

Vista Warm Rooms Terms and Conditions

These are the terms of the Service Agreement by which **you** (service user) accept the service provided by Vista (The Royal Leicestershire, Rutland and Wycliffe Society for the Blind).

1. Services

Appropriate charges will be due by **you** to Vista for the following service of 'Warm Room Day-care' (The Service) which will include access to our premises, a hot meal, hot / cold drinks and an activity.

2. Charges

All charges are currently set at £30 per session, these may be adjusted by Vista with no less than 30 days notice to **you**.

3. Payment

All payments shall be made by **you** to Vista prior to attending your session, And can be made by cheque, credit card or bank transfer to Vista (forms for direct debit payments will be made available to you). Vista reserves the right to refuse to supply the Service in the event of **your** failure to make payments within the stipulated payment terms.

4. Cancellation or Amendments to bookings

If **you** wish to cancel a booked appointment, for health or other reasons, **you** must give Vista at least 7 days' notice. Failure to do so will result in the fees being charged at the full rate, subject to discretion by Vista. If you do cancel and rebook, this does not guarantee your space and you may be placed on a waiting list.

Vista reserves the right to cancel any service at any time for reasons outside our control, including extreme weather conditions, serious illness, Acts of God, and industrial action.

5. Equal Opportunities

Vista aims to provide equal opportunities for all its staff and service users irrespective of their sex, age, marital status, racial or ethnic origin, physical or mental disability, sexual orientation, religious beliefs or political opinions. Vista will not accept unjustified discriminatory requests.

6. Service delivery:

- a. Vista will use reasonable endeavours to ensure that our staff supporting you has the relevant qualifications, authorisations, training, experience and ability for the service which he/she provides.
- b. **You** will abide by the cancellation and withdrawal of service terms.

7. Personal Care

We **will not** provide personal care or nursing care, toileting, or medication administration. Any medication has to be kept on your person and you remain responsible for it. We will provide sighted guides for your assistance.

8. Specific Service Requirements

- a. If you are able to we would prefer you to do a Covid test as we wish to keep all of our participants and staff safe.
- b. Carers and friends are welcome but if your carer comes and stays at the sessions they will need to also pay the service charge.
- c. If you have any allergens or specific dietary requirements you need to notify us when booking your space
- d. We **will not** provide transport to or from our venue.
- e. No pets are allowed except assistance dogs

9. Data Protection Act 1998

Vista will comply with the requirements of the Data Protection Act 1998 in accessing and processing personal data. Service user's personal records remain the property of Vista at all times; this is in accordance with our registration under the Data Protection Act 1998.

10. Privacy and Confidentiality

You have a right to privacy and confidentiality (i.e. any information we have about you will not be disclosed to a third party without your consent, except in exceptional circumstances). Vista will ensure that accurate records of work are maintained and kept safe. If you wish to access this information please discuss this with the Admissions Manager on 0116 249 0909, who will make the necessary arrangements.

11. Complaints and Feedback

If you are not happy with any element of our Warm Room Service you have your statutory right to make a complaint, our Complaint Policy will be made available on request.



These terms and conditions may be changed and updated by the Community Services Team as necessary to take into account any changing circumstances or conditions.