1. Both parties must be in agreement with the proposed contact arrangements.
2. Parties must not agree any contact arrangements without first contacting Connections to check on the availability and appropriateness of the referral/contact.
3. A completed referral form (including full contact details for both parties) and a copy of any court order must be provided to Connections.
4. Only people named on the referral form will be allowed admittance to contact, as agreed by both parties. Any planned variation must be discussed and agreed in advance of contact. Should anyone attend contact without prior agreement, they will asked to leave and should they refuse, Contact Supervisors have the right to terminate contact.
5. Parents/Carers are responsible for their children at all times during contact sessions, however we are happy to offer our support wherever possible, if required.
6. Connections Contact Services reserves the right to terminate contact if it is felt to be in the best interests of the child.
7. Parents should acknowledge that because the welfare of the child is paramount, there may be times when contact cannot take place, for example if the child is too upset, even if there is a contact order. This will then be addressed with all parties.
8. Should a child be deemed at risk of significant harm during contact, contact will be terminated immediately, and the relevant authorities informed.
9. Connections Contact Services will not tolerate any verbal or physical abuse, aggression, intimidating or threatening behaviour to its staff. Contact will be terminated, and we reserve the right to cancel future contacts.
10. Please notify Connections if the arrangements for contact are going to change or if contact is going to cease.
11. Proof of ID will be required on the first contact session.
12. It is down to the family’s preference as to how much they interact with their Contact Supervisor during contact and Supervisors are there to offer advice and support if needed, however Contact Supervisors will only intervene during contact should they feel the child is at risk of harm.
13. All payments for contact must be made 72 hours prior to contact. Failure to do so may result in contact being cancelled.
14. Where contact is cancelled with over 48 hours notice, clients have the option to obtain a full refund of the contact session. Contact that is cancelled within 48 hours of contact, unless in exceptional circumstances, will not receive a refund. To cancel to contact, please contact Connections on **07554 941881** (please leave a voicemail if required) or email **admin@connectionscontactservices.co.uk**
15. All clients are expected to abide by Covid-19 Government restrictions and guidelines by wearing appropriate PPE when necessary. Face coverings must be worn when social distancing is not possible.
16. Please note the full range of our Policies and Procedures is available on request.

**Signatures**:

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| --- | --- |
| Name: |  |
| Resident or Non-resident party? |  |
| Date: |  |
| Signature: |  |

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| --- | --- |
| Name: |  |
| Resident or Non-resident party? |  |
| Date: |  |
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| Name: |  |
| Resident or Non-resident party? |  |
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| Resident or Non-resident party? |  |
| Date: |  |
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