
YMCA LifeWorks Terms and Conditions

- It is the parent/carer's responsibility to inform YMCA LifeWorks of any changes in circumstances to enable us to keep our records up to date. This can be done through the online booking account (MagicBooking).
- Care Plans will be sent out at the end of each term to document any changes in circumstances/care needs. The details recorded in these documents enable LifeWorks staff to provide the care and support that the individual requires during their time with us. Without them, staff are not able to provide accurate care and support. If Care Plans are not returned before the beginning of the following term, the individual will not be able to be booked into any of the new term's activities, until this has been received.
- Any overdue balance on an individual's account must be settled, or a payment plan agreed with LifeWorks coordinators before they are able to be booked on to any further activities.
- Any bookings that are not Local Authority funded must be paid for in advance on the individual's MagicBooking account or on the day of the activity ideally using a credit/debit card.
- If alternative means of payment need to be used, or payment plans need to be arranged, it is the parent/carer's responsibility to instigate conversations with LifeWorks coordinators to agree on their preferred payment method/plan.
- Any individual attending LifeWorks activities not collected without contact being made providing a reason for parent/carer's delay after 45 minutes of the time the activity officially finished will incur an additional charge of £11 to contribute towards the 1:1 support that will have been provided during this additional time.
- Any bookings made that are not attended without making LifeWorks Coordinators aware at least 24 hours in advance of the beginning of the activity, will incur the full cost of the activity.
- Bookings made and provided with the correct notice period for non-attendance, or cancelled by LifeWorks will be credited to the individual's account.

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YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.