

## Payment Procedure

1. You will receive an email confirmation of your initial session and its ongoing reoccurrence.
2. You will be asked to set up a direct debit to confirm sessions.
3. You will receive an invoice for all services provided on a monthly basis. This will be sent via email at the start of the following calendar month.
4. Shortly following the invoice, a direct debit will be taken.

Following three consecutive unsuccessful payments, your sessions will be cancelled.

The sessions time will include direct therapy and liaison with parent/caregiver.

Any additional requests for reports, letters, meetings or phone calls will be charged.

## Cancellation Policy

As our therapists take time to plan and prepare for each individual session, it is important that you cancel with as much notice as possible.

### Appointment Cancelled:

Up to 24h beforehand	No Charge
Less Than 24h beforehand	50% Charge
No attendance with no cancelation	100% Charge

**\*Non-attendance/cancellations for three consecutive sessions will result in sessions being discontinued.**

In the event of your therapist being absent, we will make every effort to ensure that this is communicated to you at the earliest time and there will be no charge incurred.

## School Holiday Procedure

As some school holiday periods differ depending on different boroughs and different schools, please ensure you inform the office and your therapist of when your child is unavailable for sessions.

If you do wish to continue sessions over the school holidays, do liaise with your therapist and the office. If your therapist is on leave/unavailable over this period, our office may be able to allocate an alternate therapist over this time.

## Late Arrivals

We do everything we can to ensure that you receive your full appointment time. However, if you arrive late and your clinician has appointments immediately after, it is likely that we can only offer you the residual amount of appointment time. You will be charged the full appointment fee.

### Office contact:

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