



THE MAZE GROUP TERMS AND CONDITIONS

1. Information about us

The MAZE Group is a Community Interest Company (CIC) aimed at parents of children who have (or have sought) a diagnosis for an additional need.

Courses are structured over 12 weeks, and offer specialised advice and support in: sensory processing difficulties; communication strategies; understanding social awareness; lifestyle issues (sleep, continence, diet); functional behaviour analysis; behaviour management (using positive strategies); positive family relationships; building resilience; planning for the future.

2. Accessing our Services

Applications to access The MAZE Group sessions are through referrals, and are considered on completion of an application form. Application forms are to be completed and returned via email to: referrals@themazegroup.co.uk or by post: The MAZE Group, PO Box 1035, Bentley, Ipswich IP9 2WL. Application forms must be received 10 weeks prior to commencement of the course (please refer to the website for deadline dates). The time between the deadline and offering places is to ensure applications and places are allocated fairly, based on the information submitted on the application form. It is essential that the date of the application made is included on the form.

On receipt of the completed application form, The MAZE Group will make contact to acknowledge and request a non-refundable deposit to secure a place on the waiting list (please see below for fees and details on making payment). The MAZE Group will also inform the applicant of the likely date of a place offer.

Places are offered 8 weeks prior to commencement of the course, and at this point The MAZE Group will request the balance of monies to be paid (please see below for fees and details on making payment). On receipt of the balance of monies, the place will be confirmed. Where a place is offered less than 8 weeks prior to the commencement of the course, then the applicant will still be entitled to 8 weeks for payment to be made.

Any person unable to attend week one, should contact The MAZE Group as soon as they are able and confirm whether they require the place held open. If The MAZE Group are not informed, and there is non-attendance, we reserve the right to offer this place to the next person held on our waiting lists.

You may request an opportunity to repeat the course, but we require a resubmitted form with this request marked on it. This will ensure parents are able to attend again, taking into account new referrals from people who are waiting for a place.

The MAZE Group reserves the right to request a further parental contribution for repeating the course.



3. Charges and Payments

As of September 2017, The MAZE Group had to introduce a parental contribution of £70 per place. With funding not readily available, this was the only way to secure MAZE courses for families who turn to us for help when they need it the most.

There is help for those who struggle to pay and no-one is denied a place. Anyone who thinks they may have difficulty paying, should contact The MAZE Group directly to discuss how we can help them access a place.

Deposit

A non-refundable deposit of £10 is requested to secure a place on the waiting list.

Balance

The remaining £60 is to be paid on offer of a place.

Payment can be made by cheque, by online transfer or via PayPal. If any cheque presented is returned by the bank unpaid, then The MAZE Group reserves the right to pass any charges made to The MAZE Group on to the parent.

4. Completion of Course

On completion of the course, The MAZE Group would be grateful for a post-course evaluation form to be completed. The facilitators will discuss this further with you during the course. Any post-course evaluations received are primarily for the use of The MAZE Group, but may be used to support bids. Any data used in this way is done so anonymously.

5. Data Protection and Client Confidentiality

The MAZE Group takes data protection and confidentiality very seriously, and complies with the Data Protection Act 1998. They are committed to ensuring that all contact information is stored securely, and will not be passed on to third parties unless instructed to do so.