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TERMS AND CONDITIONS

Payment:

Payment for all initial feeding contacts is required in full to secure the appointment. Consultations can be rescheduled for a mutually convenient time but are non-refundable once booked.

Payment for speech and language therapy assessments is due immediately following the session. Reports will only be issued after payment is received. Invoices and receipts can be provided. Payment can be made by cash or via bank transfer. Payment for regular speech therapy can be invoiced monthly at the end of each month.

Cancellation:

If you are unable to attend your appointment-

Requests to change your appointment must be received no later than 2 working days before the appointment. i.e. If your appointment is on a Tuesday then please contact no later than the Friday morning. Requests to reschedule an appointment must be emailed to team@feedeatspeak.co.uk. If you are having regular speech therapy then please notify your therapist also.

The full fee is payable for sessions cancelled or rearranged on shorter notice than this.

If you wish to cancel your appointment-

- If you cancel your appointment up to one week before the date/time of the appointment then you will receive a full refund minus a £20 administration fee
- If you cancel your appointment up to and including 3 working days before the appointment date and time. You will receive a refund of half the fee minus a £20 administration fee
- Appointments cancelled less than 2 working days before the appointment date/time will not be refunded.

We understand that circumstances change and in the case of an emergency, a refund may be given outside of these terms at the discretion of the Feed Eat Speak team

If you are entitled to a refund please contact team@feedeatspeak.co.uk with the following details:

Full name of account holder

Bank name

Sort code

Account number

The full fee is payable for sessions cancelled or rearranged on shorter notice than this

We understand that circumstances change and in the case of an emergency, a refund may be given at the discretion of the therapist. Any refund will be subject to a small fee to cover the cost of the transaction.

Private health insurance:

Not all Feed Eat Speak therapists are registered with all insurance companies. If you want to use insurance to pay please let us know prior to the first assessment to confirm we are registered. Please contact your insurance company prior to your appointment as you will need to provide an authorisation code for assessment or treatment in advance of the appointment. We can not claim back on your behalf after the session.

Confidentiality & Safeguarding:

All discussions which take place between you and your Feed Eat Speak therapist are confidential and will not be shared. Feed Eat Speak will not share any information with a third party without your permission. However, if a Feed Eat Speak therapist believes there is an issue of child welfare, or that a parent/carer is a danger to themselves or others this information may need to be passed on to an appropriate source regardless of permission.

GDPR:

Please also take note of our [GDPR Policy](#) which can be found on our website.

Liaison with NHS SLT/NHS teams

In the case where there is an NHS SLT involved in your child's care it is our professional duty to notify them of our involvement. It is best practice to share all information regarding your child's care.

These terms and conditions are subject to change without notice. If any changes arise, these will be posted on the website.