



# MAX CARD TERMS & CONDITIONS

## What is the Max Card Scheme?

The Max Card is provided to children and young people, living in Harrow, with special needs, whether it is a physical, sensory, or a learning disability. The card which is shown to certain organisations as proof of your child's disability. Families will also benefit from discounts at over 3,000 attractions nationwide, including Legoland, Alton Towers, Go Ape, Butlins etc. A full list of supporting attractions can be seen at [www.mymaxcard.co.uk](http://www.mymaxcard.co.uk). Please select an area e.g. London, to find out what attractions are available in that location.

## How do I apply for a card?

As a distributor, we have a responsibility to ensure the cards are issued to the right families. Therefore it is important you are registered with us— Special Needs Community. We will need to see proof that the child or young person has an **special educational need or disability**, (proof can include EHC plan, DLA, a doctor's or CAMHS' letter. Any parent or carer/guardian of a child or young person (**up to the age 25 years old**) can apply for the card on their behalf. The card is registered in the child or young person name. The family must be a **resident in LONDON**, we cannot issue you a card if you live outside London. If you have paid online we will refund you £5.00 but charge you £1.99 for processing the refund. We do not profit from distributing the cards but incurred costs ourselves for distribution and processing payment.

## Why register with us?

We have a responsible to ensure the cards go to qualifying families, once they are known to us, we can verify their details. We also ensure that families with a child/young person with special needs are kept fully informed of issues that may affect them, and to advise them of relevant new services and opportunities, families who register with us will receive regular emails about: information (EHC plans, benefits, housing, short breaks/respite, play opportunities), one-to-one support, our services (mentoring, advocacy), wellbeing and wellness courses, therapeutic sessions (massage) and social events (drop-ins/coffee morning/evenings, dads group)

The information you provide will be treated with confidence and will only be used by SNC to support you with information about SEND related services and updates. No identifying personal information will be passed to any other organisation without prior consent from you

## Delivery Information

We aim to despatch your order within 7 working days if you are on our database and known to us. If you are new to our database, please note, it will take 7 to 14 working days to verify your proof of SEN/disability and therefore a small delay in despatching your card. Please be patient with us, this is to ensure the right families are receiving the card.

## Disclaimer:

**Your personal details will be kept confidential and for the purpose of providing you with information, communication and also about the renewal of your discount card, only from Special Needs Community CIC. We will need to verify your details before we can issue you a card. You can choose to opt out of our mailing list at anytime by sending us an email of your request to [info@specialneedscommunity.org.uk](mailto:info@specialneedscommunity.org.uk) If you wish to be removed off our database, you will NOT be able to renew your discount card. If you loose your card and no one has handed in it to us with the same card number, you will have to purchase a new card as a replacement. Please visit the website for the full Data Protection Policy**

**For enquiries, please call us on 07359030510**

**(leave us a message) or send enquiries to: [info@specialneedscommunity.org.uk](mailto:info@specialneedscommunity.org.uk)**

**[www.specialneedscommunity.org.uk](http://www.specialneedscommunity.org.uk)**