

Example Practice

Terms and Conditions - The Adolphus Practice Ltd

Updated March 2024

Date of birth 6 Oct 2012

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Terms and Conditions

We provide high-quality assessment and psychological therapy, supervision and training services. Our team members are qualified and experienced clinicians with relevant professional registrations. We hold the needs of the person being assessed or supported as our primary focus whilst respecting the needs and concerns of those who care for them. In our work, we will complete a thorough assessment of need and determine a course of action, in discussion with you, following this assessment. We are happy to recommend other services or clinicians, either independent or NHS, should they be relevant or appropriate.

Our team all hold their own appropriate professional liability insurance.

Data Protection and Confidentiality

We are required by law and our professional guidelines to keep information you give us about you for the sole purpose of completing the work that we are doing and to improve our services. Both the admin team and your clinician/service provider will keep information about you. We do this in a secure, cloud-based practice management system that is UK GDPR- and Data Protection Legislation-compliant. Before we begin working with you, we need to ask for your consent to hold information for various reasons (please see below).

Please also see our Confidentiality, Privacy and Subject Access Request Policies. Please remember that email is not a secure method of communication. We will either password-protect any documents containing sensitive information we send by email or use a GDPR-compliant cloud-based file transfer system.

Agreement - please click boxes to indicate your agreement that we may:

- REQUIRED - Hold information about you and contact you from time to time for routine business reasons, such as to make an appointment.
- Contact you after the work we do to request feedback to help us improve our services.
- Contact you after our work to inform you of service developments that we believe may be of interest to you - for example, a workshop on an issue relevant to our work together.

Emergency Support

We are not able to provide support in an emergency. If you need help quickly, please contact your GP or Emergency Services on 999 for emergencies or 111 for urgent help.

Assessments for Autism, ADHD and other Neurodevelopmental Differences

Pre-Assessment Consultation: £200

Payable by credit or debit card at the time of booking.

These are an integral part of our assessment process and typically occur before booking the remaining assessment appointments. Their purpose is, in part, to review the appropriateness of a full assessment and signpost elsewhere if needed. If it is determined that a full assessment IS required, dates will be allocated and offered at the earliest possibility. If it is determined that a full assessment is NOT required, this will be explained to you with advice about alternative sources of support or assessment. A brief summary letter will be provided if no further assessment with our team takes place.

Autism Assessment and Report: £2100

ADHD Assessment and Report: £1500

When Combined Autism & ADHD assessments are booked at the same time we offer a discount of £250 on the combined price.

DCD / Dyspraxia and Report: £650

Learning - incl Dyslexia and Report: Price agreed individually according to need

Payment of a Non-Refundable Booking Fee of £250 to secure dates is required, payable within seven (7) days of our offer of dates. If we have not received payment at this point, we will offer another family those dates.

These assessments are completed over a number of appointments; the number varies according to which assessment is being completed. FULL PAYMENT IS REQUIRED 5 WORKING DAYS BEFORE THE FIRST ASSESSMENT APPOINTMENT. The due date for payment will be on the invoice.

Please allow 20 working days from the final appointment date for the written report. This will be sent electronically and is not to be altered in any way. You will be given the opportunity to request alterations if there are points of correction or clarification needed.

Should you request any changes to the report more than four (4) weeks after the draft report is sent out, this will require booking a paid-for appointment to discuss changes with your lead team member, who would then write an addendum if appropriate. This appointment will be charged at £130.

Please contact us if you require a further copy of the written report. We will not issue it to any third party without your explicit written consent.

Our Diagnostic Decision

Making a diagnosis of any type of neurodivergence can, at times, be controversial. Should our decision differ from your expectations, we will discuss this with you and reflect this in our report. As a team, we prioritise providing the most complete and relevant assessment possible for you or your child, which will lead to a clear outcome and recommendations. We make diagnostic decisions based on current guidelines and criteria and our professional training and experience. We take it very seriously and would not make a diagnosis without the relevant evidence. In exceptional cases (3% of assessments at review date) we ultimately describe someone's social communication profile and do not make a diagnostic decision. In all cases, our reports describe a great deal about you or your child's functioning, make well-reasoned suggestions about potential diagnoses requiring further exploration if required and make individualised recommendations.

Pre and / or Post Diagnostic Support

Appointments with a Clinical Psychologist are £130 per therapeutic hour appointment.

Initial Appointments with our Autism & ADHD Coach are 1.5 hours and charged at £100. Subsequent Appointments are charged at £120 for 1.5 hours or £80 for 1 hour.

Appointments with a Psychotherapist are £80 per therapeutic hour.

Occasional short, standard letters and telephone conversations of 15 minutes are free of charge.

For ongoing support, we require payment by Direct Debit. The first payment will be taken as close to your first appointment as possible, though this may be after the appointment has taken place. Further payments will be taken in advance of each scheduled appointment. Unfortunately, we cannot reschedule a direct debit collection if you reschedule an appointment.

When appointments are invoiced AFTER they occur, payment is due within seven (7) days of the invoice date.

Supervision for Clinicians

Supervision with Dr Katie Adolphus is charged at £100 per hour, increasing to £110 from January 2024. It should be booked and paid for online by debit or credit card.

You are responsible for ensuring that you are registered with the appropriate regulatory body and have current professional liability insurance.

If there are any challenges to your registration, please bring this to supervision for discussion and support.

For those Supervision sessions that are invoiced rather than paid in advance, we ask for payment within one week of the invoice date.

Training

Training courses and webinars are individually priced and can be booked and paid for online.

Payment Details

Invoices will be sent before the appointment. Payments details Via BACS:

Account Name: The Adolphus Practice Ltd

Account Number: 42969897

Sort Code: 608371

Type of Account: Business

Please use the invoice number as a reference to help us connect the payment to you.

If you are using Health Insurance:

Please inform us if you are planning to use health insurance. We will need your policy name, policy number and an authorisation code. Please ensure that you have their agreement to fund the appointments and let us know how many they are willing to pay for. You will be responsible for paying any excess. This information is private to you, so we will not know if your agreement with your provider changes. If they stop funding the sessions, you will be responsible for paying for your ongoing sessions and settling any outstanding invoices. Most Health Insurers do not pay for appointments that are cancelled at short notice or not attended. You are responsible for paying the session fee in those situations.

If our services are to be paid for by a local authority, we will need their agreement in writing.

How you are planning to fund our work together:

- Self Funding
- Health Insurance - we have authorisation
- Health Insurance - we need to obtain authorisation
- Other

If 'Other' , please describe:

Consequences of Late Payment

If you find yourself unable to pay the invoices on time, please contact us as soon as possible so that we can plan together.

Where you pay by Direct Debit, we will immediately make a second collection attempt if the scheduled attempt fails. Should the second attempt fail, the following will apply.

If payment of an invoice or any part thereof is not made by the due date, we may:

Suspend the provision of services to you and cancel any booked appointments until such time as the unpaid amount has been paid. Any such period of suspension shall be disregarded for the purpose of contractual time limits previously agreed for completing the services.

Charge interest on the unpaid amount at 10% per annum.

Apply a charge of £10 (to cover administrative expenses and not as a penalty) per reminder for overdue payment submitted to you. We shall be entitled to submit such reminders weekly once the fees have become overdue.

Cease to supply any further service.

Charge you the costs of recovery of any outstanding amount, including legal costs and disbursements.

Arrivals Policy

The time allotted for your appointment is fixed; therefore, late arrival will result in less assessment, therapy, or supervisory time.

If your appointment is online, please contact us for any connection issues. Your team member will attempt to call you if you have not logged on after 5-10 minutes to check whether there is a connection issue.

If there are any issues on the day of the appointment, please contact your team member on [\(firstname\)@drkatieadolphus.co.uk](mailto:(firstname)@drkatieadolphus.co.uk) or telephone 07471 842835.

Your Statutory Right to Cancel this Agreement

Regarding our services, you, as an individual (a consumer), have a statutory right to cancel this agreement up to fourteen (14) calendar days starting the day after you completed this agreement.

You should send your cancellation notice to us in writing via post or email, and notice of cancellation is deemed to be served as soon as it is posted/sent.

If you have asked us to start the services within this cancellation period, you will be required to pay reasonable costs for services received up to the date of your cancellation notice.

Any refunds due will be made to you within 14 days of receiving your cancellation notice.

Cancelled or Missed Assessments or Appointments

If there are any issues on the day of the appointment, please contact [\(firstname\)@drkatieadolphus.co.uk](mailto:(firstname)@drkatieadolphus.co.uk) or telephone at 07471842835.

Pre and/or Post Diagnostic Clinical Psychology and Coaching Support:

We reserve the right to charge a full appointment fee if it is cancelled with less than 48 hours notice or if you fail to attend.

Unless otherwise agreed, we can only reschedule an appointment once. Any further requests to reschedule an appointment will be charged at the full appointment fee.

For ongoing support, we request that a rescheduled appointment is booked within one month of the original appointment date. If you do not wish to reschedule within a month, our cancellation policy below will apply.

We reserve the right to refuse further appointments should you frequently cancel or fail to attend your scheduled appointments. What is considered frequent is at our sole discretion.

During the COVID pandemic, there will be NO CHARGE for rearranged appointments due to testing positive, regardless of the notice given.

If, for any reason, we need to reschedule your appointment, we will do our best to rebook it as close to the original date as possible at a date convenient for you.

You can cancel continued ongoing support at any time by giving us at least 48 hours' notice. Any outstanding amounts become immediately payable upon cancellation.

Pre and/or Post Diagnostic Psychotherapy Support:

The term 'Psychotherapy' refers to a specific therapeutic model. Therefore, there are some different boundaries around the work compared to the other models of therapy used by Clinical Psychologists, specifically the boundaries and obligations around missing or cancelling appointments. One of the ways psychotherapy can be helpful is in its regularity. We will endeavour to be reliable and to stick to the sessions we have arranged and ask that you do the same, though there may be reasons on occasion we may have to miss sessions.

Cancellation by us - If our psychotherapist is unwell or unavailable for your session, we will give you as much notice as possible, and there

will be no fee to pay. There is no fee to pay for breaks they take, and they take breaks in line with the academic calendar in their local area. Usually, this includes a week for each of three half-term breaks during the year, two weeks over Christmas and Easter and usually the whole month of August. We will give you reasonable notice of these.

Cancellation by you – When we agree to work together, this session time becomes yours, and our psychotherapist will reserve this space for you. If you cannot attend a session or fail to turn up for a scheduled appointment, you are still liable to pay for that appointment, and no refund will be given. If you cannot attend, giving as much notice as possible is helpful, as our psychotherapist can sometimes offer an alternative session in the same week.

You can cancel continued ongoing support at any time by giving us at least 48 hours' notice. Any outstanding amounts become immediately payable upon cancellation.

Supervision and Training:

We reserve the right to charge for the supervision appointment if it is cancelled with less than 48 hours' notice of your failure to attend. Unless otherwise agreed, we can only reschedule an appointment once. Any further requests to reschedule an appointment will be charged at the full appointment fee.

Termination of Services

We reserve the right to terminate our services without notice for the following reasons:

- Persistent late payments
- The inappropriate or aggressive behaviour by parents or adult clients towards our staff
- You require a service that is not in our skill set.

In this case we will signpost you to more appropriate services. Upon termination all outstanding invoices become immediately payable.

Liability

We will only be responsible for any foreseeable loss or damage that you may suffer due to our breach of these Terms and Conditions or our negligence. Loss or damage is foreseeable if it is an obvious consequence of our breach or negligence or if it is contemplated by you and us when a contract with you is created. We will not be responsible for any loss or damage that is not foreseeable.

We provide all our assessment, psychological therapy and coaching services for your own personal and private use/purposes. We will not be liable to you for any loss of profit, loss of business, interruption of business or any loss of business opportunity.

Nothing in these Terms and Conditions is intended to or will exclude or limit our liability for death or personal injury caused by our negligence or for fraud or fraudulent misrepresentation.

Furthermore, if you are a "consumer" as defined by the Consumer Rights Act 2015, or a consumer for the purposes of any other consumer protection legislation, nothing in these Terms and Conditions is intended to or will exclude, limit, prejudice, or otherwise affect any of our duties or obligations to you, or your rights or remedies, or our liability to you, under the Consumer Rights Act 2015; the Consumer Contracts (Information and Additional Charges) Regulations 2013; the Consumer Protection Act 1987; and any other consumer protection legislation.

For more details of your legal rights, please refer to your local Citizens' Advice Bureau or Trading Standards Office.

We do not recommend or make any representation about the efficacy, appropriateness or suitability of any treatments, services or opinions. We cannot guarantee any outcome nor promise to provide a diagnosis.

Events Outside our Control

We shall not be liable for any failure or delay in performing our obligations where such failure or delay results from any cause that is beyond our reasonable control. Such causes include, but are not limited to, power failure, Internet Service Provider failure, industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, pandemic, epidemic, governmental action or any other event that is beyond our control.

Other Important Terms

If any part of this Agreement is found to be void or unenforceable by any Court of competent jurisdiction, such part shall be severed from this Agreement, which will otherwise remain in full force and effect.

The failure or delay by us at any time or for any period to enforce any one or more of these Terms and Conditions shall not be a waiver of them or a waiver of the right to enforce such Terms and Conditions on a future occasion.

You may not assign this Agreement or any rights or obligations under it without our written consent.

A person who is not a party to the Contract shall have no rights under the Contract according to the Contracts (Rights of Third Parties) Act 1999.

Our relationship with you will be governed by English law and will be subject to the exclusive jurisdiction of the English and Welsh Courts.

Agreement

Please complete this section to indicate your agreement with these Terms and Conditions

Please click the box

I have read the Terms and Conditions

Please sign

Example

Date

11 Mar 2024