

Pricing Policy

1. Introduction

- 1.1 The Wisbech Donations Hub is a partnership between The Ferry Project and The King's Church Wisbech.
- 1.2 This Pricing Policy outlines the principles and procedures governing the pricing of products and services for the Wisbech Donations Hub.
- 1.3 This Policy is designed to ensure transparency, accuracy and fairness in pricing and billing practices.
- 1.4 Due to the fact that all those accessing the support of the Donations Hub are experiencing poverty we aim to keep any cost to the individual / family as low as possible whilst aiming to enable this initiative to be sustainable.

2. Purpose

- 2.1 The purpose of this policy is to:
 - Provide clear guidelines for the determination of product and service prices.
 - Establish transparent and consistent billing procedures
 - Ensure that both referrers and those who have been referred are informed about pricing, fees, and billing methods.

3. Pricing

- 2.1 As of February 2026 we plan to start charging for deliveries as follows, trying to keep the costs as low as possible:
 - £10 Delivery <5 miles
 - £30 Delivery 5-10 miles
 - £50 Delivery 10-15 miles
- 3.2 We wish to empower those who are referred to us by offering choice for those who have very often been through situations which are completely out of their control. Therefore, our standard procedure is to invite those who are referred to us to come to the Donations Hub and choose what they would like.
- 2.3 We recognise there will be situations whereby those who are referred are not able to come to the Donations Hub to select their own items. Where this is the case the individuals will be charged for the staff time required to put together their bespoke pack as per their referral form. The standard cost for this service will be £20 when more than 2 items are required. The Donations Hub Manager retains the right to wave this fee in exceptional circumstances.

- 2.4 When completing the referral form our referral agencies should inform the individual about these charges. The necessary information can be found on the referral form.
- 2.5 To ensure transparency of costs, the beneficiary will also be informed of delivery charges when they come to their appointment at the Donations Hub, or in the event that they are not able to come, when communication is made to arrange their bespoke pack.
- 2.5 All costs require payment before the delivery takes place. Invoices will be sent detailing the costs and payments can be made online, via phone or in person. Where this is not possible cash payments can be made on the day to the delivery driver.
- 2.6 Although all items are donated there are costs associated with every item given. We have calculated the following costs based on handling, cleaning, quality assurance, staff time, storage, PAT testing, disposal of surplus stock or damaged goods. These costs are **not** charged to the individual accessing the Donations Hub but will be used if funding applications are written for individual referrals:
- £5 One small item / group of small items suitable for one person e.g. cutlery, pots & pans, cushions,
 - £25 One small electrical or medium sized item e.g. Kettle, lamp, coffee table, mirror, bedside table
 - £60 One large item of furniture e.g. Sofa, bed
 - £100 One large electrical item e.g. Cooker, fridge

3. Condition of donated items

- 3.1 All items provided through the Donations Hub are donated and supplied free of charge. While we take reasonable steps to ensure items are safe and suitable for reuse, we are unable to guarantee the condition or ongoing functionality of any item.
- 3.2 Electrical items are PAT tested where possible; however, we do not have the facilities to fully test all functions, particularly for large white goods such as washing machines, dishwashers, and tumble dryers.
- 3.3 By accepting an item, the beneficiary acknowledges that it is provided as seen and at their own discretion. We are unfortunately unable to collect or replace items that are declined or later rejected for any reason.
- 3.4 This policy allows us to continue supporting as many people as possible fairly and safely.

4. Fairness and Dignity

- 4.1 This pricing approach allows the Donations Hub to continue supporting people safely and equitably, while ensuring dignity, transparency, and sustainability in service delivery.