TERMS AND CONDITIONS OF SERVICE

Terms and conditions ensure that the agreement between us is transparent and understood from the start and offers protection to us both in the unlikely event of any difficulty. Please read the following carefully and contact me if anything is unclear. Please then sign and return ahead of our first appointment.

1. Fees

- Please refer to "Essential Information" on www.wordsspeechtherapy.co.uk for my current services and standard fees. For non-standard services a separate fee schedule is available on request.
- Fees for therapy programmes must be paid in full before each new programme starts. If you request to pay in instalments, the first and subsequent instalments must be paid according to the schedule shown on your invoice.
- I will ask for written permission before providing any additional services which involve an further cost to you and provide an invoice on completion.
- For assessments, an invoice will be sent with a draft copy of the report.
- All invoices are itemised so that the breakdown in fees is clear.
- Fees are subject to an annual increase from 1 January each year. Existing clients will be given 8 weeks' notice of any changes and increases will only apply to assessments or therapy sessions booked after the 1 January.
- Please note that in all cases my professional duty is to provide a true and full opinion based on the evidence available. I will not enter into any arrangement in which the payment of fees is dependent on the contents of my report or the outcome of an appeal.

2. Travel

- Where possible appointments are planned to minimise excess travel.
- Charges occur for any return journey exceeding 20 minutes calculated using www.theaa.com route planner from my base at KT22.
- Excess travel is charged pro-rata at £80 per hour. Any parking costs are charged in full.
- Excess travel is not charged for visits to regular host schools or colleges.

3. Payment

- All fees are due within 14 days of the date on your invoice. For assessment reports, you will receive a final signed version of the report on receipt of full payment.
- If you are planning to use private health insurance you are responsible for settling fees in accordance with my terms and conditions and then claiming from the company concerned. Please check carefully with your insurance company before booking to ensure that you will be covered.
- My bank details are shown at the bottom of the inv9oice and available on request.

4. Late or non-payment

- After 28 days, a reminder is sent that payment is late. If an invoice is not paid within the next 7 days, you will receive written notice that my service is suspended pending payment in full. There will also be a £40 late payment fee.

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- After a further 7 days, unpaid invoices will incur an additional charge of 20% and I will start action to recover the amount due.

5. Cancellation

- If I am unable to attend a session I will let you know as soon as possible and reschedule the booking.
- If you need to cancel a session please let me know as soon as possible.
- Cancellations received by phone or e-mail **48 hours in advance** of the booking will be rescheduled.
- If you cancel a booking repeatedly or **less than 48 hours in advance** then I reserve the right to charge the full fee.
- In the unlikely event that you choose to withdraw your young person from a therapy programme which is underway, any fees received in advance of further sessions will be refunded with 25% deducted.

6. Non attendance

- The full session fee applies to non-attendance at an arranged session if
  - You are out when I attend an appointment scheduled at your home.
  - Your young person is absent or not available when I attend a session scheduled in school or college.
  - Please note that if your young person is seen in school or college it is your responsibility to inform me in advance that your young person is absent or unavailable at the time agreed.

7. Data Processing

- I am registered with the ICO (Information Commissioner's Office) as a data controller.
- Working with your young person will involve the collection of data classed as "special category". This data will be controlled and processed solely by me according to the UK GDPR (UK General Data Processing Regulations).
- It is a legal requirement for data relating to the service I provide to be retained until your young person reaches the age of 25 (or 8 years after the final contact whichever is longer). After this time, all data relating to your young person will be securely destroyed.
- Active case notes, including reports and programmes in draft or final form, are encrypted using a unique password. These are stored electronically on a system which is accessed using a password known only to me. Case notes are archived 12 weeks after your young person's last appointment and transferred to a password protected encrypted USB stick stored securely in a locked filing cabinet. Any paper based information which forms part of a young person's active case notes is stored following the UK GDPR and scanned into your young person's electronic notes when these are archived.
- You may apply in writing for an electronic copy of your young person's file or request changes to any inaccuracies. These requests will be processed within 28 days.
- Please refer to my privacy notice for further information.

8. Use of Images, Video and Audio Recordings in Assessment and Therapy

- It is often helpful to take a photo of your young person's pen grip and written work or to record a young person's speech and language as part of an assessment. No copies are retained beyond their inclusion in the assessment and reporting process.
- With your consent and verbal agreement from your young person, therapy may involve the sensitive use of video and voice recordings to aid awareness and practice of a particular skill. I will additionally clarify and adhere to school or college policy as relevant.
- All recordings are temporarily stored on an encrypted, password protected device and deleted within 24 hours of the session in which they were made.

9. Safeguarding

- I have an enhanced DBS certificate and subscribe to the DBS update service.

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- I update my safeguarding training annually and complete additional training in line with the requirements and policy of individual schools or colleges.
- In the event of a safeguarding concern, when your young person or another person is at risk of harm, it is my duty to share this with the relevant professionals in line with current legislation and statutory guidance.
- Please refer to my safeguarding policy for further information.

10. Liaison and Information Sharing

- Effective liaison is required as a professional standard by HCPC (Health and Care Professions Council) and it is in your young person's best interests that I liaise with other professionals involved in their care.
- All reports and therapy programmes are sent to parents or carers with the strong recommendation that they are shared confidentially with relevant professionals.
- It is particularly important that you let me know whether your young person is being seen by another Speech and Language Therapist and vice versa so that assessments are not duplicated and therapy provides the best outcomes for your young person.
- If your young person is seen at school or college, parents are strongly encouraged to maintain links by attending scheduled sessions, contacting me as needed and by following up recommended activities at home.
- I can be contacted by phone or e-mail and aim to respond to messages within two working days.

11. Emails

- Please be aware that emails between personal accounts are not 100% secure.
- With your consent, email will be used for correspondence and information sharing.
- Only your young person's initial will be used in the subject and body of the e-mail.
- Attachments will be saved in PDF (Printed Document Format) and encrypted with a password.

12. Complaints Procedure

- I aim to provide an excellent and efficient service which adheres to the standards required as part of my membership to the following professional bodies: Health and Care Professions Council, Royal College of Speech and Language Therapists, Association of Speech and Language Therapists in Independent Practice, Professional Association of Teachers of Students with Specific Learning Difficulties.
- If you are not satisfied with my service please contact me in the first instance so that we can discuss and resolve the issue.
- If you remain unsatisfied you are entitled to contact the above regulatory bodies.

13. Use of Social Media and Artificial Intelligence (AI)

- Whilst testimonials are always welcome, to maintain the integrity of my service, I would prefer clients not to post commendations on social media.
- Please kindly note I do not accept any requests from clients to connect on social media.
- I adhere to guidance from my professional bodies regarding the use of AI and do not use AI within my assessment or therapy practice.
- The content of reports and therapy programmes is confidential and contain sensitive personal data. To protect your young person's privacy and their data being used without your knowledge or consent, as a condition of service no part may be uploaded onto social media or copied, quoted or manipulated through AI.

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Declaration of Consent:

I have read and understood the terms and conditions and understand I can make changes to my declaration at a later date if I wish.	YES	NO
I agree to my young person's personal data being stored, used and retained as described above.	YES	NO
I agree to the use of images, video and/or audio recordings in assessment and therapy as described above.	YES	NO
I agree to the use of email as a form of communication with me and other professionals as described above.	YES	NO
I have read and understood the conditions of service relating to use of social media and artificial intelligence (AI)	YES	NO

By signing below, I am agreeing to these terms and conditions.

Signed:	
Print Name:	
Relationship to young person or young person:	
Date:	

Please give the contact details you would like me to use in correspondence with you.

Email:	
Phone:	

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