

## Toucan Contact Centre Fee Structure



**Registration Fee (one-off/non-refundable):** This includes separate pre-visit meetings with resident and contact adult (including child where appropriate), meeting with relevant family members, referrer and contact staff, risk assessment and building induction. Also includes a contact review.

*£100 per referral*

*£50 per additional contact adult*

**Supervised Community Contact Fee:** This includes provision of a qualified supervisor in the community, transport to/from destination and parenting support. Includes handover and reflection time. Full contact report is provided.

*£90 per hour*

**Supervised Contact Fee:** This includes provision of a qualified supervisor and parenting support. Includes handover and reflection time. Full contact report is provided.

*£85 per hour*

**Supported Contact Fee:** This includes the general overseeing of the contact session by a member of staff as required. Includes handover and reflection time. Other families may be using the same room.

*£45 per hour*

**Escorted Contact:** This includes the provision of a staff member accompanying the child/ren and non-resident parent from the centre on visits to places such as local parks, shops and restaurants.

*£35 per hour*

**Handover Fee:** This includes a worker being available for the child to be handed over to the contact parent or returned to the resident parent.

*£20 per handover*

**Late fee & Out of Hours / Public & Bank holiday extra charge / Additional Reports:** If either parent/carer is late for pick-up or drop-off without due notice, they may be charged. This charge also applies to the additional service charge (per hour/handover) for Public & Bank holidays and for out of normal operation hours. This charge also applies for additional reports to be produced as part of a service i.e. supported or escorted contact.

*£25*

**Review Meeting & Report / Contact Summary:** This includes additional contact review meetings being undertaken with parties involved. Contact review report is provided. Also applies to contact summary reports to be produced.

*£125*

**Attendance at Meetings:** This includes a representative from the contact centre attending meetings in person.

*£65 per hour*

**Room Only Hire:** This charge applies to book a space only for contact or meetings.

*£50 per hour*

**Cancellation charge:** There is no charge for contacts cancelled more than 48 hours (2 working days) prior to contact. Full charges apply for sessions cancelled without at least 48 hours notice.

**Methods of Payment:** We accept cash and BACs transfer only. Referral fee is due upon successful registration with the centre. All other fees are to be paid in advance, prior to contact and as detailed in pre-visit agreement.

***Please speak to the centre coordinator should you have any difficulties meeting payments or wish to discuss a payment plan or discount if receiving benefits or on a low-income.***

**Toucan Contact Centre operates under Toucan Day Nursery Ltd. Should the fees not be paid in due time, Toucan reserve the right to suspend sessions or withhold reports until such time as the matter is dealt with.**