

**Reablement, Supported and Respite Admission Form – Finance**

*To be completed by the applicant (or their attorney)*

Who will be responsible for your fees: myself  others  (see below)

I confirm that I have read Burrswood Health and Wellbeing Terms and Conditions and agree with them.

I accept that I am liable for all fees and extras relating to my stay at Burrswood Health and Wellbeing except where they are settled by others.

Full name .....

Signature.....Date.....

***To be completed by whoever is going to pay the fees***

Contact details (if not the applicant)

Name

Address

Postcode

Telephone number

Mobile number

Email

I confirm that I have agreed to pay all/part of Burrswood Health and Wellbeing fees in respect of the proposed applicant's stay. I have been notified of the proposed level of fees.

If only part, please specify

I acknowledge that I have supplied Burrswood Health and Wellbeing Reservations Office with my card details and that I fully accept that the card will be charged in the event that I do not pay the sums invoiced to me in respect of the above proposed stay within 7 days of the date of the invoice.



## Burrswood Health and Wellbeing Terms of Business

### **Payment of fees**

Unless otherwise agreed, fees are payable as follows:

- Reablement on booking a deposit of £500, please see cancellation policy below
- Supported and Respite bookings a deposit of £250, please see cancellation policy below.
- Invoices will be raised weekly during a stay and on departure and are payable upon presentation. They can be paid either at Reception (8.30 am to 8.00 pm) or by direct transfer to our bank account, details of which are set out on the invoice.
- Extras (for example bookshop, gift shop, Café, meals for visitors, wine/beer, laundry, telephone, newspapers, hairdressers, manicurists or chiropodists) will be invoiced if not paid for at the time they are incurred and must be settled on presentation. These are not normally covered by third parties such as NHS funders, insurance companies or grant-making charities.
- We reserve the right to charge interest at Bank of England base rate plus 3% on overdue invoices.

If you have concerns about your ability to pay your fees in accordance with these terms, please discuss this with the Reservation Team on **01892 865988** well in advance. It is not in the interest of either yourself or Burrswood for payment to be a problem at the time of your stay, and there may be things that can be done to help.

### **Cancellation policy**

Whilst we accept that unforeseen circumstances can arise, Burrswood Health and Wellbeing reserve the right to apply cancellation fees in the following circumstances:

#### All bookings

- Should you cancel a confirmed booking with more than a week's notice, your deposit will not be refunded but may be reallocated or held over to a future stay.

#### Reablement bookings – Deposit £500.00

- Should you cancel a confirmed booking with less than a week's notice from the date of arrival, unless it is for medical reasons, you will be charged 50% of the cost of the part of your stay which is within that one week notice period.
- Should it become apparent that for medical reasons you will not be able to come to Burrswood in the future, we will refund your deposit less a £50 admin charge.
- We understand that reablement bookings often need to be changed at short notice for medical reasons such as a prolonged stay in hospital or a change in the date of surgery, and we will always do our utmost to accommodate such changes.

#### Supported and Respite stay bookings – Deposit £250.00

- Should you cancel a confirmed booking with less than a week's notice from the date of arrival, unless it is for medical reasons, you will be charged 50% of the cost of the part of your stay which is within that one week notice period.

### **Arrival and departure**

We accept arrivals from 2.00 pm on the day of arrival and ask you to vacate your room by 10.00 am on the day of departure. We reserve the right to charge 50% of the daily rate for early admissions and for late departures. Departures after 9.00 pm are charged at 100% of the daily rate.

### **Other**

Information regarding meals, the facilities at Burrswood Health and Wellbeing, chaplaincy services, health and safety, Wi-Fi access, wheelchairs and other electrical equipment, smoking, security, unreasonable behaviour, visitors, fire alarms and evacuation will be made available in your room. Please note that we reserve the right, for the benefit of other guests, visitors and staff, to insist that anyone causing a danger or a nuisance to others should leave the premises immediately and not return. We will not tolerate any form of abusive behaviour.