Bina Pathways

Client guide to booking payment and service standards

BP-PUB-20-20261106-v1 · Owner: Booking and finance leads

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Before booking

Confirm legal entity, site, authorised requesters, finance contact, accepted client terms and rate card. Give actual role, duties, age group, risks, supervision, clinical or medication tasks, transport, break cover and induction arrangements. A registration or request is not a confirmed assignment.

Confirmation and clearance

Bina confirms the worker, role, location, dates, times, rate, expenses and relevant restrictions after suitability checks. The client receives a dated clearance assurance, checks identity on arrival and provides local induction. Site or material duty changes need Bina's written approval after reassessment.

Hours and payment

For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval

deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains £0.50 per mile; approved staff reimbursement remains £0.45 per mile.

Cancellation

For newly agreed standard terms: at least 24 hours' notice, no cancellation charge; 12 to under 24 hours, up to 50% of the cancelled hours' charge; under 12 hours or a worker turned away, up to 100%, capped at 12 cancelled hours. Apply actual unavoidable loss, saved costs and replacement income; there is no double recovery. Shortening affects only withdrawn hours. These charges are separate from staff cancellation pay.

Concerns and continuity

Telephone Bina immediately for missing or unsuitable staff or an urgent safety issue. Bina assesses the concern and reasonable replacement options; the hirer maintains safe service staffing. Use the complaints policy for review and the safeguarding route for risk. Credits follow evidence and agreed terms, not an automatic free-hours promise. Contact admin@binapathways.co.uk or 07337 541218.

Related controlled procedures: Client terms v3; Complaints; Client clearance assurance. Controlled internal procedures can be requested from admin; personnel records are not published.

Bina Chat and verified identity

Client representatives use Bina Chat through their own verified client account and existing session. Messages identify the company and the named signed-in representative. Bina replies identify the responding person and department. Each company has its management conversation; the Bina team may respond through that shared work conversation. Do not share credentials or let another person act under your name. Chat access does not confer management, financial, cross-company or unrestricted staff-profile permissions.

Work conversations and Bina oversight

Clients and eligible staff may communicate for staffing and assignment purposes. Bina management and departments retain oversight of client–staff and client–management work conversations for authorised operational, service, security and safeguarding purposes. Clients cannot see another company's conversations or staff-only conversations. Staff-only investigation controls apply solely to staff-to-staff conversations and do not switch off oversight of client work conversations. Bina must use access proportionately and follow the privacy notice, confidentiality obligations and applicable law.

Book or rebook from chat

Use the plus menu to book a shift or rebook a worker recorded in the system as having worked at the selected location. Review role, location, UK dates and times, breaks, duties, price and applicable enhancements before submitting. A previous placement or a typed "yes" is not a confirmed booking. The worker uses the structured offer acceptance control; clearance, availability, working-hours and other existing checks still apply. The signed-in requester and action time are recorded. Rebooking does not guarantee the same worker or reserve them without acceptance and the existing confirmation procedure.

Emergency classification and assignment records

A request made within 12 elapsed hours of the shift start is classified as an emergency request, based on the recorded request and start times. The system applies the boundary used in its booking calculation, including exactly 12 hours. Review and accept the displayed emergency price before submission; there is no unagreed retrospective surcharge. Use UK local dates and times and check

overnight or clock-change shifts carefully. Chat and the staff app update the same booking record. Confirmed shifts appear in the rota; actual attendance, approved hours, payroll and invoices continue through the existing procedures. Chat acceptance alone does not approve hours or trigger payment.

Messages and attachments

No chat participant, including management, can delete sent messages, shared attachments or conversations through the app. A sender may edit their own message text only within two minutes of original sending. Edits are marked and the original and change history are retained. These controls preserve the work record and do not remove privacy rights or the published retention rules. Upload only authorised work material. Never send passwords, bank details, identifiable service-user, patient or pupil images, care records or confidential safeguarding evidence through ordinary chat. Use the approved secure record or reporting route.

Urgent contact and formal notices

Chat is not continuously monitored and is not an emergency service. Call 999 for immediate danger, follow the host safeguarding procedure and telephone Bina on 07337541218 for urgent shift problems. A delivery or read indication is not agreement to a shift, rate variation, cancellation, invoice or contract. Use the required formal action and telephone urgent cancellations or changes. Existing cancellation and payment terms remain applicable. Device notifications are optional; disabling them does not cancel a confirmed assignment or remove responsibility to check agreed work information.

Updates and agreement

Read the current chat and privacy notices and ask for clarification where needed. Acknowledgement confirms receipt and understanding; it does not waive rights or provide blanket monitoring consent. Revised client contractual terms require separate acceptance by the verified authorised company administrator before the affected new booking actions proceed. Bina retains earlier signed terms and receipts; this update does not rewrite earlier bookings, agreed prices, invoices or

earned wages. Optional marketing and device permissions remain separate from essential operational and policy-update communications.

Driving and mileage charges

Driving and business mileage
Tell Bina before booking if a shift requires driving, passenger transport or use of a worker's own vehicle. Agree the work journeys, vehicle arrangements, business insurance and any client-specific assessment or induction. Bina must approve the applicable driving evidence and declarations; a shared profile, senior title or uploaded licence alone is not driving clearance. The host must provide safe instructions, relevant vehicle information and local arrangements, and must not direct a worker to drive outside their approved scope.

Where the client has agreed mileage charges for the assignment, actual approved business mileage is charged at £0.50 per mile. The worker records the miles and business journey before clock-out; Bina management checks the claim and records the client agreement before approving any client charge. Mileage is shown separately on the client invoice and is not converted into working hours. Ordinary commuting, private journeys and duplicate mileage are not chargeable without a specifically recorded agreement. An unapproved claim or a location check does not create an invoice charge. Where mileage approval follows an earlier invoice, a separate supplementary invoice may be issued rather than rewriting an issued invoice.

Worker reimbursement is £0.45 per eligible approved business mile and is managed separately through Bina payroll. Client payment status does not itself determine the worker's reimbursement approval. Existing agreed assignment terms and issued invoices are retained; revised commercial terms require the authorised client acknowledgement where applicable.

Roles and settings
A Senior Support Worker may fill a senior, Support Worker, Healthcare Assistant or Carer requirement in adult or children's services where Bina has verified and approved the individual for the actual setting and duties. Select the role actually required and the location's setting when requesting the shift. The applicable agreed rate is the role and setting rate confirmed for that assignment, including

the agreed children's rate where applicable. Senior status does not remove children's safeguarding, DBS suitability, competence, professional-registration or supervision requirements.

Operational update BP-CLIENT-2026-11-10-v7 · 10 November 2026. Earlier signed versions remain preserved; acknowledgement is recorded through the authorised policy-update route.

Monthly invoicing and payment

For assignments accepted under the revised terms from 10 November 2026, Bina invoices monthly for work ending from the 21st of the previous month through the 20th of the current month. The first new period is 10-20 November 2026. Timesheets and approved business mileage are reconciled on 21-22 and invoices are issued by the 22nd, with cleared client payment due on the 27th of that month. Where the 27th is a weekend or an England and Wales bank holiday, payment is due on the preceding working day. The exact due date and approval deadline are shown on each invoice. Clients should identify specific discrepancies promptly and no later than the stated review deadline, normally the preceding working day before payment. Pay evidenced, undisputed amounts by the due date; an unresolved query does not authorise withholding unrelated charges. New or supplementary invoices first issued after the 22nd fall due on the next monthly 27th cycle, adjusted to the preceding working day where necessary. A correction of the same existing charges preserves the original due date. Existing issued invoices and earlier accepted booking terms are not rewritten or backdated. Revised client terms require acceptance by the authorised representative. Staff wages fall due at month-end regardless of whether the client has paid. Approved chargeable mileage remains £0.50 per mile; approved staff reimbursement remains £0.45 per mile.

Bina Pathways Ltd · Company 16667031
admin@binapathways.co.uk · 07337 541218

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change.