

### **Cost of service**

With effect from Monday 07<sup>th</sup> April 2025, the service is charged at £27.00 per hour Monday to Friday between 08:30 to 18:30hrs. Service delivered outside of this time is charged at time and a half. Service delivered on a national bank holiday is charged at double time.

In addition to the standard hourly service rate, the following charges will also apply:

- Social mileage, where applicable, will be charged at a rate of £0.45 per mile. Social mileage is any mileage undertaken by the support worker with the service user while providing care services, as agreed upon with your regional manager as part of your care plan.
- With effect from Monday 05<sup>th</sup> May 2025, any expenses incurred by the support worker while delivering care services. This includes, but is not limited to, expenses such as refreshment costs, lunch, entry fees to venues or events, and other applicable charges as incurred and agreed upon with your regional manager as part of your care plan.

### **Paying for the service**

Service costs are invoiced monthly through our finance office. Payment is expected within 30 days of the date of invoice. The following methods can be used to pay:

- Cheque made payable to Beyond Dementia. Please quote the invoice number on the reverse of the cheque.
- Credit or debit card over the telephone.
- Cash, direct to one of our offices.
- BACS transfer into our bank account number 00012194 sort code 40 52 40 quoting invoice number.

If you have any queries regarding the payment of the service please contact our finance administrator on 01225 776481. If payment is not received you will be contacted by letter and advised to make payment. Failure to settle outstanding monies may result in notice to withdraw the service being served.

### **Cancellation of service**

It is expected that if a visit is not required notice of cancellation will be sent for the attention of the regional manager as early as possible.

Late cancellation of service is defined as less than 72 hours' notice of cancellation. Please note that normal non-working days and hours do not count towards the notice period of cancellation (e.g. weekends).

The following charges will apply to late cancellation of service:

- If a visit is cancelled within 72 hours of the agreed start time, 50% of the visit will be charged for.
- If a visit is cancelled within 24 hours of the agreed start time, 100% of the visit will be charged for.
- There is a minimum charge of 1 hour (£27) for all late cancellations. The only exception to this is where visits are rostered for less than 1 hour. In these circumstances, the full length of the visit will be charged for late cancellation.
- If visits are cancelled consecutively for 2 weeks, the service will be suspended. The service can be restarted when convenient, however, the availability of the service at this time cannot be guaranteed.

In exceptional circumstances cancellation charges may be waived. As a general policy, late cancellation charges are waived in cases of unexpected illness or injury resulting in hospital admission, or in the event of a death. Please contact your regional manager if you believe that exceptional circumstances apply to a cancellation.

### **Frequent cancellation of service**

If visits are cancelled repeatedly and without good cause your regional manager will contact you to discuss whether the service is meeting your needs and expectations. Failure to engage with your regional manager may result in notice of withdrawal being served.