	30 Minutes	45 Minutes	1 hour
7am – 10:00pm	£22.75	£25.00	£27.00	£29.00

Weekend (10:00pm Friday-7:00am Monday)

Time	15 Minutes	30 Minutes	45 Minutes	1 hour
7am – 10:00pm	£23.75	£28.00	£30.00	£32.00

- If more than one support worker is required at any time, applicable additional fees are charged.
- Mileage is charged at 50p per mile for a round trip from the office to the place of support and return to the office. Calculated by RAC Route Planner Mileage.
- Bank Holidays are charged at double the rates above, including Christmas Day, Boxing Day, New Year's Day,
- Where Christmas Day, Boxing Day and New Year's Day fall on a weekend, visits on these days will be charged at double weekend rate.
- Christmas Eve and New Year's Eve will be charged at time and a half.
- Should any extra time be accrued on a visit, over the specified visit duration, additional charges will be applied, and should this happen over a period of time, we will contact you to discuss this and review if an increase in care is required.
- Invoices are issued monthly at the beginning of each month for the previous month's care.
- Invoices are payable within 14 days and a charge of 5% above the base rate will be incurred for any late payments over 28 days.
- Non-payment of invoices within 2 months of the due date will result in jeopardising your Contract Agreement and will incur a late payment charge of £25 for each week outstanding following this period, as well as the late payment charge of 5% above the base rate. If payment continues to be outstanding, then further steps will be taken to reclaim any unpaid invoices using an external agency.