Rescheduling Policy

PRN-114: **Rescheduling Policy**
Company Name: AI Auto-Tech Ltd
Trading/Business Name: CAREHOPES
Company Registration Number: 15556946
SIC Code: 88100 – Social Work Activities Without Accommodation for the Elderly and Disabled
Email: admin@carehopes.com
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1. Policy Purpose

This Rescheduling Policy establishes TC's operational position that **companionship is a social service, not an emergency service**, and therefore **all missed or affected sessions should be rescheduled rather than refunded**. TC does not issue refunds except under the specific conditions outlined in this policy.

2. Core Principle: Rescheduling Over Refunding

- Companionship sessions may be **rescheduled at any time**, provided communication is made within the required notice period.
- **Refunds are not offered** for missed, delayed, or rescheduled companionship sessions except in the case of **death of the service user** (not the sponsor).
- Rescheduling is considered the **primary and preferred remedy** for all service interruptions.

3. Rescheduling Conditions

3.1. Companion-Related Delays or Absences

The following **do NOT constitute breach of contract** and must be resolved through rescheduling:

- Companion notifies the client that they will be late.
- Companion notifies the client that they cannot attend a scheduled session.
- Companion misses a session due to unforeseen circumstances.
- Companion loses time in transit; such time may be fulfilled by extending the session.

- Companion misses a GP appointment escort; TC will reschedule the appointment or prioritise the next available slot.

TC will always prioritise **Friday GP appointments** where possible and communicate early if alternative arrangements are required.

3.2. Client-Related Rescheduling

Clients (sponsors or service users) may request rescheduling by:

- Calling TC **not later than 24 hours** before the session, or
- Sending an email or text message **within 3 working days** of the scheduled session.

If an email is sent and no acknowledgement is received, the client must call TC **within 24–12 hours** of the session to confirm the change.

4. Organizational Sponsors (Short- or Long-Term Contracts)

If companionship is sponsored by an organisation:

- The organisation may **replace the service user** with another individual of similar or related risk factors.
- If risk factors differ significantly, TC may amend the contract terms and budget to accommodate additional requirements.
- Replacement is allowed **at any stage** of the contract.

5. Relocation of Service User

If the service user relocates:

- **Within England and Wales:** TC will continue providing companionship or transfer the companionship plan to the new organisation managing the client.
- **Outside England and Wales:** The sponsor must either:
    - Replace the client with another service user, or
    - Proceed under the cancellation policy.

6. Death of Service User (Individual/Family Sponsors)

In the event of the service user's death:

- **80% of the unspent budget** will be refunded.
- If the companion has already been mobilised, **only 50%** will be refunded to cover companion remuneration.

7. Death of Service User (Organisational Contracts)

- If TC is notified **before mobilisation**, **100% of outstanding funds** will be refunded.
- If mobilisation has occurred, **contract termination fees apply**.
- Organisations may replace the deceased client with another service user **at no additional cost** if risk factors are similar.
- Complex cases may require **Board Resolution** to determine refund eligibility.

8. Documentation & Client Endorsement

- Companions complete checklists and documentation for every session.
- Clients are expected to endorse completed services.
- If a client refuses endorsement, TC will record the incident and notify the sponsor.
- This refusal **does not constitute breach of contract** by either party.
- TC will engage the client to update the companionship plan or adjust companion assignment.