

Time To Shine Program

Booking Terms and Conditions

Dementia Partnered Care – Florence Tyloo

Thank you for your interest in the Time To Shine Program. These Booking Terms and Conditions are here to help make expectations clear and to support a safe, welcoming, and well-organised experience for everyone.

By booking a place on the programme, you confirm that you have read and agree to these Terms and Conditions.

1. About the programme

I offer this in-person Group Cognitive Stimulation Program for participants living with dementia, together with a teammate where appropriate.

The programme is based on Cognitive Stimulation Therapy principles and includes opportunities for conversation, creativity, engagement, connection, and shared enjoyment.

This is a wellbeing and engagement programme. It is not medical treatment, therapy, nursing care, personal care, transport, crisis support, or a regulated care service. I cannot guarantee any particular outcome from taking part.

2. Programme options

The programme is offered in two formats:

- a 14-session option, usually delivered over 7 weeks with 2 sessions each week;
or
- a 7-session option, usually delivered over 7 weeks with 1 session each week.

Each session lasts 1 hour.

The venue details, dates, and times will be shared before the programme begins.

3. Booking and payment

Bookings should ideally be made through Eventbookings. If you have difficulty booking this way, please contact me directly so we can arrange another way to book.

Full payment is required before the programme begins, unless I agree otherwise in writing.

The fees are:

- £300 for the 14-session option; and
- £160 for the 7-session option.

These fees include the participant living with dementia and their teammate.

Payment may be made by card or bank transfer.

5. Cancellations before the programme starts

If you cancel more than 24 hours before the programme starts, you will receive a refund of all fees paid, except for any payment processing fees. This is because payment processing fees are included in the booking price shown, but these fees are not refunded by the payment platform.

If you cancel within 24 hours of the programme start time, or after the programme has started, any refund will be considered on a case-by-case basis.

6. Missed sessions and provider cancellations

If you have booked the 14-session option, missed individual sessions cannot usually be rescheduled. No refund will be given for unattended sessions.

If you have booked the 7-session option, you may request to reschedule a missed session within 1 week of the missed session, subject to availability.

If I need to cancel a session, I will offer a replacement date where possible. If a replacement session cannot be arranged, or the replacement date is not suitable, you will be offered a refund based on the pro-rated price of that session.

7. Teammates

The programme is designed to support the participation of the participant living with dementia together with a teammate, unless another arrangement has been agreed in advance.

A teammate may be a family member, friend, neighbour, companion, or another suitable adult chosen by the participant living with dementia or the person making the booking.

The teammate does not need to be a professional care partner or the participant's main care partner. A different teammate may attend different sessions.

8. Solo attendance

A participant living with dementia may attend on their own only if this has been agreed with me in advance.

For solo attendance to be suitable, the participant must be able to:

- arrive and leave safely;
- participate safely without supervision;
- use the toilet independently; and
- take part within the limited scope of this programme.

I may decide that solo attendance is no longer suitable if needs change or if the arrangement no longer feels appropriate, safe, or workable.

9. Sessions, safety, and boundaries

During sessions, I aim to create a safe, supportive, and respectful environment for everyone. Participants remain free to make their own personal choices and take part in activities as they wish. I cannot oversee or control every personal choice, decision, or ordinary interaction during the session, but if there is an immediate safeguarding concern or risk of harm, I may step in and take appropriate action. This also applies where a participant attends on their own.

To help me support safe participation, participants will receive 2 forms within 48 hours of booking:

- a Participant Information Form; and
- a Consent Form for the Use of Photographs and Stories.

Consent for photographs and stories is fully optional.

I do not provide:

- personal care, including toileting, washing, dressing, eating support, moving and handling, or transfers;
- medication administration or management;
- medical treatment, psychotherapy, counselling, or crisis intervention;
- one-to-one care within the group fee; or
- supervision outside scheduled session times.

If a participant appears too distressed, fatigued, unwell, unwilling, or unable to take part safely, I may adapt, pause, shorten, or end a session.

10. Information, records, and privacy

To support safe and appropriate participation, I ask that accurate information is shared about the participant's needs, communication, health, mobility, risks, and any other relevant matters.

Client records and forms will be managed using Zanda practice management software.

I will handle personal information in line with my Privacy Notice. This includes using information to manage bookings, process payments, communicate about the programme, and keep appropriate records.

I may also use trusted third-party providers, including Eventbookings, Stripe, Google Workspace, and Zanda, to help deliver my services.

11. Safeguarding

I follow adult safeguarding principles and may record and share relevant information where this is necessary because of a safeguarding concern, risk of harm, or another legal reason.

12. Complaints and concerns

If you have any concerns or complaints, please contact me directly so that we can try to find a solution together.

13. Changes or ending a place on the programme

I may decide that the programme is no longer suitable for a participant if needs change significantly, the right support is not in place, group participation is no longer appropriate, or safety, dignity, or group wellbeing cannot be maintained.

Where possible, I will discuss this first with the participant and/or the person who made the booking.