Terms and conditions set out the expectations for the service user and the therapist. Please read my terms and conditions and contact me if you have any questions.

**Please sign and return an electronic copy of the consent page to me before our first appointment. Thank you.**

**A)  Budding Conversations Coaching Appointments**

1. Online appointment sessions last 30 minutes.  The online system will automatically stop the appointment after that time.
2. Additional time will not be added if sessions start late for any reason.
3. To get the most out of the appointment please fill out the 'pre-appointment' form and return it prior to your appointment.
4. Appointment reminders will be emailed / sent via text via ‘Write upp.’
5. I understand that this appointment is online and not direct face to face therapy for my child.

**B) Fees:**

1. Payment for coaching will be made at the time of booking Via the booking portal.
2. Payments are non-refundable

**C) Cancellations and non-attendance:**

1. If I need to cancel an appointment I will let you know as soon as possible and reschedule the appointment.
2. If you need to rearrange an appointment you must provide a minimum of 48 hours notice, although more is appreciated.
3. **Sessions cancelled within the 48 hours will be charged fully and will not be rescheduled.**
4. If you do not attend your online appointment and have not let me know, the session will not be rescheduled and the payment will not be refunded.

**D) Data Protection:**

1. All client details, case notes and correspondence will be stored securely using an online notes system called Writeupp, which meets the General Data Protection Regulations and the Data Protection Act 1988.
2. For further information please refer to the ‘Budding Communicators’ Privacy policy.

**E) Safeguarding and Liaison with other professionals::**

1. 1. Service users may see my DBS enhanced disclosure at any time.
2. 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.
3. To offer the best service to your child it is maybe important for me to liaise with other professionals involved in their care. This includes people such as NHS Speech and Language Therapists, school/pre-school staff, your GP or other medical/educational staff.

**F) Use of video and sound recording equipment:**

1. Some therapy techniques involve the use of video to record your child playing with you or audio recordings of them talking.
2. Any recordings for coaching sessions will be made by you and will be used via screen sharing during the appointment. They are likely to remain on your devise and remain your property.  Once the coaching session has finished the SLT will no longer have access to the video. No copies will be retained.

**G) Electronic communication:**

1. 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.
2. Documents will be password protected.
3. I will refer to your child in emails by their initials only.
4. With your consent we will use ‘whatsapp’ for the transfer of videos needed for teletherapy.

**H) Complaints:**

1. In the unlikely event that you are not satisfied with my service please contact me. I will make every attempt to resolve this through discussion.
2. 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 www.asltip.com

**Declaration:**

I understand that:

I can contact Liz before signing the terms and conditions if I have any questions.

I agree to Liz liaising with other professionals when it is in my child’s best interests.

I agree to Liz using video / audio recording as necessary in my child’s speech and language therapy sessions as described in the Privacy Policy.

I understand that Liz will be storing and processing my child’s personal information as described above and in the Budding Communicators privacy policy.

I give consent for Liz to use email and text messaging as a form of communication with me and other professionals as described above.

I understand the technology requirement for online appointments and will ensure I have the appropriate equipment to take part. I understand session costs will not be refunded as a result of technological difficulties.

I agree to the payment and cancellation policy.

By signing below, I am acknowledging I have read, understood and am agreeing to these terms and conditions.

**Signed:**

Print Name: ……………………………………….….

Relationship to child: ………………………………..

Date: …………………………………………………..

Please give the email address(es) you would like me to use in correspondence with you:

Email(s):………………