

Terms and Conditions

Initial Assessment (with brief summary report)

This session will last approximately 60 minutes. It is important to determine whether or not your child would benefit from therapy, and what form the intervention may take. It may involve formal and/or informal assessment, alongside observation, discussions or reading of reports from other professionals. A case history is also taken.

Standard Therapy Session

A therapy session normally lasts approximately 45 minutes, depending on the nature of the intervention and/or the child's ability to attend to activities. Therapy sessions may include direct work with the child as well as time for discussions and feedback with parents/teaching staff. The fee charged also covers the therapist's time spent prior to the session to plan and prepare resources and any necessary liaison.

Review Therapy Session

If after the initial assessment your child does not require a block of therapy then a review session can be arranged following a period of time. This allows a consolidation of skills using strategies discussed and demonstrated. A report will be written following this review. A typical review session is 45 minutes and includes the report.

Other services/liaison

Attendance at meetings and multi-disciplinary discussions will be charged at the same hourly rate as standard therapy sessions. Attendance at meetings will be discussed and agreed with parents and others involved in advance.

Cancellations

It is understood that families may need to cancel an appointment due to illness or unforeseen circumstances. Please cancel appointments at least 24 hours in advance to avoid any charge. Appointments cancelled within 24 hours can rarely be filled. An allowance of one late cancellation (under 24 hours) is allowed without charge (per therapy block) though following this, a fee of £20 is applicable for every missed appointment. Where no prior notice is given (on the same day) families will be charged for the full session. Should the therapist have to cancel, an alternative date will be arranged as soon as possible.

Private Medical Insurance

Should families wish to use private medical insurance to pay for some or all of the input received, it is their responsibility to make this claim. Happy Talker is unable to claim directly from insurance companies. An invoice can be provided on request.

Parents are free to withdraw a child from therapy at any time, with a weeks' notice. Equally, the therapist may recommend therapy be stopped if at any time it is considered that therapy is no longer being effective or is no longer appropriate. The therapist reserves the right to suspend therapy if at any time there is felt to be conflict of interest between work undertaken independently.

Fees

Service offered charged at:

Initial assessment £100 (with a summary report)

Individual therapy session £55

Review therapy report £75

All fees include preparation time, travel up to 10 miles each way (from postcode CH49 1RR) and administration time.

Payments

Initial assessment and Review session will be invoiced on completion of the assessment and report.

A block of therapy will be invoiced after each session.

All invoices shall be settled within 14 days. Should the invoice remain outstanding following this 14 day period a reminder will be sent on the 14th day and any further therapy is postponed.

On the 15th day a recorded first class letter and an email will be sent advising of the postponement of therapy together with a request for urgent settlement of the invoice within the following 7 days.

Should the invoice remain unsettled after a further 7 days, Happy Talker will advise in writing that legal action will commence in order to recover monies owed.

Happy Talker recognises errors do occur however for a continuation of therapy to commence, all previous invoices shall be settled and subsequent sessions shall require upfront payment.

The Privacy Policy and Data Protection Policy contain information on how your data is stored and for what you are consenting.