



## Terms and conditions

Our sessions are happy and successful, but these guidelines are here to establish boundaries for everyone to keep things on track.

1. During the sessions, respect and kindness are important in all directions. If any problems do crop up, we will endeavor to resolve the issues immediately.
2. Inkpots has a duty of care to all the young people who attend sessions or workshops. Before our works starts, boundaries around confidentiality will be set with a young person and their family. If a young person tells Gill something in confidence that suggests they are in any danger at all, that information will have to be shared with their family and relevant agencies.
3. If a young person discloses something to Gill that suggests they are in danger in their own home, then Social Services will be informed.
4. Payment for the sessions must be made prior to the appointment. Should you wish to discuss payment because of your financial situation, Gill is always happy to talk about this. But the subject should be raised before the work starts and any agreement must be adhered to or the full amount becomes payable.
5. Please ensure that an adult stays in your home during all sessions.
6. If your son or daughter is unable to attend the session, we will do everything possible to rearrange for a mutually convenient time. However, if this is not possible, the fee for that session is not refundable.
7. If Gill is unable to attend the session and cannot re-arrange for a mutually convenient time, the fee will be refunded.
8. While Gill will do everything possible to ensure positive outcomes for this work, she is not a tutor and her advice cannot be used as a replacement for that of educators.
9. If you have any complaint about Inkpots which cannot be resolved through discussions with Gill, the matter will be passed to an external consultant who will deal with the situation impartially.

