

Communication *L i b e r a t i o n*

Speech Therapy

Personal Details

Name:

Address:

Mobile:

Email:

Date of birth:

Nationality and first language:

Occupation:

How you found out about Communication Liberation (please tick):

- Internet search (please list key words used)
- Association of Speech & Language Therapists in Independent Practice (ASLTIP) website (www.helpwithtalking.com)
- Communication Liberation website (www.communicationliberation.co.uk)
- City Lit Speech Therapy Department
- Secret Stammer ad
- Other (please describe)

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Client Agreement

This agreement is between Sarah Leach (the speech therapist), based at 5 Staple Inn, High Holborn, London WC1V 7QH, and _____ (the client).

It provides a written summary of the terms and conditions of the service provided.

Confidentiality

The speech therapist maintains client confidentiality and will only share information if the client has given consent for her to do so, or if there is an ethical or legal obligation to disclose information.

Package

The speech therapist reviews fees annually but will not increase the cost of a pre-paid package.

A speech therapy package includes:

- **an agreed number of one-to-one speech therapy sessions of up to 1 hour**, taken within an agreed timescale
- **recommendations and daily life practices** (eg online worksheets, handouts, videos, awareness exercises etc)
- **access to email support** between sessions for any practical queries relating to recommendations given (the speech therapist works part-time and aims to reply within 24 hours, within office hours Tuesdays, Wednesdays and Thursdays)
- **telephone liaison** of up to 15 minutes between the speech therapist and other relevant professionals (eg previous speech therapists), excluding written reports*
- **information on additional resources**, for further support.

*Fees for letters/reports are available on request.

Payment

The client must arrange advance payment, as agreed with the speech therapist, **before booking sessions online**.

Bookings and Completion Date

The client's speech therapy package runs from the date of the first session until the completion date, which is agreed in advance. **The client must book all pre-paid sessions online, before the agreed completion date**. It is the client's responsibility to book all sessions (at the agreed appointment times) at the start of the package, informing the speech therapist of any difficulties doing this. If the client chooses not to pre-book, the speech therapist cannot guarantee suitable appointment times will be available at a later date.

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Cancellations

The client can only reschedule an appointment free of charge if they first cancel the original appointment **via the online booking system** (using the link provided in the booking confirmation email), at least 24 hours in advance. If the client cancels giving **less than 24 hours notice, the missed session will be charged at the full rate.**

If the speech therapist has to cancel a session, she will extend the package completion date accordingly.

Punctuality

In order to make the most of the time available in sessions, the client is advised to **arrive on time** for each session. If the client arrives late, the speech therapist cannot extend the appointment beyond the allotted time.

Refunds

The speech therapist provides therapy in good faith, with the aim of benefiting the client, therefore the used proportion of a package is non-refundable. If at any point **before the completion date**, the client decides not to continue with therapy, the client can notify the speech therapist in writing, in order to claim a refund for the remainder of the package. The percentage refunded is the lesser of: a) the proportion of unused sessions in the package or b) the time left before the completion date of the package divided by the time between the first session and the completion date.

Agreement

The client confirms they agree to the above terms and conditions by signing below:

Signature

Name

_____/_____/_____

Date