

TERMS AND CONDITIONS

THE MAZE GROUP CIC – PARENTING PROGRAMME

Version: 2.0

Effective Date: May 2026

Review Date: May 2028

1. About Us

The MAZE Group CIC is a Community Interest Company (CIC) supporting parents and carers of children who have, or are seeking, a diagnosis of a neurodevelopmental condition.

The MAZE Group Parenting Programme is a structured programme delivered over 12 weeks (10 weeks online), offering specialist guidance and support in areas including:

- sensory processing
- communication strategies
- social understanding
- lifestyle factors (sleep, continence, diet)
- functional behaviour analysis
- positive behaviour support strategies
- family relationships
- resilience building
- future planning

2. Accessing the Programme

- Access to the Parenting Programme is via referral and completion of a booking form.
- Submission of a booking form does not guarantee a place.
- On receipt of your form, The MAZE Group CIC will acknowledge your application and provide an indication of when a place may become available.
- Under current funding arrangements, priority is given to parents/carers residing in North-East Essex and Suffolk.

3. Attendance Expectations

- Attendance at all sessions is strongly encouraged to gain the full benefit of the Programme.
- If you are unable to attend the first session, you must inform The MAZE Group CIC as soon as possible to confirm whether you wish your place to be held.
- Failure to attend the first session without prior notice may result in your place being offered to another participant.
- Ongoing non-attendance or irregular attendance may result in your place being withdrawn.

4. Re-attendance

Participants wishing to repeat the Programme must submit a new booking form, clearly indicating this request. Re-attendance is subject to availability and prioritisation of new referrals.

5. Pre-Programme Requirements

Prior to attending, you may be asked to complete a questionnaire. This helps ensure the Programme is tailored to the needs of participants.

6. Completion and Feedback

- Participants will be asked to complete an evaluation form at the end of the Programme.
- Feedback is required as part of our funding obligations and helps us improve our services.

7. Recordings

- Online sessions may be recorded and shared with participants enrolled on the Programme.
- By attending, you consent to being included in session recordings.
- Recordings are provided to support learning and are not a substitute for attendance.
- Recordings must not be downloaded, shared, or distributed outside of the Programme.
- The MAZE Group CIC is not responsible for any breaches of confidentiality caused by participants.

8. Confidentiality and Safeguarding

- The MAZE Group CIC is committed to maintaining participant confidentiality.
- Participants are expected to respect the confidentiality of others within the group.
- Confidentiality may be breached where there are safeguarding concerns or a risk of harm to a child or adult, in line with our safeguarding responsibilities.

9. Data Protection

The MAZE Group CIC complies with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

- Personal data is stored securely and used only for purposes related to the delivery of our services.
- Information will not be shared with third parties without consent, except where required by law or safeguarding obligations.
- Further details can be found in our Privacy Policy.

10. Withdrawal from the Programme

- If you are unable to continue with the Programme, please notify us as soon as possible.
- Rejoining the Programme may require a new referral or booking form and is subject to availability.

11. Scope of Service Disclaimer

The Parenting Programme provides guidance, education, and support. It does not constitute medical, clinical, or diagnostic advice.

12. Amendments

The MAZE Group CIC reserves the right to amend these Terms and Conditions at any time. Updated versions will be made available to participants.

For any questions regarding these Terms and Conditions, please contact The MAZE Group CIC directly.