



## Finance Assistance Grant Terms & Conditions

**Application Limit** – Only one grant application is permitted per rolling 12-month period.

**Right to Cancel** – Kidney Wales reserves the right to cancel the grant at any time.

**Failed Deliveries** – If an item associated with the grant fails delivery due to the applicant failing to be in or not providing current information more than twice, Kidney Wales reserves the right to cancel the grant.

**Applicant Responsibilities** – The applicant must keep Kidney Wales informed of any changes to their details while the grant application is being processed.

**Conduct Policy** – Any abuse directed towards Kidney Wales staff may result in the cancellation of the grant.

**No Cash Payments** – Kidney Wales does not provide cash donations directly to patients.

**Payment Process** – Payments are made directly to the supplier of goods or services on behalf of the patient.

**Decision Timeframe** – Due to the often-urgent nature of financial assistance requests, Kidney Wales will provide a decision within five working days of receiving the completed application.

**Notification of Outcome** – Applicants will be informed of the outcome via email.

Kidney Wales reserves the right to cancel an approved grant application if payment has not been made within three months of the approval date due to outstanding third-party information.

If you have any questions relating to your application please contact

team@kidneywales.cymru or ring 02920343940