

# Terms & conditions

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## Payment

All fees are agreed and paid in advance via online invoice, prior to the start of appointments or therapy blocks. Your appointment(s) is secured once payment has been received. Cheques and cash are not accepted.

Please speak to your therapist if you do not have online access and would prefer to pay by credit or debit card.

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

## Fee changes

Fees are subject to annual review. Current clients will be given 8 weeks notice to any changes in fees.

## Cancellation

Please provide at least 24 hours notice to cancel an appointment. Cancellation with less than 24 hours notice or failure to attend will incur the full cost for that session. It is the parent/carer's responsibility to inform the therapist should the child be absent from school/nursery on the day of the visit. If your therapist needs to cancel an appointment, no charge will be made and a new appointment will be organised as soon as possible.

## Sharing information

With your permission, relevant information will be shared with other actively involved professionals. This may be through email, telephone or post. Should any safeguarding concern arise, the therapist has a legal obligation to share information with relevant professionals.

## NHS Speech and Language Therapy

Clients may be eligible for speech and language therapy within their local NHS trust. Clients that are currently receiving therapy from an NHS therapist or are on the waiting list must inform the independent therapist. The NHS therapist should also be informed of any independent therapist involvement to ensure effective, consistent treatment.

## Medico-legal work and tribunals

Small Talk does not offer medico-legal or tribunal work at this time.

## Protecting your information

Information will be treated confidentially and in line with the Data Protection Act 1998. The therapist holds a Data Controller registration with the Information Commissions Office (ICO).

## Professional Guidelines

Your Small Talk therapist works in accordance with professional guidelines from the Royal College of Speech and Language Therapists and Health and Care Professions Council. As such, the therapist is requested to offer appropriate therapy, and cease treatment if it is unnecessary.

## Complaints

If you are unhappy with any aspect of the service provided by Small Talk, please contact us directly to discuss your concerns. If unresolved, you can contact ASLTIP ([www.helpwithtalking.com](http://www.helpwithtalking.com)) or HCPC ([www.hcpc-uk.org](http://www.hcpc-uk.org)).