Cashless Policy

Policy Title: PRN-013: Cashless 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. Introduction

CAREHOPES (TC) operates a **strict cashless system** to ensure transparency, safety, accountability, and compliance with UK financial regulations. This Cashless Policy outlines how payments must be made, how companions and volunteers must behave regarding money, and how TC protects clients, sponsors, and staff from financial risk or exploitation.

The policy ensures:

- secure transactions
- safeguarding compliance
- protection of companions and clients
- prevention of fraud or financial abuse
- clear financial accountability
- alignment with TC's governance and operational standards

2. Purpose of the Policy

The purpose of this policy is to:

- eliminate cash handling across all TC operations
- protect companions and clients from financial misunderstandings
- ensure all payments are traceable and compliant
- prevent financial exploitation or coercion
- maintain professional boundaries
- support TC's digital-first operational model

3. 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

It governs all payments, refunds, fees, and financial interactions across England and Wales.

4. Cashless System Requirements

4.1. No Cash Payments Allowed

TC does **not** accept:

- physical cash
- cash tips
- cash donations
- cash payments for sessions
- cash payments for mobilisation or administrative fees

All payments must be made through **official TC channels**.

4.2. Approved Payment Methods

Payments may only be made through:

- TC's official website: **https://carehopes.com**
- TC's secure payment gateway
- authorised bank transfer
- authorised organisational invoicing
- approved digital payment systems (where applicable)

4.3. New Clause: Cash Deposits Must Be Paid Into AI Auto-Tech Ltd's Bank Account

If a client or sponsor prefers to use **cash**, they must:

✓ Take the cash directly to their bank

✓ Deposit it into AI Auto-Tech Ltd's official business account

✓ Obtain a bank deposit receipt

✓ Email the receipt to: admin@carehopes.com

Clients **must NOT**:

- bring cash to the CAREHOPES office
- hand cash to any companion, volunteer, or staff member
- leave cash at any TC location
- request TC staff to deposit cash on their behalf

This protects:

- companions from liability
- clients from financial risk
- TC from fraud or safeguarding breaches
- the organisation from regulatory violations

TC will **never** handle physical cash under any circumstances.

4.4. No Direct Payments to Companions

Clients and sponsors must **never**:

- give money directly to companions
- pay companions privately
- offer financial gifts
- negotiate payment terms with companions

Companions must **never** accept:

- cash
- private payments
- personal gifts of monetary value
- tips or gratuities

If a client attempts to pay a companion directly, the companion must say:

“I’m not allowed to accept cash or private payments. All payments must go through CAREHOPES’s official website at https://carehopes.com or through admin@carehopes.com. If you prefer paying by cash, please take it to your bank and deposit it directly into AI Auto-Tech Ltd’s official account.”

5. Organisational Sponsor Financial Rules

Organisations must:

- pay through authorised invoicing
- avoid cash transactions
- follow TC’s payment schedule
- ensure payments are traceable
- comply with UK financial regulations

Organisations may request:

- digital receipts
- payment statements
- financial reports
- contract-aligned invoicing

6. Safeguarding & Financial Protection

Financial safeguarding is essential to TC’s mission.

TC will:

- monitor for financial exploitation
- investigate suspicious financial behaviour
- protect vulnerable clients from coercion
- protect companions from financial manipulation
- escalate concerns to safeguarding authorities where necessary

Financial misconduct may result in:

- contract termination
- safeguarding escalation
- legal action
- organisational review

7. Refunds Under Cashless Policy

Refunds (where eligible under Policy 92) are issued:

- digitally
- through the original payment method
- within **14 working days**
- after verification and approval

TC does **not** issue:

- cash refunds
- refunds through companions
- refunds through private channels

All refund communication must occur through **admin@carehopes.com**.

8. Fraud Prevention

TC actively monitors for:

- unauthorised payments
- cash-based manipulation
- private financial arrangements
- attempts to bypass TC's payment system
- fraudulent refund requests

TC reserves the right to:

- suspend services
- decline contracts
- escalate fraud concerns
- involve legal authorities

9. Financial Misconduct

Financial misconduct includes:

- offering cash to companions
- accepting cash as a companion
- negotiating private payments

- altering payment terms outside TC
- coercing companions financially
- misrepresenting payment status

Financial misconduct may result in:

- immediate contract termination
- safeguarding escalation
- legal consequences
- permanent ban from TC services

10. Digital Receipts & Transparency

TC provides:

- digital receipts for all payments
- digital invoices for organisations
- digital confirmation of refunds
- transparent financial documentation

Clients and sponsors may request:

- payment history
- transaction statements
- contract-aligned financial reports

11. Alignment with UK Law

This policy complies with:

- Companies Act (England & Wales)
- UK GDPR
- Data Protection Act 2018
- financial safeguarding standards
- anti-fraud regulations
- digital payment compliance requirements

TC's financial operations are governed under:

12. Amendments to This Policy

TC may update this policy to reflect:

- legal changes
- operational improvements
- safeguarding updates
- governance decisions

Updates will be communicated through official TC channels.