



MOVING FORWARD  
TOWARDS CLEARER  
COMMUNICATION

## TERMS AND CONDITIONS OF SERVICE

Terms and Conditions set out the expectations for the service user and therapist. They govern the contract between us and ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read my terms and conditions and contact me if you have any questions. A consent form will be sent electronically for you to complete, prior to the initial consultation.

### SERVICES & FEES

Please refer to the 'Services & Fees' page on the website.

### MILEAGE & TRAVEL TIME

Mileage will be charged (both ways - to and from appointments), from my base (CA6 4PJ) at a rate of 60 pence per mile. Google maps will be used to calculate this.

No fee for travel time will be charged for the first 15 minutes of travel to/from appointments.

Journeys exceeding 15 minutes will be charged at 0.5 x hourly rate (£32.50). This will be calculated using Google Maps and as usual time taken rather than actual time (where there may be unforeseen circumstances, such as roadworks).

### FEE CHANGES

Fees are subject to annual increases each year. Existing clients will be given 4 weeks' notice of any changes in fees.

### PAYMENT

Clients are requested to settle their accounts within 10 days of the invoice date. Preferred method of payment is via bank transfer to the following account:

NatWest  
Account Name: JAS SLT  
Sort Code: 60-16-21  
Account Number: 79414648

Cash is also accepted.

### NON-PAYMENT

Every attempt will be made to resolve late payments amicably. However, the following process will apply if payment is not made:

A reminder will be sent that payment is overdue (by letter, text or e-mail)

If payment is not received in full, 7 days thereafter, I reserve the right to refer the matter to a solicitor with a view to commencing legal action.



## HEALTH INSURANCE

Parents using private health insurance are responsible for settling the invoice and then claiming from the insurer concerned. It is advisable to check the level and nature of your cover with the insurer before agreeing to therapy.

## CANCELLATION POLICY

If I need to cancel an appointment I will contact you as soon as possible and reschedule.

I understand that there may be certain situations, such as illness or family circumstances, which mean that you need to cancel an appointment at short notice. Please do let me know as soon as possible if you need to cancel an appointment.

Sessions cancelled by the client with less than 24 hours' notice may be liable to the full charge of the session fee, excluding travel costs. This may also be the case if the therapy is taking place in school where the therapist has not been informed of the child's absence or if you are not in when I come to see you at home. In these circumstances there would also be a charge made for travel.

## LIAISON

My professional standards require good liaison and where there is both an independent and NHS therapist involved, it is good practice for them to work collaboratively.

This is also the case where there are other professionals involved with your child's development and learning, e.g., teaching staff, Health Visitors, GPs etc.

Reports and other written documentation will be sent to parents and with parental consent can also be sent directly to the other recipients or be distributed by parents.

## DISCHARGE CRITERIA

Parents are free to withdraw a child from therapy at any time. Equally, if I feel that therapy is at any time not being effective, then I will discuss this with you and may recommend that we stop. Other reasons that a child may be discharged include:

- Speech and language skills are within normal limits
- The child has reached their communication potential
- Frequently missed sessions
- Advice/programmes not being carried out at home or school
- The child may not be ready for therapy



## DATA PROTECTION

For further information and full details please refer to my Privacy Policy at [www.jasslt.co.uk](http://www.jasslt.co.uk). A paper copy can be requested at any time.

Julie Storr is registered with the Information Commissioner's Office (ICO) as a Data Controller.

Information is stored on a secure electronic system called "WriteUpp". Any paper based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 2018.

In accordance with professional standards, all records will be kept securely until your child is 25 years old (or 7 years after therapy has ceased for adults, whichever is the longer time). After this time all records relating to your child will be destroyed.

You may apply in writing to access a copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.

## SAFEGUARDING

For your peace of mind, I renew my DBS check annually. Service users may see my DBS enhanced disclosure at any time.

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 that information with relevant professionals in line with the Safeguarding Children's Act 2004.

## WORKING HOURS

I can be contacted by e-mail or phone. There is a 24-hour answerphone service and I will respond to messages as soon as I am able.

## LOCATION OF SESSIONS

I am able to offer domiciliary visits and also nursery/school-based sessions. I also have a therapy room to see clients on-site.

It would be beneficial if parents could attend sessions in school/nursery so that therapy targets can be demonstrated and then carried out at home in between sessions to maximise effectiveness.

## COMMUNICATION

I will use email, text and WhatsApp to communicate with you.

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.



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Documents will be password protected and saved in Printed Document Format (PDF).

Correspondence via e-mail to other professionals will be copied to you as necessary.

I will refer to your child in emails by their initials or first name only.

## VIDEO AND AUDIO RECORDINGS

Some assessment and therapy techniques involve the use of video and audio recordings, e.g., for speech analysis/transcription purposes, language sampling or to watch back together in order to identify useful strategies. Recordings will be made and stored on a password protected tablet or phone, owned by Julie Storr, and can also be made by you and sent via WhatsApp. Recordings will either be deleted once they are no longer required (e.g., if only needed for transcription purposes) or transferred onto the child's electronic record.

## COMPLAINTS

In the unlikely event that you are not satisfied with my service, please contact me and I will make every attempt to resolve this through discussion.

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 [office@asltip.com](mailto:office@asltip.com).