**Age UK Hounslow**

**Charging Policy**

1. **Hall Hire Cost: £35 per hour**

The Main Hall at Southville Community Centre is available for hire via Age UK Hounslow (AUKH) during our opening times of Monday to Sunday between 9:00am and 22:00pm. This includes tables, chairs and/or a stereo system and/or projector, projector and laptop. In addition to this, volunteer assistance may be available however not in all circumstances guaranteed.

Charges will be made for part hours, setting up, cleaning and maintenance costs depending on the booking.

1. **Committee Room Hire** **Cost: £15 per hour**

The Committee Room in Southville Community Centre is available for hire via AUKH during our opening times of Monday to Sunday between 9:00am and 22:00pm. This includes tables, chairs and/or a stereo system and/or projector, projector and laptop.

Charges will be made for part hours, setting up, cleaning and maintenance costs depending on the booking.

1. **Terms of Cancellation for all hired spaces at Southville Community Centre**

In the event of the hirer cancelling the booking, every effort will be made to re-hire the space to ensure no loss of income. In the event that the space is re-let, no charge would be made to the hirer. In the event that AUKH incur a loss of income due to late cancellation, giving less than and including 7 days’ notice, the full rate will be charged.

Cancellation made with 8 days or more notice, no charge will be made.

1. **Membership Fees** **Cost: £7.50 per year**

Membership to AUKH is charged at £7.50 per person per year from the date the membership is registered. The charge is a flat rate for all potential members. No refunds or discounts of any kind are given in any circumstances.

1. **Activities and Social Groups**

We offer a range of activities and social groups either free or at very low cost to ensure that all members of the community have the availability of attending something.  Maximum cost for an activity would be £3.00 per person per 45 minute or 1 hour session for members of AUKH, and is generally charged when the services of a fully qualified tutor are engaged or if materials are required to be purchased.  Non-members are charged an extra £2 per session. The cost per session may be higher if the session is run by an external tutor.

These fees are maintained at all times including in the event of late arrivals.

* 1. Refunds

Refunds are given in exceptional circumstances at the discretion of AUKH Management staff or the Board of Trustees.

* 1. Bingo

A participation fee of £2.00 is paid by everyone; charges for bingo cards etc. vary site to site so please contact us for further details.

* + 1. Raffles and Competitions

Raffle tickets are available at specified times and payments is in line with the rules and regulations set at that time.

* + 1. Restrictions

There are currently no restrictions to the amount of raffle tickets or bingo cards an individual may purchase.

1. **Tutors**

AUKH do not employ Tutors directly but payments are made against their invoices for works undertaken.  To ensure equality of payments AUKH currently pay two rates dependent on the Tutor service provided ie physical, educational or social, the qualification’s required and the time incurred for the session.

All invoices submitted for tutor payments need to be compliant with correctly submitted and agreed information.   AUKH utilise an outsourced Accounts Company for all payments and are therefore governed under our financial agreement of all payments authorised and submitted will be paid within 30 days.

Cancellation of classes can be made by either party with 10 days notice.

**Services**

* 1. IT Tutorials

AUKH offers a variety of IT Tutorials, which can be free of charge or at a fee up to and including £3. Non-members are charged an additional £2 per session. These prices are maintained at all times, whether the session is an individual or group booking.

* 1. Wheelchair Hire

Two types of wheelchairs are available as follows:

Attendant – This wheelchair needs to be pushed by a 3rd party, the user cannot manually operate it on their own

Propelled – This wheelchair can be used manually by the user without the need for a 3rd party and can also be pushed by a 3rd party if required

Costs are the same for both of the above wheelchair types as outlined below.

The wheelchair hire service at AUKH has several tiers of hire;

* £5 per day
* £15 for one week (seven days)
* £20 for two weeks
* £25 for three weeks
* £30 for four weeks

These prices are the same for members and non-members. The daily charge for the hire of a wheelchair will be applied on all days of the week.

* + 1. Deposit

In all occasions, it is necessary to obtain a £30 returnable deposit at the time of hire. The deposit will be returned in full to the service user at the end of the hire period as long as the wheelchair is in the same condition as at the time of hire. If the wheelchair is lost, damaged or stolen, AUKH reserves the right not to return the deposit, in part or in full, to the service user.

* + 1. Exchange

There are no refunds given for wheelchair hire, although an exchange may be applicable in certain circumstances.

* + 1. Damaged / Lost / Stolen Wheelchairs

If the wheelchair is damaged, lost or stolen during the period of hire, the service user may incur additional charges, including the loss of their deposit, in compensation to Age UK Hounslow. The charges will be based on the current comparative value of the wheelchair at the time of hire, if lost or stolen, or on the extent of the damage and necessary repairs.

1. **Day Trips**

Day trips or outings typically cost £15 per member and £16 per non-member for a large 57 seater coach. The price per person may be lower for a smaller coach e.g. a 35 seater coach. The price per person may also be lower or higher dependent upon the nature of the outing i.e. entrance fees, additional travel costs. No group discounts are given.

* 1. Refunds

Refunds are only given in exceptional circumstances. If a refund is requested, the reason must be in writing and then approved by Age UK Hounslow management.

1. **Café Prices**

The prices for consumables offered by the café will be kept low and awareness of other local community café prices monitored at intervals.

1. **Retail**

Costings for donated items to our retail shops are set by the Retail Development Manager and reviewed regularly.

* 1. Refunds

Subject to exceptions (authorised by the Retail Development Manager), Age UK Hounslow do not give refunds in any of our Charity Shops.

1. **Miscellaneous Items**

Miscellaneous items may be sold by Age UK Hounslow in order to raise charitable funds and will be priced in line with items sold at Age UK Hounslow’s charity shops.

1. **Complaints**

Any complaints raised regarding our Charging Policy should be raised in the first instance with the Chief Executive Officer.  If there is no satisfactory response, the individual has the right to contact the Board of Trustees c/o Age UK Hounslow, Southville Community Centre, Southville Road, Feltham, TW14 8AP.

**(PLEASE NOTE: The Hirer of premises must refer to our full ‘Terms and Conditions of Hire’ for a comprehensive understanding)**

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| Implementation | All Staff |
| Circulation | Age UK Hounslow |
| Date Adopted by Trustees |  |
| Last Review Date |  |
| Next Review Date | 31.03.18 |