

Fee's Policy and Procedure the Furzedown Project

How we deliver our Fees for our activities at the Furzedown Project

Introduction

The Furzedown Project is a “Social hub for the Over 50s”. Through our centre in Moyser Road, we run a wide range of activities and services. This is targeted to increasing people’s sense of wellbeing and decrease social isolation.

Created originally in 1975 for the community of Furzedown Ward, our remit has expanded to include all older adults who live in the London Borough of Wandsworth.

Our list of activities includes (but not limited to)

Exercise Classes

Social groups

Talks/Presentations

Excursions

As a charitable organisation, we operate through obtaining grants and securing ongoing funding. This covers costs like staffing/facilities and delivering some of our key activities.

We encourage our members to coproduce and develop new activities for the Project, which also keeps costs down. For some of our specialist activities, we fund for a qualified tutor.

This policy and its guidelines are concerned with our Fee’s for our activities, to ensure we are running activities that cover their costs.

Membership

To join as a member, we ask for a payment of £20 on an annual basis. For longstanding members this is taken every June each year. For any members who have joined throughout the year, their membership will be taken from the date of their sign up. We offer a restricted membership for those members who are struggling financially.

Fares

We offer three tiers of pricing for our activities at the Furzedown Project. This is to ensure we cover the financial costs for each of our sessions. These include:

Tier One

£2- Any of our classes lead by volunteers/members. These include (but not exclusive to):

Social Groups

Photography

Art Class

Radio Group

Book Groups

Tier Two

£5- Classes led by paid facilitator with specialist expertise. These include:

Yoga

Zumba

Exercise Class

Singing Group

Tier Three

£12 for excursions/days out that require use of our minibus

Additional costs for Tier One and Tier Two include 50p contribution for tea/coffee and £1 each way for use of our minibus for transport as required.

For members who are receiving Universal credit/Pension Credit we can offer reduced prices for Tier Two and Tier Three Activities. Members are required to bring evidence of this to the Project Director.

Payment

We can receive payment for any activity in advance or on the day of said activity. This can be via cash or card in our office in Moyser Road.

For any Tier Two activity, we can also take payments for block bookings. We can offer a reduction on the fee with this block booking. The prices are:

5 sessions- £20 (£4 per sessions)

10 sessions £30 (£3 per session)

We ask members to avoid taking out block bookings if planning to take holiday/be away for the Project for a considerable amount of time. We will not be able to offer a refund in these situations, so it is advised to pay for each session individually.

Cancellations

We are aware that situations occur when you are unable to attend the Project. For each tier of activity, we aim to follow a separate procedure. This is to ensure we are not operating at a loss for our activities.

Tier One

We encourage members to contact us via email (services@furzedownproject.org) or by phone (0208 677 4283) if your unable to attend. Ideally this would be the day before the said activity but can be on the day.

If this is looking to be longer than three weeks, let the staff at the Furzedown Project know when you are looking to return. For our more popular sessions, your place will be kept open for up to two months and could then be offered to an alternative member as required.

Tier Two

If members are unable to attend a session, you are required to contact us via email or phone at least 24 hours before your scheduled session. This is so we can offer your space to people on our waiting list to attend instead.

If you contact us on the day of your session/activity, we reserve the right to still charge you for the fee for attending this class. This can be paid on the next time you come into the Project, or through your block booking. This will also be the case if you fail to contact us at all when you are unable to attend.

If you miss more than 3 tier two sessions in a row, with short notice, we will offer your place to an alternative member who are on our waiting list. Due to the high costs of running these tier two sessions, and the high interest in attending, we don't have the capacity to offer places to those who are regularly non-attending.

If you have a scheduled holiday/hospital appointments booked in day of your tier two activity, please let the Project team know at least a week in advance.

Tier Three

If you are unable to make a tier three event, and you would like a refund, we ask for at least 48 hours' notice. This is so we can find a replacement member for your place.

If members contact us within 24 hours, we will not be able to offer a refund, but will endeavour to offer a place at a future excursion if available.

Complaints

Any complaints on your experience on fares should be addressed to the Project Director:

Project Director

The Furzedown Project

91-93 Moyser Road

London

SW16 6SJ

If required, an investigation will be carried out. A final assessment will then be made on the specific complaint.