

Cancellations and non-attendance

- All booked appointments are fully chargeable, even if unattended.
- If I alter an appointment which cannot be attended, there will be no charge.
- Cancellation of a regular appointment with at least 14 days' notice will entitle the fee to be waived.
- Requests for flexibility with appointments, due to important events, can be considered and a replacement appointment time may be offered if available at my discretion. If no replacement is available, the child's original appointment will remain and the fees remain chargeable.
- In the case of a sudden cancellation, due to unforeseen circumstances, an alternative appointment time may be offered if available

Chargeable Services

- Brief telephone contact of up to 5 or 10 minutes is offered free of charge.
- Telephone calls beyond 15 minutes will be chargeable at my standard rate.
- Requests for any written documentation, such as letters or reports, must be discussed in advance and if the therapist agrees to provide written documentation, a separate fee will be agreed for this.