

## Key Terms and Conditions

<b>Fees</b>	We operate an <b>all-inclusive</b> fees policy.
	This means that the agreed weekly rate for your room includes:
	✓ All nursing and personal care
	✓ All meals, drinks, snacks including wine and beer, all special dietary requirements
	✓ All medical requirements, toiletries, laundry
	✓ All entertainment, activities, trips, visits organised by our Activities Co-ordinator
	✓ TV, phone (UK calls) and wifi in your room
	✓ Hairdressing, chiropody, aromatherapy, manicures
	✓ Accompaniment to hospital appointments if friends or relatives are unable to take you
	You would <b>need to pay for</b> the following if required:
	➤ Personal newspapers and magazines
	➤ Dry cleaning
	➤ Sky TV
	➤ Transport to hospital appointments if friends or relatives are unable to take you
<b>Payment of fees</b>	We require you to <b>pay monthly, in advance</b> , preferably by standing order or bank transfer
	✓ We do not ask for a security deposit.
	✓ We ask residents or their relatives to self-certify that they have the financial resources to commit to long term care in a nursing home.
<b>Increase in fees</b>	We review our room rates <b>once each year</b> .
	❖ Revised rates are payable from 1 April each year.
	❖ At least 28 days' notice of a change in fees will be given.
	❖ The <b>maximum</b> rate of increase in fees is calculated based on the increase in the National Living Wage (NLW) and the Consumer Price Index including Housing (CPIH).
<b>Contribution to fees</b>	Residents may be <b>entitled to support</b> with fees which is paid directly to the Home. Until such support is received you are liable for the full weekly fee yourself.
	✓ All amounts received are deducted in full from your next monthly invoice.