

Respite Services Payment and Attendance Policy

Surrey Place helps people of all ages with developmental disabilities, autism and special needs in the Toronto region and Northwestern Ontario. We offer a comprehensive range of groups and one-on-one programs and services to respond to clients' needs.

The purpose of this document is to outline the terms and conditions of the services we provide so that all parties (e.g. staff, clients, substitute decision-makers (if the client is incapable), or designated representative) are aware of, and agree to, such terms and conditions. We respectfully require that clients (or if applicable, their substitute decision-makers) read and indicate agreement to the terms and conditions by (as applicable): (i) indicating such agreement by selecting 'I agree' when presented with an online link to these terms and conditions, or (ii) making your first payment of an invoice sent by Surrey Place (permitting these terms and conditions are attached thereto). If you have any questions, please contact your Intake Service Coordinator, or email us at client.accounts@surreyplace.ca

Cancellations and Make-Ups

1.1 Cancellations by Surrey Place:

If a cancellation is made by Surrey Place staff, the session will be rescheduled at the earliest available opportunity. If Surrey Place is unable to rebook the session, for any reason, before the end of the service block a refund will be issued to the client. See section 2.1 for terms related to cancellation caused by Force Majeure.

1.2 Client Cancellations:

Kindly note that due to the structure of group programming make-up sessions are not available, and we are unable to offer refunds. Clients/caregivers should notify their clinician of their absence

Centre Closures

2.1 Closures Due to Weather or Unforeseen Circumstances:

In the event that Surrey Place is unable to provide services due to weather or any other unforeseen circumstance ("Force Majeure"), the closure will be communicated to clients or their substitute decision-makers via website announcements and email notifications, where possible. Surrey Place will reschedule sessions that were cancelled due to the Force Majeure. If sessions cancelled due to Force Majeure cannot be made up before the end of a service block (after both Surrey Place and you exhaust all best efforts to schedule make-up appointments), then a refund will be issued.

2.2 Planned Centre Closures & Statutory Holidays:

Service will not take place on planned centre closure days or on statutory holidays. Any planned closures falling on planned centre closure days or on statutory holidays days are not charged and have not been included in the price of the service.

Invoice Payments

3.1 Payments

Full payment is required at the time of registration, and an invoice will be issued once the payment has been received

3.2 Preferred Method of Payment & Cheques:

Credit cards and e-transfers are the preferred method of payment.

Credit card payments can be made online at the time of registration through Stripe, or upon receipt of an invoice using a dedicated payment link.

When the initial payment is made online using the credit card provided at the time of registration, all subsequent payment will be automatically charged to the same card, unless otherwise indicated.

E-transfer instructions will be provided. The clients SPC ID number must be included in the comments to ensure payments are reconciled to the appropriate client account.

Cheques may be accepted in some circumstances. A Non-Sufficient Fund (NSF) fee of \$35 will be charged for any cheques returned to Surrey Place due to insufficient funds or other problems communicated by the relevant banking institution.

Service Termination

4.1 No Refund/Credit: No refunds or credits will be provided by Surrey Place after delivery of services has commenced.

30+ days' notice before start of service	Full refund, less 10% admin fee
Less than 30 days' notice before start of service	No Refund

Binding Agreement, General Terms.

This is a binding legal agreement between Surrey Place and the client that confirms their agreement with its terms and conditions (it is acknowledged that substitute decision-makers may make such confirmation if applicable). You are free and encouraged to consult legal counsel before agreeing to these terms and conditions. This agreement will be governed and interpreted in accordance with, as applicable, the laws of the province of Ontario and the federal laws of Canada. The parties attorn to the exclusive jurisdiction of the courts of Ontario with respect to any matter that may arise

between the parties under or relating to this agreement. If any provision of this agreement is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this agreement will remain in full force and effect. These terms and conditions can be modified by Surrey Place in its sole discretion; if such a modification occurs, Surrey Place will give you notice in writing, and the change shall take effect immediately after completion of any service block that you have paid for in full.

