



Terms and Conditions of Service

These terms and conditions set out the expectations for both you (the client) and me (the therapist). They make sure that both parties are protected if any disagreements occur. Please read them through carefully and feel free to ask me any questions before agreeing to them.

Fees and payment

1. My current fees are set out on my website under 'services'. These are reviewed annually and if I intend to make any changes, I will give you two month's notice.
2. We will agree the number and frequency of sessions together prior to my starting work with your child. No additional services will be undertaken without your agreement.
3. A 'session' is one hour. This may involve discussion with you or your child's teacher or demonstration of resources and activities as well as face - to - face working with your child.
4. Payment for your initial session will be invoiced at the time.
5. Payment for subsequent sessions is requested via invoice at the end of each calendar month. Payment is due within a week of this invoice. Preferred payment is by direct transfer although I can also accept cash or cheques. If you would prefer to pay at the time of each session, this is also acceptable.

Santander

Account name: talking2gether

Sort code: 09-01-28

Account number: 54925442

6. There may be situations where you need to cancel an appointment at short notice. Please let me know as soon as possible. I will not make a charge if you cancel before 9am on the day of the appointment. If you cancel after 9am, a cancellation fee of 50% may be incurred.
7. If I need to cancel a session, you will not be charged and I will reschedule as soon as possible.
8. If you intend to claim fees through private health insurance, please ensure that you are covered in the first instance and then let me know as soon as possible so that I can invoice accordingly.
9. Invoices are payable within seven days. In the event of non payment, I will give you an informal reminder. If, after a further seven days, payment has still not been received, I will inform you in writing that payment is due and therapy will cease until this is received. If you have difficulty paying, please contact me in confidence so that I can help.

Travel

1. Mileage is included within the fee unless the return journey is longer than 10 miles from me base in Lindfield in which case, additional miles will be charged at 0.45p per mile.

Data Protection

1. I am registered with the Information Commissioner's Office (ICO) as a Data Controller. You can view my ICO registration online at ico.org.uk/register. My registration number is **ZA265898**.
2. All client details, case notes and correspondence are stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.

3. Any paper based confidential information is stored according to the GDPR and Data Protection Act 1988.
4. I use an online 'cloud based' secure system called WriteUpp. This system complies with GDPR and the Data Protection Act 1988. All client notes and reports are password protected.
5. In order to provide the best service to you and your child, with your permission, I will share information with actively involved professionals.
6. I use an online 'cloud based' secure accounting system, Quickbooks. This system complies with the GDPR and Data Protection Act 1988. Your details will be password protected.
7. I will use email for liaising with you and other professionals. I will take care over what information I include but, as with all forms of communication, it is not 100% secure.
8. 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.
9. In accordance with law, 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.
10. My Privacy and Data Protection policies are available to read on request.

Safeguarding

1. My Safeguarding policy is available for you to read on request.
2. Should a safeguarding concern arise, I have a legal duty to take the appropriate action in line with the Safeguarding Children Act 2004.

Complaints

1. I hope that we will be able to resolve any issues by communicating directly. If you are concerned or unsatisfied in any way, please contact me directly in the first instance. Further advice, should you need it, can be obtained from the Association of Speech and Language Therapists in Clinical Practice at www.helpwithtalking.com.

I have read, understood and agree to these terms and conditions of service (I understand that I can discuss these with Sarah if I have any questions before signing):

I agree to Sarah liaising with other professionals who are actively involved in my child's care
Yes/No*

I give consent for Sarah to use email as a form of communication with me and other professionals involved in my child's care Yes/No *

I understand that Sarah will be processing and storing mine and my child's personal data as described above
Yes/No*

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

Signed:

Print name: _____

Relationship to child: _____

Date: _____

** please delete as appropriate*