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**AGREEMENT FOR THE PROVISION OF  
SPEECH AND LANGUAGE THERAPY  
Between**

**'Client'  
And  
Unlocking Language Limited**

**Commencement of therapy indicates acceptance of all terms in this Agreement.**

In these Terms and Conditions we, our, or us refers to Unlocking Language Limited.

You agree to be fully responsible for any claim, expense, liability, losses, costs including legal fees incurred by us arising from any infringement by you of the terms and conditions set out in this Agreement.

Both the Client and Unlocking Language Limited ('Parties') agree to the following Terms:

**ROLE OF PARENTS/CARERS**

Regular home support is vital in ensuring the best outcomes from therapy. The therapist will discuss appropriate strategies and activities and how frequently specific tasks should be carried out at home. It is essential that you commit to carrying out the advice provided in order for the expected level of progress to be made. A parent/carer must at all times be present during the therapy sessions.

**CONSENT TO TREATMENT**

By attending therapy sessions, you are consenting to treatment and have read and understood these terms and conditions. Clients will be discharged at the end of an episode of care. This is when therapy is complete and when the client's potential, as determined by the speech and language therapist, is achieved in the area targeted by therapy. You may also choose to withdraw from therapy at any time, or postpone therapy by following the cancellation policy.

**FEES**

Fees are agreed prior to assessment & treatment commencing. The fee includes time spent outside the session in planning, preparing therapy programmes and the cost of paper based therapy materials. Any items falling outside of the ordinary therapy programme will be charged accordingly. Please note the different rates: assessments; reviews; therapy and school visits as detailed in the Fee Schedule sent to you with your initial appointment letter. Phone calls over 15 minutes are charged the pro rata hourly rate of therapy, these include with parents, schools or any other agencies on behalf of the client. There will be additional charges for reports.

**PAYMENTS**

All fees are agreed prior to the start of therapy. The rate of your therapy is set out in the accompanying Fee Schedule sent with your initial appointment letter. All sessions must be paid for in advance of the sessions unless otherwise agreed. A Method of Payment form must be completed, where you authorize Unlocking language to take payment from your card either at the end of each session where this is agreed or at the end of a course of therapy after the production of an invoice. Payments can also be

made in cash, card over the phone or BACS.

We are registered with the Information Commissioners Office and subscribe to handling your data with care and security. We use Stripe to store your details securely, and administer payments safely.

### **CANCELLATION POLICY**

24 hours' notice is required for cancellation of any sessions. Sessions cancelled after this time or not attended will be charged at 100% of the usual rate. If your session is on a Monday, we must receive your notice on a Friday. The therapist may occasionally need to rearrange appointments, where this is the case you will not be charged for the session.

### **LOCATION OF SESSIONS**

Sessions can take place at your home, your child's school/nursery, or the therapist's clinic base. It is requested that clients provide a quiet environment, free from distraction (e.g. phone, TV). When a session is arranged at a child's school/nursery the school must be informed by the parent and the therapist and the school must be in agreement. It is expected that a member of staff will be available to discuss the session.

### **RESOURCES AND EQUIPMENT**

Any resources or equipment that is lent to a Client must be returned in the same condition it was lent. Any damaged or lost items will be charged to the Client.

### **CONTACT WITH THERAPISTS**

Contact with therapists should be limited to working hours 8am to 5pm. You may call the office number above at any time or in an emergency.

### **SHARING OF INFORMATION**

Reports or advice will only be distributed to other relevant professionals (e.g. school or GP) with the consent and signature of the client/guardian. We are committed to protecting your privacy and therefore your agreement will be sought before information/reports are circulated or prior to consultation with other professionals unless we are obliged by law to disclose personal data.

### **REFERRALS OF SERVICE**

We accept self-referrals. However, for dysphagia or organic voice disorders medical consent from GP or a Consultant is required.

### **MODIFICATION**

Both Parties may change the terms of this Agreement by mutually agreeing to new terms in writing.