



Terms and Conditions

Please read my terms and conditions and contact me if you have any questions. Please sign both copies, returning one to me before our first appointment.

First Appointment

1. You will receive an email confirming the details of your child's first appointment including the date, time, location and fee.
2. You will be sent a pre-assessment questionnaire to complete and the terms and conditions to be signed and returned before the first appointment.
3. Following the initial assessment, I will provide my recommendations for your child. This may be further assessment or therapy.
4. If I do not have the experience to meet their needs, I will let you know.
5. I will signpost you to other professionals if indicated.

Further Appointments

1. Therapy sessions can be arranged in your home and/or your child's educational setting if within East Grinstead.
2. Therapy appointments will be agreed and booked in advance. We will agree the number of sessions at the point of booking.
3. We will review the need for further sessions at the end of each block.
4. Therapy sessions last an hour unless agreed otherwise. This time may include direct work with your child, discussion of progress and modelling follow-up activities with parents and/or education staff and writing up of notes.

Fees

1. The fee for your first appointment will be invoiced at the completion of the assessment.
2. Fees for therapy blocks must be paid in advance of each block of therapy.
3. Fees for additional reports, programmes and meetings will be agreed beforehand and invoiced on completion.
4. Full details of fees can be found on the website slteach.co.uk
5. Existing clients will be given 8 weeks' notice of any changes of fees.

Payment

1. Invoices must be paid within 10 days of the invoice date.
2. Preferred method of payment is via bank transfer to the following account:
 - a. Barclays Bank
 - b. Account Name: Arabella Prowle
 - c. Sort Code: 20-25-96
 - d. Account number: 23683206
3. Cash is also accepted.
4. Cheques will not be accepted.

Non-payment

In the event of a non-payment, the following process will apply:

1. I will contact you to remind you that a payment is overdue.
2. If an invoice is not paid within 7 days thereafter, you will receive written notice that therapy is suspended pending payment in full.
3. If payment is not received in full within 7 days of therapy being suspended, I reserve the right to refer the matter to a solicitor and commence legal action.

Health Insurance

1. 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.
2. I recommend that you check with your insurance company prior to booking appointments to ensure you are covered.

Travel

1. No fee will be charged for any appointments within East Grinstead.

Cancellations

1. If I need to cancel an appointment, I will let you know as soon as possible and reschedule the appointment.
2. I understand that there may be certain situations 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.
3. The appointment will be refunded in full if you contact me before 9am on the day of the appointment.
4. If you cancel the appointment after 9am on the day of the appointment, a cancellation fee of 50% of the full fee will be incurred.

Non-attendance

1. The full session fee will apply in the event of non-attendance. Non-attendance includes:
 - a. If you are not in when I come to an appointment at your home.
 - b. If your child is not at school/pre-school when I attend an arranged visit.
 - c. If you fail to attend an appointment at my clinic.
2. It is your responsibility to inform me if your child will not be in school/pre-school for an appointment.

Reports and Programmes

1. Reports and programmes will be supplied to you on request.
2. Unless included as part of a package, charges for writing reports and/or programmes will be calculated on the basis of hourly rates.
3. Reports and programmes can be shared by you with other professionals as you choose.
4. Reports and/or programmes will be sent to you via post or by email as you prefer.

Resources

1. Unless otherwise agreed, the cost of any resources provided to you are included in the session fee.
2. A copy of resources for school or pre-school can also be provided at no extra charge.
3. Further copies can be provided at an additional cost.

Data Protection

1. All client's details, case notes and correspondence will be stored securely and treated confidentially according to GDPR and the Data Protection Act 2018.
2. Reports and programmes sent over email will be password protected.
3. Any paper based confidential information is stored securely until your child is 25 years old. After this time all records relating to your child will be destroyed.
4. You may apply in writing to access an electronic copy of your child's notes. These requests will be dealt with within 30 days.

Safeguarding

1. I renew my DBS check annually. Service users may see my DBS enhanced disclosure at any time.
2. 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 information with relevant professionals in line with the Safeguarding Children's Act 2004.

Liaison with other professionals

1. To offer the best service to your child it is often important for me to liaise with other professionals involved in their care; this might include people such as NHS Speech and Language Therapists, school/pre-school staff, your GP or other medical/educational staff. Liaison with other professionals will only be carried out with parental consent.

Use of video

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

Electronic communication

1. Email is not a 100% secure method of communication. With your consent, it will be used for correspondence and to send letters, reports and other documents.
2. Documents will be password protected.
3. Correspondence via email to other professionals will be copied to you as necessary.

Complaints

1. 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.
2. If it is not possible for us to resolve matters, and you wish to complain formally, please contact the Association of Speech and language Therapists in Independent Practice at www.asltip.com



Declaration (please delete as appropriate)

I understand I can contact Bella before signing the terms and conditions if I have any questions.

I agree to Bella liaising with other professionals when it is in my child's best interests: Yes/No

I agree to Bella using video as necessary in my child's speech and language therapy sessions as described above: Yes/No

I understand that Bella will be storing and processing my child's personal information as described above: Yes/No

I give consent for Bella to use email as a form of communication with me and other professionals as described above: Yes/No

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

Signed.....

Print.....

Relationship to child.....

Date.....

Please give me the email addresses you would like to use in correspondence with you:

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