School Wellbeing
at the heart of education

Terms & Conditions

General Terms and Conditions applicable to all Levels of Services

1. The Parties to this agreement are: **You/Your** , the client of the School Wellbeing (SWB) agreement and **Us/We** , Make a Difference (UK) Ltd trading as School Wellbeing, the service provider.
2. **You** are solely responsible for acknowledging and accepting the terms and conditions laid out in this agreement.
3. All services are arranged by **Us** on behalf of **You** . **We** will not be responsible for any services arranged by **You** without our prior written consent.
4. **You** are responsible for all payments, including additional service bundles and any charges which may apply.
5. All payments due to **Us** by **You** , must be received in full before any services can be accessed by **You** or **Your** staff.
6. **You** and **Your** staff must agree and accept our privacy information and that of any third party whom **We** may outsource these services to from time to time.
7. Services are valid for a 12-month period. Any surplus credits cannot be carried over into another agreement or reimbursed at the end of **Your** agreement period.
8. Services are VAT exempt.
9. Cancellations or no-shows must be made by **You** or **Your** staff to **Us** 48hrs prior to any booked appointment date, failure to do so will result in the full charge of the service being applicable.
10. Services are provided by clinicians. If the clinician deems the service to be medically unnecessary, access may be declined.
11. **We** may terminate your agreement should **We** suspect that any information provided to **Us** is materially incorrect, fraudulent or otherwise.
12. **We** may terminate your agreement if **You** fail to pay any monies owed to **Us** .
13. **You** may cancel this agreement at any time by giving written notice to **Us** , no refunds will be provided once the agreement period has commenced.
14. **You** must provide **Us** with a list of all authorised service users prior to the start of the agreement; including full name and DOB.
15. All services, during busy periods, may be subject to availability.
16. The services are mainly available to **You** Monday to Friday 8.30 and 16.30 (excluding Bank holidays and the period between Christmas and New Year). For a selected

number of services there may be weekend appointments or 24/7 access available, all subject to availability.

17. **We** will contact **You** once **Your** usage entitlement has been exhausted to offer **You** the opportunity to purchase additional services.
18. **We** will advise **Your** staff to contact **You** in the event that entitlement usage has been exhausted.
19. When staff are authorised to access services directly, **We** are not responsible for allocation of credits, where provisioned. **We** operate on a first come first served basis unless instructed otherwise.
20. The nominated administrator will arrange and authorise services directly with **Us** unless **We** are informed otherwise in writing.

Additional Terms and Conditions specific to the Level of Service provided;

SWB Essential: Support Service

1. There are no restrictions on the amount of times **You** or **Your** staff can access these services.
2. The Nurse Absence Support services are available to **You** Monday to Friday 8.30 and 16.30 only (excluding Bank holidays and the period between Christmas and New Year).

SWB Premium: Supplemental Support

1. The minimum spend of this agreement is 20 users for any 12-month period.
2. The Counselling services are restricted to the amount of **Your** staff in a 12-month period; for every 20 of **Your** staff purchased **We** will provide 20 sessions of counselling to use.
3. **We** will allocate 5 sessions as a minimum for any Counselling sessions accessed by **You** or **Your** staff per user to ensure an ethical service is provided. **We** will not allow, without your written consent, for any users to start accessing Counselling if there are less than 5 sessions available as part of your agreement with **Us**.
4. All other services limited to one referral per named staff member.
5. Complementary therapies are arranged and authorised at the discretion of the nursing team and are subject to availability.

6. The weight management service is restricted to a BMI of 30 plus. **You** or **Your** staff must agree to attend an interview prior to starting the programme, which will be arranged by the weight management provider.
7. There may be additional charges for **You** or **Your** service users for prescriptions when accessing the GP consultations.

SWB Bespoke: Tailor Your Wellbeing Support

1. All services times are subject to availability.
2. This package may be provisioned for use of a credit system. If this is the case, a credit bundle must be purchased by **You** in order to access any of the wellbeing services offered by **Us** in the Bespoke package. Please review **Your** agreement for the credit value of services.
3. **You** are responsible for obtaining permission and consent from the pupil's legal guardian if **You** choose to access the pupil wellbeing services.
4. **We** will allocate 5 sessions as a minimum for any Counselling sessions accessed by **You** or **Your** staff per user to ensure an ethical service is provided. **We** will not allow, without your written consent, for any users to start accessing Counselling if there are less than 5 sessions available as part of your agreement with **Us** .
5. There may be additional charges for **You** or **Your** staff for prescriptions when accessing the GP Consultation Service.
6. On site services for **Your** staff have limitations on the number of users per credit value. Please review Your agreement for more information.
7. **You** are responsible for checking any endorsements specified within **Your** agreement with **Us** the service provider when accessing services.

Occupational Health Plus (OH+)

1. Follow-up assessments are provided when deemed necessary by the occupational health provider.
2. Cover must be purchased for the full staff headcount. Any services accessed for staff not on the staff list will be chargeable.
3. Policy only valid alongside an active SAS/NAHT absence insurance policy or a SWB wellbeing policy.

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Complaints

We are committed to providing a first-class service to all our customers; however, we recognise that occasionally things do go wrong. Our customers are important to us and we value your feedback. If you are not satisfied with the service you have received, please state the nature of your complaint and send by email to nurse@uk-sas.co.uk. A copy of our complaints procedure is available upon request.