



Charging Policy	
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## Introduction

Windmill Hill City Farm has a wide range of activities, which have differing financial objectives. While some are targeted to offer activities and facilities that are free at point of use, others aim to maximise the income to the organisation. Where the activities fall outside the charitable remit of the organisation they are handled through a wholly-owned trading company. Few activities fall into this category.

This policy aims to balance the needs of the organisation with the needs of local people and is reviewed every two years or when significant circumstances change. Concessions for pricing are applied to charitable or community organisations, to individuals in receipt of benefits and people over 60.

In setting charges, the organisation considers both the costs of the activity or facility (to ensure full cost recovery is achieved) and the market forces at play (to ensure we are aligned with competitor providers where there are any).

All visitors to the site are encouraged to make a donation to support the charitable aims of the organisation – there is no obligation to do so.

## Policy

There is no charge to enter the site, the Farm or the Gardens. These are free, open access areas (within the opening times). Those people who wish to have a higher level of engagement with the organisation may become members.

Charging in the nursery is based on ensuring that the service is affordable and flexible for local people to access childcare. This is balanced against the requirement to full cover the costs, including a contribution to the organisational overhead.

Pricing in the café is aimed at providing high-quality food at affordable prices. Low-cost options are available, particularly for children. The café aims to contribute to the mission of the organisation through education about food and provision of a recreational resource to local people as well as to provide a source of revenue.

Rooms are available to hire. These are priced to be competitive within the market and to provide a financial return to the organisation. There are discounts available for charitable and community organisations. Some organisations are offered free places where a good fit with mission can be established or where a partnership arrangement is in place. The rates for hiring rooms are set out in our Room Hire Booking Pack.

Places on health and social care programmes may be charged through the Community Support Services Framework or funded through charitable or local authority grants or through sub-contract arrangements with third parties.