

Magic Moments 2001 Ltd



Our Mission Statement Is To:

‘Offer to the community the opportunity to stimulate their mind, rediscover lost skills and improve the quality of life. In doing so provide a path for encouragement and progress.’

The Benefits

- A unique mobile service – we come to you!
- We work one to one or in groups as appropriate
- We build a secure relationship with clients
- We provide all the materials and equipment
- There are no hidden costs
- We will try to rediscover those old skills that may have been lost or lapsed
- We can teach new skills
- We become a regular contact with the outside world

Code of Practise

- We will always bring a smile with us.
- All representatives of Magic Moments 2001 Ltd will have adequate training in the areas required.
- Magic Moments 2001 Ltd ensures that all equipment and materials used will be suitable for the needs and abilities of the clients.
- We do not set targets. The aim of the session is to provide guidance, have fun and demonstrate new skills for people to learn.
- We expect nothing therefore everything is an achievement.
- If the activity requires special adaptations of materials and equipment we will endeavour to accommodate all requirements.
- There is a no smoking policy whilst conducting the sessions at any location.
- If any representative of Magic Moments 2001 Ltd should feel that they may be at risk to themselves or other attending clients the house staff will be alerted and they can request that a member of the house staff remain with them during the session time.
- If any representative of Magic Moments 2001 Ltd should, by any means what so ever, become injured by a client, in addition to an entry in the customer accident book, an incident report form is to be completed and a copy given to the manager of the house. It is to then be reported to the Director of Magic Moments 2001 Ltd as soon as possible.
- No outside records will be kept on any clients – confidentiality
- In addition to statutory health and safety requirements Magic Moments 2001 Ltd representatives shall comply with the regulations of the establishment.
- Magic Moments 2001 Ltd representatives will leave any premises in a good and tidy order in respect of their activity of the day.
- Representatives of Magic Moments 2001 Ltd will conduct themselves in a non confrontational manner to our customers. Any grievance will be dealt with as a separate process with Magic Moments 2001 Ltd.

Terms and Conditions

- At each session a receipt is written out.
- A member of staff is to sign the receipt.
- If the session fee is settled at the time of the session the amount will be written on the receipt and signed by a representative of Magic Moments 2001 Ltd.
- The top copy is then given to a member of staff at the premises.
- If you wish to be invoiced, the top copy will be kept and attached to the invoice at the end of the month. The second copy is to be filed with a copy of the invoice and the third copy will remain in the receipt book as a record for the representative of Magic Moments 2001 Ltd.
- The payment of any invoice is due within 20 days please. If payment becomes overdue then we may need to consider a late payment fee.
- If a session has to be cancelled by the house we require 24 hours notice if possible please. Contact details are at the back.
- There will be a 50% charge if a representative of Magic Moments 2001 Ltd attends a house and the session is then cancelled without prior notice.
- If we have to cancel a session we will endeavour to give you as much notice as possible or send a suitable replacement representative of Magic Moments 2001 Ltd.
- If any representatives of Magic Moments 2001 Ltd are delayed due to circumstances beyond their control and would therefore be late for the session we will contact the house to inform them before the session is due to start.
- We would ask house staff to inform the representatives of Magic Moments 2001 Ltd of any high risk clients that might attend the session.

Complaints Procedure

If a house has any cause to complain about a Magic Moments 2001 Ltd representative or any other aspect of our services, please contact us on 01634 723136 as soon as possible. If you should have to leave a message we will return the call within 24 hrs. All incidents of complaint will be taken seriously and fully documented. Procedures will then be put in place to rectify the problem.

If a representative of Magic Moments 2001 Ltd has any cause to complain they are instructed to inform the company director as soon as possible and the matter will be dealt with in a confidential manner.

Contact Details

Sharon Rose (Company Director)

98, Bush Road,
Cuxton,
Rochester,
Kent.
ME1 2EY

Telephone: 01634 723136

Mobile: 07789 966 539

E-mail: Sharon.rose6@btinternet.com

In order for us to have correct details at any time would you please complete the following.

Name of
Company

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Name of
House

.....

Address

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.....

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Contact
Number

.....

Contact
Name

.....

E-Mail
(optional)

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Thank you for taking the time to fill out this document.