



TERMS OF SERVICE

CONNECT  GROW  THRIVE



SAFE & WELCOMING

Clear information for everyone who uses our website and community services.



PEOPLE AT THE HEART

Fair, respectful and inclusive for our community.



A STRONGER COMMUNITY

Working together with trust, transparency and care.

Inspire Community Hub CIC

Terms of Service Policy

Version: 1.1

Approved by: **Director**

Effective Date: **April 2026**

Next review Date: **April 2027**

Purpose

Inspire Community Hub CIC is committed to providing a welcoming, inclusive and supportive environment where adults can connect, participate in activities, develop friendships and feel part of their community.

These Terms of Service explain the arrangements for using our website, booking sessions, attending activities and accessing services provided by Inspire Community Hub CIC.

Our aim is to ensure that everyone understands what to expect from Inspire and how we can work together to create a safe, respectful and enjoyable experience.

These terms should be read alongside our Safeguarding Adults & Child Protection Policy, Health & Safety Policy, Equality, Diversity & Inclusion Policy and Privacy & Data Protection Policy.

About Inspire Community Hub CIC

Inspire Community Hub CIC is a registered Community Interest Company operating in Bicester, Oxfordshire.

We provide inclusive community activities primarily for adults aged 18 and over, with particular consideration for individuals with disabilities, additional support needs and their carers.

Our activities are open to people of different abilities and backgrounds. We aim to reduce social isolation, encourage participation and create opportunities for meaningful social connections.

Our regular community sessions take place on Wednesdays, normally between 10:30 am and 2:30 pm, although arrangements may change.

We may also organise special events, community visits, entertainment and additional activities throughout the year.

Website Use

Our website provides information about Inspire Community Hub CIC, including our activities, sessions, events, volunteering opportunities and booking arrangements.

We aim to ensure that information published on our website is accurate and up to date. However, session details, activities, availability and other information may change.

Visitors are expected to use our website responsibly and must not attempt to interfere with its operation, security or accessibility.

Information and materials published on our website are provided for general information purposes.

Nothing in these Terms of Service excludes or limits any liability that cannot lawfully be excluded or limited.

Session Bookings and Attendance

Inspire Community Hub CIC welcomes both advance bookings and walk-in attendees to our community sessions.

We encourage participants, carers and support workers to book in advance wherever possible, as this helps us plan activities, refreshments and attendance numbers.

However, **advance booking is not compulsory**, and individuals are welcome to attend without a booking.

Bookings may be completed by participants themselves or by family members, carers or support workers acting on their behalf.

Where a booking is made, we ask that accurate and relevant information is provided to help us make appropriate arrangements.

Attendance is subject to available space and our ability to accommodate individual needs safely.

We aim to make our sessions accessible, welcoming and inclusive for everyone.

Accessibility and Additional Support Needs

Inspire Community Hub CIC is committed to making its activities as inclusive and accessible as reasonably possible.

We recognise that participants have different abilities, preferences and support requirements.

Participants, families and carers are encouraged to inform us of any relevant accessibility requirements or additional support needs that may help us make suitable arrangements.

Providing health or support information through our booking form is optional. Any personal information shared with Inspire will be handled in accordance with our Privacy & Data Protection Policy.

We will consider reasonable adjustments wherever possible.

However, Inspire Community Hub CIC is a community organisation and does not operate as a registered personal care provider.

Where an individual requires dedicated personal care, medical supervision or one-to-one assistance, appropriate support arrangements must be considered before attendance.

We aim to work positively with participants, families and carers to identify suitable arrangements.

Carers, Support Workers and Family Members

Inspire Community Hub CIC welcomes carers, support workers and family members who accompany participants to our community sessions and activities.

We recognise the important role carers play in supporting individuals with disabilities and additional support needs. We aim to create a welcoming environment where both participants and their carers feel included, valued and supported.

Participants who are able to attend independently are welcome to do so.

Where a participant requires personal care, one-to-one assistance, medical support or specialist supervision, these responsibilities remain with their accompanying carer or support worker.

Inspire's team and volunteers are available to facilitate activities, encourage participation and provide general assistance within their roles and capabilities. However, they are not responsible for providing personal care, administering medication or undertaking specialist care duties.

Carers and support workers are encouraged to participate in activities alongside the individuals they support and to communicate with Inspire's team about any relevant needs or concerns.

We are committed to working collaboratively with participants, families and carers to ensure that everyone can enjoy a safe, inclusive and positive experience at Inspire.

Session Charges, Lunches and Payments

Inspire Community Hub CIC is committed to providing affordable and accessible community activities for adults of all abilities.

Our regular community sessions have an **attendance charge of £5 per participant**.

Carers and support workers accompanying participants attend free of charge.

Lunch is available at an additional cost and is charged separately from the session attendance fee.

All charges will be clearly communicated to participants, families and carers before attending or ordering food.

Participants booking online can pay securely through our website at the time of booking. Walk-in attendees can pay when they arrive. All applicable charges will be clearly communicated before payment is made.

Cancellations and Missed Bookings

Inspire Community Hub CIC understands that circumstances can change, particularly for individuals with disabilities, health conditions or additional support needs.

There is no cancellation fee for missed bookings or cancellations.

Where a participant has already paid for a session or pre-ordered lunch but is unable to attend, Inspire will offer the choice of:

- **A refund** of the amount paid; or
- **A credit** towards their next session or lunch booking.

The participant may choose whichever option is most convenient for them.

We kindly ask participants, families and carers to notify Inspire as soon as possible if they are unable to attend. This helps us manage attendance numbers, reduce food waste and plan our activities effectively.

Refunds will normally be returned using the original payment method, where possible. Credits will be recorded and applied to a future booking.

Nothing in these terms affects an individual's statutory rights.

Financial Hardship

Inspire Community Hub CIC recognises that financial difficulties should not prevent individuals from accessing opportunities for social interaction and community participation.

Where appropriate, reduced-cost or free attendance may be offered in accordance with Inspire's internal Financial Hardship arrangements.

Requests for financial assistance will be treated sensitively and confidentially.

Food, Allergies and Dietary Requirements

Inspire Community Hub CIC may prepare and serve food during sessions and community activities.

We take food hygiene and allergen awareness seriously and aim to provide food in a safe and responsible manner.

Participants and those booking on their behalf are encouraged to inform Inspire of relevant food allergies, intolerances or dietary requirements before food is prepared or served.

Where necessary, we may ask for clarification to help us understand an individual's requirements.

Although we take reasonable precautions, individuals with serious allergies should discuss their needs with Inspire before ordering or consuming food.

We cannot guarantee that every dietary requirement can be accommodated on every occasion.

Where a particular requirement cannot be safely met, we will explain this and discuss available alternatives.

Health, Safety and Wellbeing

The safety and wellbeing of everyone attending Inspire Community Hub CIC is a priority.

We undertake appropriate risk assessments and aim to maintain a safe environment for participants, carers, volunteers and visitors.

Everyone attending is expected to follow reasonable safety instructions provided by Inspire team members or venue staff.

Participants and carers should inform us promptly if an incident, accident or safety concern arises during a session.

Where necessary, Inspire may contact emergency services or take other reasonable steps to respond to an immediate safety concern.

Our Health & Safety Policy provides further information about our approach.

Safeguarding

Inspire Community Hub CIC is committed to safeguarding adults at risk and protecting children who may attend appropriate community events.

We aim to create an environment in which everyone is treated with dignity, respect and consideration.

Concerns about abuse, neglect, exploitation or inappropriate behaviour will be taken seriously and managed in accordance with our Safeguarding Adults & Child Protection Policy.

Where necessary and appropriate, information may be shared with relevant safeguarding authorities or emergency services.

All participants, carers, volunteers and visitors are expected to support a safe and respectful environment.

Respectful Behaviour and Community Expectations

Inspire Community Hub CIC welcomes individuals from different backgrounds, cultures and abilities.

We expect everyone attending our sessions and activities to treat others with kindness, dignity and respect.

Discrimination, harassment, bullying, threatening behaviour or deliberate actions that place others at risk will not be tolerated.

We recognise that behaviour may sometimes be influenced by disability, communication difficulties or additional support needs.

Where concerns arise, we will seek to understand the circumstances, consider reasonable adjustments and respond fairly and proportionately.

In serious situations, Inspire may ask an individual to leave an activity or may review future attendance arrangements where necessary to protect the safety and wellbeing of others.

Any such decisions will take account of individual circumstances and applicable legal responsibilities.

Activities and Special Events

Inspire Community Hub CIC provides a variety of creative, recreational, social and wellbeing activities.

These may include arts and crafts, games, entertainment, physical activities, sensory experiences, community visitors and special events.

Activities may change depending on available resources, staffing, participant needs, weather conditions or other operational considerations.

We aim to communicate significant changes wherever reasonably possible.

Participation in individual activities is generally voluntary.

We encourage everyone to take part at a level that is comfortable and appropriate for them.

Photography and Media

Photographs and videos may be taken during Inspire sessions and events to celebrate achievements, promote activities and share positive community experiences.

We respect individuals' choices regarding photography and publicity.

Identifiable photographs or videos will only be published where an appropriate lawful basis and any necessary permissions are in place.

Individuals may decline photography or withdraw consent where consent is the lawful basis.

Further information is available in our Privacy & Data Protection Policy and photography consent arrangements.

Personal Information and Privacy

Inspire Community Hub CIC collects and processes personal information to manage bookings, organise activities, communicate with participants and fulfil appropriate organisational responsibilities.

We are committed to protecting personal information and respecting individuals' privacy rights.

Our Privacy & Data Protection Policy explains how information is collected, used, stored, shared and protected.

Website visitors and participants are encouraged to read that policy.

Website Cookies

Our website may use cookies and similar technologies to support its operation and improve the experience of visitors.

Information about cookies and any applicable consent arrangements will be provided through our website's privacy and cookie information.

Intellectual Property

Unless otherwise stated, the content of Inspire Community Hub CIC's website, including its original text, photographs, graphics, branding and design elements, belongs to Inspire or is used with appropriate permission.

Website content must not be reproduced, distributed or used for commercial purposes without appropriate authorisation, except where permitted by law.

Links to External Websites

Our website may contain links to external websites and organisations.

These links are provided for information and convenience.

Inspire Community Hub CIC is not responsible for the content, availability or privacy practices of external websites.

The inclusion of a link does not necessarily imply endorsement.

Changes to Services and These Terms

Inspire Community Hub CIC may update its activities, booking arrangements, website content and these Terms of Service from time to time.

Where significant changes affect participants, we will aim to communicate them clearly and provide appropriate notice.

The latest version of these terms will be made available through our website.

Complaints, Feedback and Concerns

We welcome feedback from participants, carers, volunteers and members of the community.

Anyone wishing to raise a concern or complaint may contact Inspire Community Hub CIC.

We aim to consider concerns fairly, respectfully and within a reasonable timeframe.

Complaints will be handled in accordance with our complaints arrangements.

Email: info@inspirecommunityhub.org

Governing Law

These Terms of Service are governed by the laws of England and Wales.

Any disputes will be subject to the jurisdiction of the courts of England and Wales, subject to applicable legal rights.

Nothing in these terms affects an individual's statutory rights.

Contact Information

For questions about these Terms of Service, bookings or participation in Inspire's activities, please contact:

Inspire Community Hub CIC

Bicester, Oxfordshire

Email: info@inspirecommunityhub.org

Website: inspirecommunityhub.org

Company Registration Number: 16371965

Review

These Terms of Service will be reviewed annually or sooner where significant changes occur to Inspire Community Hub CIC's services, booking arrangements, charges, operational procedures or applicable legislation.

Inspire Community Hub CIC is committed to maintaining clear, fair and accessible terms that support a safe, welcoming and inclusive community environment.

Policy Approval and Authorisation

This policy has been reviewed and approved by the Director of Inspire Community Hub CIC.

Approved by: Kanval Fatima

Position: Director

Date Approved: 8th April 2026

Next Review Date: April 2027

Signature: 