

**TERMS & CONDITIONS**

**Working Hours**

* From September 2023 my working hours will be Mondays, Tuesdays and Wednesdays 9.30-17.00, and 09.00-11.00 on Saturdays. There may be times I can respond to messages outside of these hours.
* I am available to take enquiries and bookings from July 2023, I aim to respond to all messages within 3 working days.
* My working hours are primarily in term time. During school holidays I will work a reduced number of days/hours depending on my childcare circumstances.

**Travel**

* The cost of travel from my base (CV21 2JJ) to anywhere within 10 miles is included in the session fee.
* For distances further than this, there will be an excess charge to account for travel time and petrol cost.
* For travel to anywhere within a 11-20 mile radius, an excess charge of £10 will be required.
* For travel to anywhere within a 21-30 mile radius, an excess charge of £20 will be required.
* If this applies, I will discuss this with you prior to arranging an initial appointment.
* Excess charges only apply for journeys **to** an appointment.
* Travel distances are calculated using Google Maps.
* Travel charges will be added on to your invoiced fee.

**Fees**

* Current fees are outlined on the ‘Services' page of the website. Fees are subject to review every 6 months.
* I will seek your agreement prior to undertaking any additional work that will incur further fees.
* Existing clients will be given 8 weeks’ notice of any changes in fees.
* Fee increases will not apply to sessions which have already been booked, invoiced and paid for.
* if your child does not engage in a session, I am unable to reimburse any of the fee.

**Payment**

* The full initial assessment fee must be paid at least 24 hours prior to the appointment by bank transfer to the following account: **Acct holder name- Jessica Harris, Acct number: 26854043, Sort code: 60-83-71.** This also applies for review therapy sessions following a break in therapy.
* If ongoing therapy is advised and agreed following the initial assessment, you can choose to book in and pay for a therapy block (the number of sessions discussed and agreed on in the first appointment) or to book as you go.
* Ongoing therapy will be invoiced monthly, I request that payment is made by the 5th of the following month.
* My preferred method of payment is via bank transfer to the following account: **Acct holder name- Jessica Harris, Acct number: 26854043, Sort code: 60-83-71.** Alternatively cash payment will be accepted for therapy sessions (to be discussed and agreed on an individual basis, prior to the sessions commencing).
* If payment is missed, I will contact you to remind you that payment is overdue. If payment is not received within 14 days, I reserve the right to refer the matter to a solicitor and commence legal action.
* My services will be suspended immediately following non-payment by the due date on the invoice. These will immediately be resumed upon payment, but appointments may need to be rescheduled and re-booked if the slot has been filled.

**Health Insurance:**

* If you are claiming fees through private health insurance, you will need to pay my fees in full in accordance with the payment terms above and then claim this back through your insurance.
* It is recommended that you check with your insurance company prior to booking appointments to ensure that you are covered.

**Cancellation**

* If I need to cancel an appointment, I will let you know as soon as possible and I will offer a rescheduled appointment date.
* I understand that there may be certain situations (such as illness or family circumstances) which mean that you need to cancel an appointment at short notice. If you do need to cancel an appointment, please contact me as soon as possible.
* If you contact me before 9am on the day of the appointment, you will not be charged. If you cancel the appointment after 9am on the day of the appointment, you will be charged 50% of the session fee, which is £32.50. This will be added to your invoice.

**Non-Attendance:**

In the event of non-attendance, 50% of the session fee (£35) will be charged. This includes:

* If you are not in when I come to an appointment at your home.
* If your child is not at school/nursery when I attend an arranged visit, or I am informed by the setting that they are unavailable (e.g. napping, in an exam).
* It is your responsibility to inform me if your child is not going to be in/available at school or nursery for a scheduled appointment. I advise you to confirm this with the setting on the morning of the appointment.

**Consent**

* Consent for assessment and treatment must be given by your child’s parent/carer before any intervention is provided by the therapist.
* An electronic consent form will be provided via email by the therapist. This must be completed and sent back via email prior to initial appointment.

**Sharing of Client Information**

* To offer the best service to your child it is often important for me to liaise with other professionals involved in their care. I will only do this with your written consent.
* This includes people such as NHS Speech and Language Therapists, school/nursery staff, your GP, or other medical/educational staff.

**Safeguarding:**

* I renew my DBS check annually. Service users may see evidence of this at any time, upon request
* In the event of a safeguarding concern, where your child or another person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.

**Use of video:**

* Some assessment and therapy techniques involve the use of video to record your child playing with you.
* The videos are temporarily stored on a password protected device. Once the video has been used in therapy it will be deleted. No copies will be retained.

**Data Protection:**

* I am registered with the Information Commissioner's Office (ICO) as a Data Controller.
* All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 2018.
* Information is stored on a secure electronic system called “WriteUpp”. Reports and programmes are password protected.
* Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 2018.
* In accordance with law, all records will be kept securely until your child is 25 years old. After this time all records relating to your child will be destroyed.
* You may apply in writing to access an electronic copy of your child’s notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.
* For further information please refer to my Privacy Policy.

**Complaints:**

* In the unlikely event that you are not satisfied with my service please contact me. I will make every attempt to resolve this through discussion.
* If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Health and Care Professions and Council at [www.hcpc-uk.org](http://www.hcpc-uk.org)

**Amendments to Terms and Conditions**

Terms and conditions are subject to change. Amendments to terms and conditions will be communicated to clients at the point of change. Agreement to these amendments is implied unless the client contacts Affinity Speech Therapy to dispute the terms.