

Terms and Conditions

Please note the following terms and conditions apply to all therapy and assessment services.

PAYMENT

Payment should be made prior to, or within seven days of the appointment. The preferred method of payment is bank transfer or cash. Bank transfer details for the treating therapist will be specified on the invoice if requested. Payment for written reports or programmes must be received before these will be made available to you.

Current information about session costs is available at www.tailormadespeechtherapy.co.uk. Session costs are regularly reviewed and may be subject to change at any time. A minimum of 4 weeks notice will be given prior to any changes in costs to you.

CANCELLATION

It is expected that all parties will give as much notice as possible if a session needs to be cancelled/rearranged. If the therapist needs to change an appointment, then this will be rearranged for the earliest mutually convenient date.

If a session is cancelled by a parent/guardian with at least 24 hours notice, then no fee will be charged. If a session is cancelled by a parent/guardian with less than 24 hours notice, a cancellation fee of half the cost of the session will be charged. If the therapist arrives for a session and it cannot take place, the full cost of the session will be charged.

It is at the discretion of the therapist to waive cancellation fees if it is felt that circumstances of the cancellation are extenuating. Sessions should be cancelled with as much notice as possible via telephone or text message (there may be a delay in the treating therapist receiving emails so we ask that you do not rely on email contact when cancelling sessions).

If the therapist is visiting the child in an educational setting, it is the responsibility of the parent/guardian to let the therapist know if the session needs to be cancelled/rearranged.

The therapist reserves the right to terminate services at any time.

SHARING INFORMATION

Please read our privacy policy with details about how information is stored. Sometimes it is important for information about a child to be shared between professionals to inform the assessment and treatment process. Your consent will always be sought before any information is shared with others. If the request to share information is declined by the parent/guardian and the treating therapist feels that this is detrimental to the service provided by Tailor-made Speech & Language Therapy, the therapist reserves the right to cease further therapy input.