



TERMS AND CONDITIONS 6-Oct-2025

The following document sets out the terms & conditions for clients receiving services from Chatty Families

Initial Contact

To make decisions about whether we can offer the service you are looking for, we can offer a **short initial chat** over the phone, online or by e-mail. The purpose is to discuss the support you would like for your child, explain what we can offer and signpost you to alternative support if necessary.

Fees

Typical Fees are shown below for a guide. Following initial contact and discussion we will put together a proposal based on your specific needs.

Services - Speech & Language Therapy

We would recommend that any child being seen for the first time would benefit from an initial assessment of their speech, language and communication skills (see options below), even if they have been assessed by a previous Speech and Language Therapist.

Initial Assessment Appointments: from £150

The assessment is a collaborative process where the expertise from you, the parent/carer, and the therapist come together to form a picture of your child's abilities. As your child's primary caregiver your contribution to this process and throughout your child's therapy journey, is vital.

Initial assessments at home typically take about 90 minutes. Initial assessments at school may take longer due to additional discussion with school staff and fees will be adjusted accordingly. Location of assessment will be discussed with you and will depend on what the current concerns are.

In certain circumstances (e.g. complex cases) initial assessments may take longer than an hour, or further assessment sessions may be recommended (e.g. a school or nursery visit). If a further, initial assessment session is required, then this will be discussed with you at the end of the first assessment.

Any additional hours spent are charged and will always be discussed, and agreed, with the parent/carer in advance.

Speech Therapy sessions: from £75

Where required, an agreed number of therapy sessions will commence following discussion of the recommendations with the parents/carers. A standard therapy session lasts between 30 to 45 minutes. This will include time spent with parents/carers, teachers or nursery staff. The more you, and education setting staff, are involved in the therapy process, the better the outcomes are likely to be. We are more likely to see results with your support and development of these newly acquired skills at home.

The face-to-face session is just one part of the therapy process. In addition, time will be spent before the appointment planning for the session and after for writing up and record keeping. Where appropriate, at the end of each session advice will be provided for parents/education staff to practice therapy targets.

Reports/written advice/additional services: £ tba

It is often a requirement that, as part of your child's care, we may need to provide some services in addition to the direct therapy sessions themselves. Such as written Therapy Plans, EHCP Reports, Training Sessions for teaching/nursery staff, telephone discussions, general meetings, referral letters etc. Any items such as these will be charged for separately but will be arranged with you in advance.

All fees are subject to review on a 6-monthly basis. You will receive at least 6 weeks' notice of any changes to fees.

Services – Support for families using DDP principles

Initial session with parent and/or child: from £100

The initial session is a collaborative process where the expertise from you, the parent/carer, and the therapist come together to form a picture of your experiences. As your child's primary caregiver your contribution to this process and throughout your child's therapy journey, is vital.

Sessions typically take about 90 minutes. Following this initial session, support will continue with you as parents until the therapist feels it is the right time to introduce your child into the sessions. The therapist may work with your child in separate sessions during this time.

Sessions will typically run for at least 6 months/12 months.

Therapy sessions: from £100

Please refer to bespoke proposal for your family's need. Sessions typically last 60 mins.

Reports/written advice/additional services: £ tba

It is often a requirement that, as part of your support, we may need to provide some services in addition to the direct therapy sessions. Such as written reports, Training Sessions for teaching/nursery staff, residential staff, telephone discussions, general meetings, referral letters etc. Any items such as these will be charged for separately but will be arranged with you in advance.

All fees are subject to review on a 6-monthly basis. You will receive at least 6 weeks' notice of any changes to fees.

Location & Travel charges

Appointments can be carried out face to face either in the home or if more appropriate in the child's nursery or school setting. Online appointments can also be offered if preferred, conducted via MS Teams or Zoom.

Round trip distances over 20 miles for home, school and other visits away from my home address in Loughborough will incur additional time charged pro rata based on the applicable hourly rate.

Cancellation policy

At least 48 hours' notice is required to cancel an appointment in order that appointments can be offered to other clients. Appointments cancelled within 48 hours will be charged at the usual hourly rate (without travel costs).

If you need to cancel an appointment at very short notice, please inform us by mobile phone 07572 398725, text or voicemail before 8.30am on the day of the appointment. It is at the discretion of the therapist to waive this fee if the circumstances of the cancellation are extenuating.

Should we need to change the date of a session, school visit or meeting, we aim to give you as much notice as possible and provide you with a choice of alternative dates. In unforeseen circumstances we may need to cancel at short notice. Where payments have been made in advance and the therapist has not seen the child for the appointment which has been pre-paid for, then the full fee will be reimbursed.

Payment

Payment should be made either before or on the day of the appointment. Failure to do so could lead to the appointment being cancelled. Direct online bank transfer is preferred. Cheques are not accepted.

If payment is missed, then therapy may be suspended. If you have any difficulties in meeting the cost of therapy, please talk to us about this as soon as the issue arises.

Every attempt will be made to resolve late payments amicably. In the case of failure to pay, outstanding debts and if alternative arrangements have not been agreed, then we may need to consider further proceedings.

Parents/carers using private health insurance are responsible for settling the invoice and claiming from the insurer concerned. It is advisable to check the level and nature of your cover with the insurer before agreeing to therapy.

Refunds

If a pre-paid session is cancelled or postponed within the terms of our cancellation policy above, we will make a note in your payment record and the payment will cover a following session.

If pre-paid sessions are cancelled and not rescheduled, then we issue a credit note for future sessions. If future sessions are unlikely to be needed, then we refund all monies owing within 1 month.

If your child does not engage in a session, we are unable to reimburse any of the session.

Safeguarding

If a safeguarding concern arises, where we believe a child may be at risk of harm, we are legally obliged to share information with relevant professionals as outlined in the Children Act 2004. You can find out more information here: <https://www.gov.uk/government/publications/working-together-to-safeguard-children--2>

Record keeping and storage of confidential client data

The lead data controller, Nicola Flood, is registered with the Information Commissioners Office (ICO) and all records are kept in accordance with GDPR legislation. Information on how we store your personal information is detailed in our GDPR/privacy policy which can be found on our website.

Some assessment and therapy techniques involve the use of video and/or photographs of your child. For example, videoing your child saying certain sounds so they can listen back to themselves and self-monitor their own progress with the production of those sounds. Full names & addresses are never used during audio & video recording. Documents containing client data that are no longer required are shredded before disposal.

Sharing information with other professionals

To ensure that everyone who is working with your child is aware of their progress, it is recommended that we liaise with others. This may include your child's NHS Speech & Language Therapist, education or medical staff. You will be asked to give your permission for this. Parents will be required to sign a copy of the Terms and Conditions indicating their agreement prior to the initial assessment appointment.

Complaints procedure

School staff, parents and carers are actively encouraged to raise concerns or issues at the earliest opportunity. We recognise that most concerns will be dealt with informally and never go further than the preliminary stage. Please discuss any complaints or concerns that you may have in the first instance.

If we are unable to resolve the difficulty, then you can take your concern to the Association of Speech & Language Therapists in Independent Practice (ASLTIP).

For serious issues you may also contact the Health Professions Council.

Acceptance and Agreement

Before the speech and language therapy sessions begin, parents/carers will be asked to sign, and return to us, a declaration indicating that they have read, understood and agreed to the terms and conditions stated.

Parental Signature _____

Name in Full: _____

Child's Name: _____

Date: _____

Please print off two copies, sign them and return one to Nicola Flood.

Consent

I consent to Nicola Flood, Speech and Language Therapist, sharing relevant verbal and written information about my child with appropriate professionals. This includes the use of emails. These professionals may include Education staff, Educational Psychologists, Occupational Therapists, Physiotherapists, GPs, etc. **YES/NO**

I consent to my email address and telephone number being used to contact me and share relevant documents. **YES/NO**

I consent to my child being videoed/photographed as necessary in my child's speech and language therapy sessions as described above. **YES/NO**

I have read and understood the attached Privacy Policy & consent to Nicola Flood/Chatty Families processing my and my child's information in this manner and for the purposes stated in the policy also agree to all the terms and conditions set out in the privacy statement. **YES/NO**