

## **That Speech Lady: Terms and Conditions**

*Terms and conditions are important as they set out the expectations for both parties.*

*This form should be read in conjunction with That Speech Lady's Privacy Policy, Fees Document and Consent Form. 'I', 'me', 'my' and 'Lauren' refers to Lauren Wright, That Speech Lady throughout this document.*

### **First appointment (this is also known as an 'initial assessment')**

- Before the first appointment, you will receive the following forms. These must be completed and returned to me: That Speech Lady: 1) Parent referral form, 2) Terms and conditions form, 3) Consent form.
- You will also receive a copy of my fees document and privacy policy.
- When I have received your forms, I will arrange a first appointment with you. I will send you an invoice confirming the date, time, location of the appointment and the fee.

### **Frequency of appointments**

- After the first appointment, I will discuss with you whether further appointments are required.
- This will be based on your child's needs. For example, your child may require a review appointment, therapy sessions or a programme.
- I may not offer further appointments if I feel your child does not need the appointment or a more specialist therapist is required.
- There is no obligation for you to buy further appointments or sessions.

### **Fees**

- There is no obligation for you to buy further appointments or sessions.
- Fees must be paid in advance or immediately after the appointment.
- Please refer to 'Fees' on [www.thatpeechlady.co.uk](http://www.thatpeechlady.co.uk) for pricing and details of the current fees.
- Fees have been set using the guidelines from the Association of Speech and Language Therapist in Independent Practice (ASLTIP).
- Fees will be reviewed every April. You will be given at least 2 months notice if fees increase.

### **Payment of fees**

- Fees can be paid in cash or via a bank transfer (payment details will be provided on an invoice).
- If fees have not been paid on the day of the appointment, future appointments will be suspended until payment has been received.

### **Health insurance**

- If you are claiming fees through private health insurance, you will need to fully pay the fees then claim them back through your insurance. It is your responsibility to claim fees back.
- It is recommended that you speak with your insurance company prior to appointments to ensure you can claim fees back.

### Invoices

- Invoices will be generated and sent to you via Wave Financial Incorporation. For more information about Wave you can visit their website here: <https://www.waveapps.com/>
- Invoices will be sent to you via email unless an alternative option is agreed.

### Location

- Appointments are offered in your child's school, nursery or home.
- If the appointment is within a 10 mile radius from my home address, there will not be a charge for travel. Please refer to 'Areas Covered' on [www.thatpeechlady.co.uk](http://www.thatpeechlady.co.uk) for approximate locations.
- For any appointment outside of the 10 mile radius, an additional fee will be calculated based on the mileage and travelling time.

### Working hours and availability

- My working hours are Monday – Friday 09.00am until 5.00pm during school term time.
- School holiday and weekend appointments may be available depending on my schedule.

### Experience

- Speech and Language Therapists have unique experiences, training and knowledge of working with children and young people. If I do not feel I have the training or knowledge to work with your child I will discuss this with you and I may recommend another therapist.

### NHS therapists

- You are aware that you can contact your local National Health Service (NHS) for Speech and Language Therapy.
- If your child is accessing NHS Speech and Language Therapy, you must inform me in writing to ensure effective treatment.

### Reports and programmes

- Any reports and/or programmes will be sent directly to you.
- Reports and programmes can be shared with other professionals such as school or nursery staff and NHS therapists with your permission.

### Cancellations

- I understand appointments may have to be cancelled at short notice. If you need to cancel an appointment, you must contact me in advance or before 9am on the day of the appointment.
- If an appointment is cancelled after 9am on the day of the appointment, there will be a charge of £40.
- If I have to cancel an appointment, you will be informed as soon as possible and the appointment will be rescheduled.

### Missed appointments

- If I arrive to an appointment at the agreed location and your child is not there or not available, you will be charged the full fee for the appointment.

- It is your responsibility to inform me if your child cannot make an appointment at the agreed location (including school, college or nursery).

### Non-payment

- A written reminder (usually via email) will be given for non-payments.
- Every attempt will be made to resolve late payments amicably.
- In the case of failure to pay, outstanding debts may be collected through legal proceedings.
- Late payments will incur an additional fee of £15.

### Sharing information

- In the best interests of your child, information may need to be shared with other professionals on a 'need to know' basis.
- 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 relevant information with professionals in line with the Safeguarding Children's Act 2004. Information will be treated confidentially and in line with the Data Protection Act 1998.

### Email

- Please be aware that email is not a 100% secure method of communication.
- With your permission, email will be used for correspondence and to send reports, programmes and other documents to you and other professionals.
- Any document containing personal information will be password protected. Reports and similar documents will be saved in Printed Document Format (PDF).
- In order to reduce the amount of personal information disclosed in an email, I will refer to your child using their initials.

### Protecting your information

- I am committed to protecting your data and personal information.
- I hold a Data Controller registration with the Information Commissioners Office (ICO).
- Information is stored electronically and some information is stored in paper format.
- Paper based information is kept in a lockable filing cabinet at my home address.
- Electronic information is password protected, kept on my computer and copied onto two separate hard-drives which are kept in a lockable filing cabinet at my home address.
- At the end of treatment (when your child has been discharged), all paper based information will be scanned and kept as electronic documents. Paper based information will then be destroyed via shredding.
- Storage of electronic information may change in the future to ensure documents remain accessible and secure.
- At the end of treatment: If your child is 16 years old or under at the end of treatment, information will be kept until their 25th birthday. If they are 17 years old, information will be kept until their 26th birthday. If they are 18 years old and above, information will be kept for 8 years after the end of treatment date.

Complaints

- I hope you will be satisfied with the service I provide, however if you do have a concern or a complaint, please discuss this with me in the first instance. I will try and resolve this with you through discussion.
- If I am unable to resolve your concern or complaint, and you would like to make a formal complaint, you can contact the Association of Speech and Language Therapists in Independent Practice (ASLTIP).

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

By signing below, I am agreeing to the terms and conditions in this document.

Signed: 

Date: .....

Parent/Carer's Name: .....

Child's name: .....