

Statement of Expectations Service Users / Participants



A shared and clear understanding of roles and responsibilities by both Aerobility and our service users is required if we are to provide our services with a consistent and reliable high quality. This document sets out these non-contractual expectations. It is not a contract, implied or otherwise and offers no guarantee or perpetuity of service provision to service users. The expectations set out below are the arrangements between Aerobility and Aerobility service users. Failure to abide by these conditions could result in the service user having their Aerobility privileges suspended.

All Aerobility service users are expected to:

- Respect the people and work of Aerobility and not bring the charity into disrepute.
- Adhere to organisational policies and procedures.
- Make the most of training and support opportunities.
- Carry out tasks in ways that reflect the aims, values and missions of the charity.
- Carry out tasks within agreed guidelines.
- Be reliable and honest.

Aerobility is expected to:

- Provide support and supervision.
- To operate in an ethical and transparent manner.