



Terms and Conditions

1. Charges are reviewed each business year.
2. Mileage is included within the fee for postcodes falling within our Zone A. For other Zones, a charge will apply and this will be made clear when booking your first appointment. For a list of all zones and charges, please visit our website.
3. Payment for the first session must be paid and have cleared, in full, at least 3 working days before the session via BACS, Paypal or cheque. Completion of the Client Details Form and these T&Cs must also be completed, returned and received at least 3 working days before the session. Failure to complete these tasks will result in cancellation of the session.
4. Payment for subsequent sessions is requested via email invoice at the end of each calendar month and payment must be received within 14 days. This can be paid via cheque, cash, BACS or Paypal. Payment will also be accepted at the time of treatment if preferred. This is reflected in the Privacy Notice.
5. If treatment is being funded by an insurance company, the client will be invoiced for any outstanding balance and payment expected as per Item 4.
6. Cancellation of an appointment or set of appointments must be received with 24 hours notice. If this notice is not given, on the first occurrence you may be charged in part or in full for the session, on the second occurrence you will be charged in full, on the third occurrence you will be discharged.
7. Cancellation by the therapist for a session will be given as soon as possible, and a new appointment will be organised.
8. Personal information is held and processed in accordance with the GDPR, our Governance Policy and our Privacy Notice. Separate consent is gained in relation to this below.
9. Safeguarding is of paramount importance. Should any safeguarding concern arise, appropriate action will be taken without hesitation.
10. The therapist works in accordance with professional guidelines from the Royal College of Speech and Language Therapists. As such, the therapist is requested to offer appropriate therapy, and cease treatment if it is unnecessary.

Consent & Authorisation

- I have read, understood and agree to these terms and conditions of service.
- I have read, understood and agree to the Client Privacy Notice, giving consent for the collection and use of my personal data as laid-out in this Notice.
- I give consent for you to notify and share information directly with the NHS SLT, other involved health professionals, relevant education staff and my parents/carers of your service involvement.
- I understand that although every effort is made to maintain data security, some communication systems such as email and post cannot be entirely secure.

Signature of patient/parent/guardian _____

Date _____ Relationship if not patient _____