Service Terms and Conditions

Raedan Institute Child Contact Centre · Form F2 · Version 3, September 2026

Your Name	
Date	
Relationship to Child	

About our service

- We provide supported contact (supported Family Time), handovers and virtual Family Time. We do not provide supervised contact.
- Sessions run Monday to Wednesday between 10:00am and 3:00pm, and Saturdays between 11:00am and 3:00pm. Each family is given an agreed two-hour slot. All sessions end promptly at 3:00pm.
- Arrival and departure times are usually staggered so that parents do not have to meet. Please arrive 10 minutes before your given time.
- These terms apply in the same way to sessions at the Centre, to handovers and to virtual Family Time.

Things Parents can expect from us

1. The welfare of the child is paramount. There might be times when contact cannot take place if the child is too upset, even if there is a Court Order.
2. You can expect us to always place the needs and safety of your child before any other consideration.
3. You can expect us to be impartial. We will not take sides or offer one party preferential treatment over another.
4. You can expect us to be fair, welcoming, and professional.
5. You can expect us to provide trained staff and volunteers, all DBS checked, who are offered support and supervision to meet the needs of your family.
6. You can expect us to offer a safe, clean, and friendly contact service.
7. You can expect us to provide toys, games, and activities for you to enjoy with your child. These will always be clean and in a good state of repair. You are welcome to bring some suitable items of your own if you choose to do so. Ball games can be played in the hall, subject to availability.
8. Any changes to the service or the way it is delivered will be agreed by all parties in advance.
9. Our service only provides supported contact. Both parents understand that this is not supervised: we will not be writing reports, making recommendations, or be expected to take sides. We can confirm dates and times of attendance.
10. You can expect us to always work within our policies and procedures, which are available on request.

11. You can expect us to work within the requirements of our accreditation with The National Association of Child Contact Centres.
12. You can expect us to work within the requirements and guidance of the Leicester Safeguarding Children Partnership Board.
13. You can expect us to work within the requirements as set out in law, legislation, or legislative guidance.
14. You can expect us to work with relevant professionals, sharing information in line with any agreement we make with you or legal requirement to do so. If we are worried that a child or adult is at risk of harm, we will share information with the relevant authorities without needing your consent.
15. You can expect us to handle your personal information as set out in our Contact Centre Privacy Notice, which you have been given.

Things that we expect from Parents

1. Parents should always act in the best interests of their children.
2. We anticipate providing you with this service for a short amount of time. Therefore, we expect all parents to work with us openly and honestly, so that contact can move to a venue more suited to your child(ren)'s needs.
3. We expect parents to meet the needs of their children. This might include completing basic care tasks (changing or feeding), offering guidance and boundaries to children, and bringing any items that a child might reasonably need for the session. These items might include food, drinks, toys, games, activities, changes of clothing, suncream and so on.
4. Aggression, violence, intimidation, or any other behaviour that has the potential to cause discomfort is not permitted and may result in the police being contacted and the service being terminated.
5. The Child Contact Centre reserves the right to reduce or terminate contact if it is felt to be in the best interest of the child or other families using the centre.
6. We reserve the right to ask parents to leave if their conduct is such that the atmosphere becomes unpleasant.
7. We expect all parties to arrive and leave at the agreed times. If this is not possible the centre should be informed at the first opportunity. If this is not maintained contact may not take place and may be terminated.
8. The visiting parent stays with the child throughout the session. The resident parent may wait in the waiting area or leave the premises, but must stay on standby: reachable by phone, able to return quickly, and back at the Centre 10 minutes before the session ends.
9. Children will not be removed from the service in an unplanned way.
10. We have a no smoking and no vaping policy, which includes the grounds and car park.
11. We expect parents to arrive at the centre free from the effects of drugs or alcohol. If we believe parents to be under the influence of these substances, we will always cancel the session.

12. Additional people are only allowed to attend contact sessions where this has been agreed by the relevant parties in advance.
13. During contact sessions we ask you not to use your own mobile telephone, other than for a video call arranged with the Centre.
14. The taking of photographs or videos is only permitted when agreed by all parties.

- Photos or videos should only be of your own child.
- Photos or videos should not be of other children, families, our staff or contact spaces.
- Photos or videos taken at the Centre must not be posted on social media.
- Video calls are allowed when they have been arranged through the Centre in advance as part of our virtual Family Time service. Unarranged personal video calls during a session are not permitted.

15. Parents are not permitted to make visual or audio recordings, openly or covertly, on any part of the property belonging to the contact service. This includes recording or taking screenshots of virtual sessions.
16. Pets are not permitted.
17. We ask all to speak English if this is possible. If this is not possible the referrer should organise an interpreter. This will be a professional service approved by the centre prior to contact commencing.
18. The cost of contact should be paid by the relevant person who requires contact, or by an organisation on their behalf. The fee is £75 per hour, so £150 for a two-hour session. Handovers and virtual Family Time are charged at the same rate. Payment is by online bank transfer. Payments should be made no later than 48 hours prior to the session taking place. If this does not happen the session will be cancelled. If you book less than 48 hours before the session, payment is due when you book and is non-refundable.
19. If you need to cancel a session, please give us at least 48 hours' notice. Sessions cancelled with less than 48 hours' notice are not refunded. If the Centre has to cancel a session, we will reschedule it where possible or give a full refund.

Additional Notes

Notes	

Signature of Client/Parent

Name	
Signature	
Date	

Signed on Behalf of Centre

Name	
Signature	
Date	

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