

## Terms and Conditions

### 1. Assessments

#### 1.1 Assessment Locations

- If you have selected a **Platinum package**, this includes a school visit.
- If you live **outside the York Ring Road**, your package will include a **home visit and a school visit on the same day**.
- If you live **inside the York Ring Road**, your package will include a **clinic or home assessment**, as decided by your therapist, and a school visit on the same day.
- It is the **parent/carer's responsibility** to ensure the school is aware of the assessment process and is cooperative with scheduling assessment dates and times.
- **Travel time and fuel costs** will be incurred for travel outside of the York Ring Road and will be invoiced accordingly.

#### 1.2 Assessment Reports

- Once your assessment is complete, it takes **up to six weeks** for the report to be prepared.
- The therapist will send you a copy of the report once completed and will make **one round of agreed amendments**.
- A **feedback call** will be arranged to discuss clinical findings and outcomes with your therapist.

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### 2. Therapy/Intervention

#### 2.1 General Information

- OT4me does not always offer set treatment blocks, as each child's needs should be individually calculated and tailored for the best therapeutic results.
- **All equipment**, whether loaned or chargeable, is the responsibility of the person(s) with parental responsibility. If damaged, the client or instructing party will be invoiced for a replacement.

#### 2.2 Therapy Sessions

- **Session Duration:**
  - An **OT or ASI therapy session** (clinic, home, or community setting) is **45 minutes** long.
  - The session price includes **set-up, pack-down, and clinical note writing**.
  - A **brief intervention report** outlining progress and recommendations is provided at the end of therapy at an additional cost.

- **Therapist Allocation:** While we aim to maintain continuity of care, we cannot guarantee you will see the same occupational therapist (OT) for each session. In cases of **staff sickness or holidays**, another member of our highly skilled OT team may conduct the session. We will notify you of any changes where possible.
- **Alternative Session Options:** If no OT is available, a **regulation session** with a **highly skilled OT assistant** may be offered at **half price**.
- **Timeliness:**
  - Parents/carers must ensure their child leaves the appointment **promptly**.
  - If a session is **terminated early** for any reason, the full session fee still applies.
  - If you are early to your appointment, please do not enter the clinic as we may have another child still having their therapy session.
- **Location of Sessions:** Therapy can take place in the **OT4me clinic, the client's home, the community**, or another suitable location. Sessions must be conducted in a **distraction-free** environment with appropriate therapy equipment.
- **Additional Fees:** Any **extra reports, programmes, or equipment** outside of the agreed therapy quote will be invoiced separately.
- **Case Reviews:** Attendance at case reviews and additional written reports/programmes will be charged separately, including travel costs where applicable.
- **Consultation and Administration Fees:** Additional consultation/administration outside of therapy sessions (e.g. inter-professional liaison, benefit assessment forms) will be charged **in 15-minute increments** at a pro-rata hourly rate.
- **Aquatic Therapy:**
  - Held at **Better Leisure Energise Centre, York**.
  - A **30-minute** appointment, following **hydrotherapy pool safety recommendations**.
  - Includes set-up, pack-down, and clinical note writing.
  - A lifeguard is present during sessions.
  - Parents must **remain at poolside**.
  - A **referral form** must be completed before attending, and personal details will be shared between OT4me and the leisure centre for safety purposes.

## 2.3 Student Involvement

- Occasionally, **occupational therapy students** may **observe or participate** in sessions under OT guidance.
  - If you **do not wish for a student to be present**, inform your OT **when they contact you for permission**.
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### 3. Cancellation Policy and Late Arrivals

#### 3.1 Cancellation Policy

- **Consistent missed sessions:** In order for your child to achieve their goals consistent attendance is vital role in their progress in development if there are more than two cancellations in an 8 week. We may hold a discussion with you to see if this is the correct pathway for you or if you need a break from therapy we reserve the right to terminate any future sessions
- **How to cancel:** Notify us as soon as possible by calling **01904 501601** and emailing **enquiries@OT4me.co.uk**.
- **Refund Policy:** We are unable to offer refunds for missed sessions.

#### Exception for Leave in a therapy block:

- If you have booked a therapy block, you are entitled to take up to **two** sessions as leave if needed.
- You must provide at least **four working days'** notice to allow us to reallocate the OT.
- These leave sessions **cannot** be added to the end of the block.

#### Missed Sessions & Alternative Options:

- Any other missed sessions will be **charged in full**.
- If your child is unwell or you cannot attend the clinic for any reason, your therapist will offer an **alternative**, which may include:
- A 1-hour **Zoom/Teams call** with parents to discuss a relevant topic.
- A personalised teaching **webinar** with your OT.

If neither option is suitable, the OT may use the session to:

- Develop a home or school **program**.
- Create helpful **resources** for you or your child's school.

#### Therapist Cancellations:

- If your therapist cancels, another OT from our team may conduct the session. They will have full access to your child's goals and previous sessions you have had. If we do not have an OT available, we may offer you a slot with our experienced OT assistant who will complete a regulation session with you. We will then discount the session by 50%.

- If an alternative session **cannot be offered by OT4me, no fee applies.**

#### **Late Arrivals:**

- Sessions **cannot be extended** if you arrive late.
  - The **full session fee still applies.**
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#### **4. Responsibility / Liability**

- Parents/carers **must sign to agree** that if they leave their child, they take responsibility for any accidents occurring **outside of therapy sessions.**
  - **Siblings** are the responsibility of parents and must not interfere with assessments or therapy.
  - It is the **parent's responsibility** to update OT4me on **medical changes**, including medication, allergies, and conditions.
  - Therapy sessions involve **some risk of injury**; safety precautions such as **safety matting and therapist support** will be in place.
  - If a child puts themselves or others in danger, therapists may need to **physically intervene** using the least restrictive measures.
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#### **5. Invoicing and Payments**

##### **5.1 Payment Terms**

- Payment for assessments **must be received prior to the first appointment.**
- Therapy intervention **is invoiced monthly upfront.**
- Payments can be made via **BACS or STRIPE.**
- If payment is via a **third party**, it must be arranged before therapy begins.
- **Unpaid invoices beyond 30 days** may be charged to the credit card on file.

##### **5.2 Credit Card Storage & Payment Authorisation**

- By agreeing to these Terms, you **authorise OT4me** to securely store and charge your card for unpaid invoices.
- **Failed payments** may lead to session termination.
- Payment disputes should be **resolved directly with OT4me** before initiating chargebacks.

##### **5.3 Late Payment Policy**

Payment terms are 7 days from the date of invoice unless otherwise agreed in writing.

In accordance with the Late Payment of Commercial Debts (Interest) Act 1998 (as amended), we reserve the right to charge interest on overdue invoices at a rate of **8% per annum above the Bank of England base rate**, as well as a fixed sum for the cost of recovering a late commercial payment. The fixed charge is:

- £40 for debts under £1,000
- £70 for debts of £1,000–£9,999.99
- £100 for debts of £10,000 or more

Further reasonable costs may be claimed if the actual recovery costs exceed these fixed amounts.

If you anticipate difficulty in making payment on time, please contact us as soon as possible to discuss.

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## 6. Documentation, Liaison & Confidentiality

- OT4me complies with the **Data Protection Act 2018** and follows GDPR regulations.
- **All therapy notes and assessments** are stored securely.
- Sessions **may be recorded** for training and analysis; consent for sharing media is requested separately.

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## 7. Compliments and Complaints

- Feedback is welcome to improve our service.
- Complaints should be directed to **admin@OT4me.co.uk**.
- Full complaints policy available at **www.OT4me.co.uk**.

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By signing this document, both the client and OT4me agree to the above conditions, and the client consents to receiving therapy services.