

MAX CARDS 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. 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– Harrow Parents 4 Disabled Children (HP4DC) and Special Needs Community (SNC). If you are not known to us, 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 Harrow** (even if the child attends an out-of-borough school). If your child attends a Harrow school but you do not live in the borough, we cannot issue you a card. If you have paid online we will refund you £3.00 but charge you £1.49 for processing the refund. We do not profit from distributing the cards but incurred costs ourselves for processing payment.

Why register with us?

To ensure that families with a child with special needs are kept fully informed of issues that may affect them, and to advise them of relevant new services and opportunities. Families registered with us will receive regular email updates about consultations, events, short breaks, activities and useful information. The information you provide will be treated as confidential and will only be used by HP4DC and SNC to support families with information about SEND related services and updates. No identifying personal information will be passed to any other organisation without prior consent from a parent or carer.

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.

Your Details

Your personal details will be kept confidential and for the purpose of providing you with information and communication only from HP4DC and SNC. We will also contact you about the renewal of your discount card. 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@harrowparents4disabledchildren.org. If you wish to be removed off our database, you will **NOT** be able to renew your discount card. If you lose your card and no one has handed it into us with the same card number, you will have to purchase a new card as a replacement.

**For enquiries, please call us on 07928 577689
(leave us a message) or send enquiries to:
discountcard@specialneedscommunity.org.uk or for other
enquiries, send to info@harrowparents4disabledchildren.org
WEBSITES: www.harrowparents4disabledchildren.org
www.specialneedscommunity.org.uk**