



FIN008 CHALLENGERS CONCESSION POLICY

		Date	Amended by:
Date of Issue	1	Mar 2015	Head of Finance Amanda Matthews
Issue	2	Jun 2015	Head of Finance Amanda Matthews
Issue	3	Jul 2016	Head of Finance Amanda Matthews
Issue	4	Sept 2017	Amanda Matthews
Issue	5	Feb 2018	Amanda Matthews
Issue	6	August 2018	Amanda Mathews
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Issue	8	September 2021	Andrew Kendall
Issue	9	September 2024	Andrew Kendall

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1. Scope of policy

- This policy sets out the Challengers Concession Policy with the objective that concessions are applied fairly and transparently.

2. Communications

- Information about Challengers concession is available on the web site www.disability-challengers.org or from the Challengers Finance Team on 01483 230 589.

3. What is a concession?

- Challengers will reduce the entrance fee of its schemes by 50% for families, children and young adults who meet the conditions set out in 4 and 5 below. Challengers will specifically fundraise to cover the cost of offering a concession. In cases set out in 5 below for young adults the concession will be applied at Challengers ‘family rate’.
- Concession will not apply to afterschool club food and travel bookings.
- We are unable to offer concession rates for pre-school sessions.

4. Play and Youth Schemes – do I qualify for concession?

- Families who receive Income Support, Job Seekers Allowance, Employment and Support Allowance, Pension Credit or Universal Credit will qualify for a Challengers concession as will those families who have a current NHS Exemption Certificate.

5. Applying for concession

- The parent/carer or young adult will need to complete ‘FIN009 Challengers Concession Application Form’. These are available from:
 - Challengers website www.disability-challengers.org/HowToBook
 - Calling the Challengers Finance Department on 01483 230 589
 - Email finance@disability-challengers.org

- The concessions application form should be completed and returned to the Finance Team along with evidence of the eligible benefit or NHS Exemption Certificate (a scan copy or photograph of award letter or card is acceptable).
- The Finance Team will review the application form and confirm to the parent/carer or young adult that concessions have been agreed.
- If you would like help completing the application form please contact Challengers finance on 01483 230589 and they will help you.
- It is the responsibility of the parent or young adult to initiate an application and apply for a concession.
- The concession form and any evidence will be destroyed once the application has been processed.

6. When will my concession start?

- When a concession is granted it will be applied to fees for all sessions from that date onwards.
- A concession will not be applied to historical bookings/invoices in the past.

7. Concession review

- To make sure concession still applies families and young adults will be asked to complete the application form and provide evidence at least once a year. Young Adult concession is subject to review after 3 months in accordance with clause 5. If a concession no longer applies the full price will be charged for all new bookings following the review date.
- If Challengers does not receive a completed review application form and evidence within 1 month of the concession review date the concession rate will no longer apply and all bookings from the review date will be charged at full price. The family/young adult will need to make a new application for concession if they miss their review.

8. What if I am not eligible for concession?

- If you are not eligible for concession and require financial assistance please contact the Challengers Finance Team on 01483 230589 for further information about other sources of funding for Challengers sessions.

9. Challengers price list

- The full price list of all Challengers services is described in FIN004 Challengers Price List available from the Challengers Finance Team and www.disability-challengers.org/bookings/prices-payments

Appendix 1 – FN009 Challengers Concession Application Form

FIN009 Challengers Concession Application Form

Challengers will reduce the entrance fee of its schemes by 50% for families and young people who are in receipt of eligible benefits or hold a current NHS Exemption certificate. Challengers will specifically fundraise to cover the cost of offering a concession. In some cases for young adults the concession will be applied at Challengers family rate.

I would like to apply for concession for(name/s of child or young person)

Please tick the relevant line below:

Play or Youth Scheme Sessions:

- I receive Income Support, Job Seekers Allowance or Employment and Support Allowance
- I receive Universal Credit
- I receive Pension Credit
- I hold an NHS exemption certificate

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- I enclose a copy or attach a scan/photo of my benefit award letter or current NHS Exemption Card

Signature

Print name Relationship.....

Date

Please return this form to Challengers finance by email finance@disability-challengers.org or by post to: Challengers Finance, Stoke Park, London Road, Guildford, Surrey GU1 1TU
This form will be destroyed once your application has been processed.

Modifications made to this document since its issue are as follows:

DOCUMENT CHANGE HISTORY

Summary of Change	Section no / page no	Changes made by	Release date
First policy			March 2015
Changes as suggested by Challengers legal adviser to sections 3, 4, 5 & 8	Sections 3, 4, 5 & 8	AM	1 st July 2015
Policy updated to include concession for families on low income	Section 4, 5, 6 appendix 3 and appendix 2	AM	25 th July 2016
Policy updated to reflect current practice and prices. Application form update	Section 5,6,9 Appendix 1, 2	AM	20 th Sept 2017
Added detail relating to the destruction of the application form and information contained within	Section 7 Appendix 1, 2	AM	12 th Feb 2018
Policy updated to reflect current practice and prices. Application form updated. Low income section removed, replaced with NHS exemption. Evidence is now required to support application. Appendix 2 deleted, household income and expenditure information are no longer required.	Section 4,5,6, 7,8,9 Appendix 1,2	ZY/AM	30 th Aug 2018

Remove sections relating to Young Adults		AK	17 th Sept 2024
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