

Terms and Conditions

Working Hours

Communican Speech and Language Therapy operates on Mondays, Wednesdays, Thursdays between the hours of 9.30 and 7pm. The service is also open on Saturday mornings between 9.30 and 12.30. However, you are welcome to email /leave messages other days as there may be occasions where your enquiries can be can respond outside of these dedicated working times and days.

Travel

Travel from base (Blackwell) to anywhere within 10 miles is not charged. For travel to anywhere outside of this 10 mile radius, an additional travel cost of 45p per mile will be required. If this applies, the Speech and Language Therapist will discuss this with you prior to arranging an initial appointment.

Fees and Payment

Fees – Current fees are outlined on the Prices page of the website. Fees are subject to annual review.

Payment – The full initial assessment fee must be paid at least 24 hours prior to the appointment. This also applies for review and demonstration sessions. If for any reason you are unable to do this, you must inform Communican Speech and Language Therapy as soon as possible and alternative payment arrangements will be made. If following initial assessment ongoing therapy is advised and agreed, you can choose to pay each week, or all together at the end of the month. Accepted payment is bank transfer or cash (to be discussed and agreed on an individual basis). If you choose to pay all together at the end of the month, you will be invoiced by the therapist and be expected to have paid by the last day of the month/within 24 hours of receiving the invoice (e.g. if your last appointment is on the last day of the month).

In addition to the above, as of 01/02/2023, there is an option to pay using your credit or debit card via Square, a secure online payment system. If you wish to use this system please let the Speech and Language Therapist know and a secure link will be sent to you via email.

If payment is missed and the Speech and Language Therapist is not informed of this beforehand, then services will be suspended immediately.

Please refer to the How to pay document on the Prices page for details on Fees and Payment.

See bank details for payment below:

Name: Communican Speech and Language Therapy

Account Number: 31811585

Sort Code: 23-69-72

Cancellation

If you or the client cancels an appointment with over 24 hours' notice, no fee will be charged. If an appointment is cancelled with less than 24 hours' notice, the full appointment fee will be charged. In the instance where a you are funding intervention for a client to be seen in their education setting, if the education setting cancels the appointment with less than 24 hours' notice you (the parent) will be charged. If the therapist is unable to attend an appointment, the maximum possible notice will be given and no charge will be incurred. The appointment will be rescheduled at the next possible convenient time.

Consent

Consent for assessment and treatment must be given by the child's parent/carer before any intervention is provided by the therapist. An electronic consent form will be provided via email by the therapist. **This must be completed and sent back via email prior to initial appointment.**

Sharing of Client Information

In the best interests of the child, information about the child may need to be shared with other professionals. Such information will be treated confidentially in accordance with the General Data Protection Regulations 2018 (GDPR). Information will only be shared with the signed consent of the child's parent/carer. Communican Speech and Language Therapy are not responsible for information that is shared by outside agencies (e.g. school). In the event that information is shared by an outside agency without the consent of the parent/carer, the responsibility lies with that agency. Communican Speech and Language Therapy holds a Data Controller registration with the Information Commissioner's Office (ICO). For more information please see our [data protection policy](#).

NHS Therapy

All clients are eligible for referral to speech and language therapy within their local NHS trust. It is the responsibility of the client to inform the independent therapist if they are receiving, or on a waiting list for NHS therapy, and to inform the NHS therapist of any independent therapist involvement. Communican Speech and Language Therapy works in accordance with the Royal College of Speech and Language Therapists (RCSLT) 'Working in Harmony' guidelines.

Termination of Therapy

It is within the therapist's rights to terminate therapy or intervention with 24 hours notice. It is within the rights of the client to terminate therapy or intervention with 24 hours notice. This does not apply to school contracts. Term and termination of therapy for school contracts will be agreed in liaison with the school and drawn up in the contract prior to start of service.

Reasons to discharge may include:

- The child's speech and language skills are within normal limits.
- The child has reached their communication potential.
- Therapy sessions have not been regularly attended.
- The child might not be ready to access therapy.
- Advice/programmes have not been carried out at home

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Terms and conditions are subject to change. Amendments to terms and conditions will be communicated to clients at the point of change. Agreement to amendments is implied unless the client contacts Communican SLT to dispute the terms.