

## TERMS AND CONDITIONS

### DEFINITIONS

**“Client”** The person or persons who request, arrange, and pay for the service. This is assumed to be the person who makes initial contact with Vikki Scarborough.

**“Learner”** This is the person receiving tutoring or an assessment from Vikki Scarborough.

### TUITION

#### **PAYMENT:**

The fee (£60) for an individual lesson must be paid at least 48 hours prior to the scheduled date and time.

Lessons are available to book in six-week blocks, after an initial assessment session, if needed. Payment must be received at least 48 hours before the first lesson. Refunds are not provided for missed lessons.

A 10% discount will be applied to block bookings of 6 lessons (£324).

#### **LESSONS:**

Each lesson is 1 hour unless otherwise agreed in advance.

Lessons take place during school term time only. No lessons will be held during school holidays or half-term breaks.

Family and school questionnaires will be sent via email at the time of booking to gather background information and learning needs.

Family and school questionnaires are due back at least 7 days before tuition starts.

Lessons will take place in the learner’s school or the client’s residence, subject to a suitable space being made available.

If the learner does not have a current dyslexia report from the past 12 months, an initial session may be scheduled to assess learning needs. The learner does not need a dyslexia diagnosis to access specialist tuition.

#### **TERMINATION:**

Rolling weekly lessons may be terminated by either Vikki Scarborough or the client by providing a minimum of one week’s written notice.

Lessons paid in advance as a six-week block will conclude at the end of the booked period. Clients may choose to rebook a further block prior to the final session to ensure continuity.

## **DYSLEXIA ASSESSMENTS**

### **PAYMENT:**

A £100 deposit is required at the time of booking to secure your assessment date and time. Please pay the deposit within 3 days of receiving your appointment confirmation email.

The final amount (£450) is due at least 7 days before the assessment. If payment is not made, the assessment will be cancelled, and the deposit will be retained by Vikki Scarborough.

### **PRE-ASSESSMENT:**

A standard sight test must be completed by an optometrist within 24 months prior to the assessment.

Visual history and visual difficulties questionnaires must be completed by the parent/carer and the learner at the time of booking to secure an appointment. If the questionnaires highlight any visual difficulties, it is strongly recommended that you see an optometrist before moving forward with the dyslexia assessment, even if the learner recently had a standard sight test.

Family and school questionnaires will be sent via email at the time of booking to gather background information from the learner, parent and education setting.

Family and school questionnaires are due back at least 7 days before the assessment date to enable Vikki Scarborough time to process the information and prepare for the assessment day. The assessment may be cancelled with the deposit retained by Vikki Scarborough if this information is not provided at least 7 days before the assessment date.

An additional telephone conversation may be required to gain a clear picture of the information provided within the questionnaires.

### **ASSESSMENT SESSION:**

Assessments will take place in the learner's school or the client's residence, subject to a suitable test environment being made available. This will be discussed with the client at the time of booking. Depending on location, there may be an additional charge of £0.45 per mile to cover time and travel expenses.

Parents must remain out of sight during the assessment and will not be allowed to contribute in any way.

An assessment may take 3-4 hours.

As part of the dyslexia assessment process, Vikki Scarborough will need to make short audio recordings of the learner during specific tasks to ensure every answer is captured correctly. Recordings will be used solely for the purposes of assessment and report writing. Recordings will not be shared with any third party and will be deleted within 48 hours after the completion of the report. By agreeing to proceed with the assessment, you confirm your consent for audio recordings to be made and used as described above.

Vikki Scarborough reserves the right to pause or postpone an assessment if the learner becomes unduly upset by the process or their behaviour is deemed inappropriate for the assessment.

Occasionally, Vikki Scarborough may deem it appropriate to split the assessment session over two sessions. If the student is struggling to maintain focus during their initial assessment session, they may be asked to complete the assessment at a later date (within two weeks of their initial session); there will be no additional charge for this.

If further testing or information is required following an assessment, this will be discussed on an individual basis with no additional charge.

#### **REPORTS:**

After the assessment, the report will be sent to the client by email within 15 working days as a password-protected PDF.

One optional follow-up telephone conversation with the client to discuss the report's results is included in the assessment fee. For further follow-up consultations with the client or other parties, fees may be charged.

Minor amendments to the background information may be requested up to 30 days after a report has been received.

Once a report has been finalised (no later than 30 days after the report has been submitted), this concludes the assessment process.

#### **DISCLAIMER:**

Please be aware that an assessment does not guarantee a dyslexia diagnosis. However, as a result of the assessment, the learner's strengths and difficulties will be identified and specific recommendations will be made to help with future learning. Signposting for further services or assessment will also be available in the written report where appropriate.

## **CANCELLATION POLICY**

Cancellations of an assessment or tuition must be made in writing by the client to [info@vikkiscarboroughdyslexiasupport.co.uk](mailto:info@vikkiscarboroughdyslexiasupport.co.uk).

At least 7 days notice is required for rescheduling the date of an assessment or tuition. Please be aware that you may need to wait for an appointment to become available.

For cancellations by the client less than 7 days before an assessment, the full fee will be non-refundable.

No refunds are given for cancellation of tuition lessons. An alternative time may be arranged, subject to prior notice and availability.

Exceptions may be made for illness or emergencies at Vikki Scarborough's discretion.

## **CANCELLATIONS BY VIKKI SCARBOROUGH**

Vikki Scarborough reserves the right to cancel assessment or tuition bookings due to the event of severe weather conditions, illness or any other unforeseen emergency.

Vikki Scarborough will endeavour to give clients a minimum of 24 hours notice and to reschedule an assessment or tuition booking as soon as possible. Full refunds will be given if a new date is not suitable.

## CODE OF ETHICS

Vikki Scarborough is a member of PATOSS (Professional Association of Teachers of Students with Specific Learning Difficulties). Please refer to the PATOSS Code of Ethics.

## COMPLAINTS

For concerns relating to any service provided by Vikki Scarborough, please contact her for an informal discussion. If unresolved, the PATOSS complaints procedure is available.

## UPDATES TO TERMS AND CONDITIONS

Vikki Scarborough reserves the right to modify the terms and conditions at any time, so please review them frequently. Changes will take effect immediately upon publishing on the website. These Terms and Conditions prevail unless otherwise agreed in writing.

**By proceeding with the deposit payment, you are agreeing to the terms set out in this document, and it is confirmed that the assessment is going ahead with the permission of all those with parental responsibility.**