Booking Policy

PRN-008: Booking 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
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1. Introduction

The Booking Policy outlines how clients, sponsors, organisations, and stakeholders can schedule companionship services with CAREHOPES (TC). Our goal is to make booking simple, accessible, and reliable while ensuring that companions are deployed safely, appropriately, and in alignment with each client's companionship plan.

This policy supports TC's commitment to dignity, respect, independence, and professional boundaries.

2. Scope of the Policy

This policy applies to:

- Individual clients
- Family sponsors
- Organisational sponsors
- Companions and volunteers
- TC staff and administrators
- Affiliates and referral partners (for client onboarding)

It governs all booking activities across England and Wales.

3. Booking Principles

TC's booking system is guided by the following principles:

3.1. Accessibility

Bookings must be easy to make, modify, or reschedule through official TC channels.

3.2. Clarity

Clients and sponsors receive clear information about:

- session duration
- companion assignment
- companionship plan
- fees and membership benefits
- cancellation and rescheduling rules

3.3. Safety

Bookings must align with risk assessments, safeguarding requirements, and companion availability.

3.4. Professional Boundaries

Companions and volunteers **must not**:

- negotiate bookings
- confirm bookings independently
- alter companionship plans
- accept direct booking requests from clients

All bookings must be processed through TC.

4. Booking Channels

Bookings can be made through:

- TC's official phone line
- TC's official email
- TC's digital booking platform (if applicable)
- Organisational sponsor portals (where integrated)

Companions and volunteers must always redirect clients to official TC channels.

5. Booking Requirements

To book a companionship session, TC requires:

- Client name and sponsor details
- Location of companionship
- Preferred dates and times

- Risk factors and accessibility needs
- Purpose of companionship (e.g., social outing, GP appointment, wellbeing activity)
- Confirmation of payment or membership status

Organisations must provide:

- authorised contact details
- contract reference
- risk assessment documentation
- any special instructions or restrictions

6. Advance Booking

6.1. Standard Clients

Clients may book:

- up to **30 days in advance**
- same-day bookings subject to availability

6.2. Organisational Sponsors

Organisations may book:

- up to **90 days in advance**
- recurring bookings (weekly, monthly, quarterly)
- block bookings for multiple service users

Recurring bookings require a formal companionship plan.

7. Confirmation of Bookings

A booking is considered **confirmed** only when:

- TC sends an official confirmation message
- any required payment or membership validation is completed
- companion assignment is approved by TC
- risk factors have been reviewed

Companions cannot confirm bookings.

8. Companion Assignment

TC assigns companions based on:

- risk factors
- client preferences
- availability
- location
- companionship plan
- safeguarding considerations

TC may change companion assignments when:

- risk factors change
- companion availability changes
- safeguarding concerns arise
- client feedback indicates a mismatch

Clients will be notified of changes promptly.

9. Booking for GP Appointments

TC prioritises GP appointments where possible.

9.1. Priority Rules

- Friday GP appointments receive priority scheduling.
- If a companion cannot attend, TC will help reschedule the GP appointment.
- Missed GP appointments due to companion absence **do not** constitute breach of contract.

9.2. Advance Notice

Clients must notify TC of GP appointments **at least 48 hours in advance**.

10. Booking Modifications

Clients and sponsors may modify bookings by:

- calling TC
- emailing TC
- using the digital platform (if applicable)

Modifications include:

- time changes
- date changes
- location changes
- activity changes
- companion preference updates

TC will accommodate modifications where feasible.

11. Late Arrival and Session Start

11.1. Companion Late Arrival

If a companion is late:

- TC will notify the client
- lost time may be fulfilled by extending the session
- this does **not** constitute breach of contract

11.2. Client Late Arrival

If a client is late:

- the session may be shortened
- the companion will wait up to **10 minutes**
- extended waiting time may incur additional charges for organisations

12. No-Show Rules

A no-show occurs when:

- a client is unavailable at the scheduled time
- TC receives no communication within the required notice period

12.1. Individual/Family Sponsors

No-shows may result in:

- forfeiture of the session
- rescheduling fees (if applicable)

12.2. Organisational Sponsors

No-shows may result in:

- administrative charges

- session forfeiture
- review of companionship plan

13. Safeguarding and Risk Factors

Bookings may be declined or modified if:

- risk factors exceed TC's operational capacity
- safeguarding concerns arise
- the environment is unsafe
- the client relocates outside England and Wales

TC will communicate alternative options where possible.

14. Membership Benefits

Members may receive:

- priority booking
- discounted rates
- extended booking windows
- access to special companionship activities

Membership rules are governed by the **Membership Policy**.

15. Organisational Bookings

Organisations may:

- book multiple clients
- request specific companions (subject to availability)
- schedule recurring sessions
- replace clients under contract rules

Organisations must follow:

- Contract Agreement with Sponsor
- Stakeholder Engagement & Communication Policy
- Partnership Engagement Policy

16. Booking Limitations

TC may limit bookings due to:

- companion availability
- environmental risks
- severe weather
- public safety concerns
- organisational changes
- safeguarding investigations

TC will notify clients promptly.

17. Complaints About Booking

Clients may submit booking-related complaints through official TC channels.

TC commits to:

- acknowledging complaints
- reviewing concerns within 10 working days
- documenting outcomes
- adjusting booking processes where necessary

18. Amendments to Booking Policy

TC may update this policy to reflect:

- operational improvements
- legal changes
- new services
- governance decisions

Updates will be communicated through official TC channels.