



Terms and Conditions

1. Fees

Standard Speech Assessment*: £200

Children for whom the sole concern is speech (including articulation, fluency and voice) are well suited for a standard speech assessment. A standard speech assessment includes the following:

- A 45 to 60 minute face-to-face session in your home, your child's educational setting, or a clinic space in Kendal town centre.¹
- Review of the parent questionnaire and discussion with you.
- Review of relevant educational reports, medical and/or developmental assessments and clinic letters (provided by you).
- Standardised and/or non-standardised speech assessment tasks as appropriate.
- A language screening.
- A functional or passive oral motor observation.
- Verbal feedback during the assessment appointment.
- Liaising with other professionals involved in your child's care where appropriate.

Following our appointment, up to two hours will be spent analysing assessment information and writing a detailed speech assessment report.

Comprehensive Assessment of EITHER Feeding OR Communication*: £275

The initial assessment is a collaborative process where information from you about your child's development and skills in different settings is combined with what is clinically observed during the assessment appointment. A comprehensive assessment includes the following:

- A 60 to 90 minute face-to-face session in your home or your child's educational setting. Depending on the age and needs of your child, there may be an option for the assessment to take place in a clinic space in Kendal town centre.¹
- Review of the parent questionnaire(s) and discussion with you.
- Review of relevant educational reports, medical and/or developmental assessments and clinic letters (provided by you).
- Informal assessment through conversation with you and observation of your child during play and/or structured tasks as appropriate.
- Standardised and/or non-standardised assessment tasks as appropriate.
- A functional and/or passive oral motor and mealtime assessment when relevant.
- Verbal feedback during the assessment appointment.
- Liaising with other professionals involved in your child's care where appropriate.

¹ If further assessment time or an additional assessment session is required, this will be charged at the rate of £72.50 per 45 minutes pro rata.



Terms and Conditions

Following our appointment, up to three hours will be spent analysing assessment information and writing a detailed assessment report.

Comprehensive Assessment of Feeding AND Communication*: £400

Assessment of both your child's feeding and communication skills involves a two to two-and-a-half hour face-to-face session in your home or your child's educational setting and includes all the components of a comprehensive assessment listed above. This will be completed as either an extended single session or two shorter sessions based on the needs of your child.¹ Following our appointment(s), up to four hours will be spent analysing assessment information and writing a detailed assessment report.

***Children who have recently had an assessment with another qualified Speech & Language Therapist**

Prior to starting therapy all children will need to have an assessment. In some instances South Lakes Speech & Language Therapy may be able to accept a recent assessment from another qualified speech and language therapist. Please see the Terms and Conditions Addendum for South Lakes Speech & Language Therapy's initial appointment prices in instances where an initial assessment from another qualified speech and language therapist is accepted.

Therapy Sessions

Therapy sessions are approximately 45 minutes in duration and include discussion with you (or the person responsible for your child during the session) as well as written advice. The fee also includes time spent outside of the session planning, liaising with parents and professionals, and record keeping.

In-person, telephone and video sessions: £72.50^{2 3}

Re-Assessment Sessions

Most children benefit from an annual re-assessment to update their progress and targets. Your speech and language therapist will discuss this with you if they feel a re-assessment is necessary. Re-assessments take place during your child's regularly scheduled therapy sessions and are charged at the regular session rate. Depending on what is involved in the re-assessment, it may take place over multiple appointments.

Following the re-assessment, you will receive a brief written summary of your child's re-assessment results. **You will be charged £60 for the re-assessment summary.** The fee includes time spent outside of the session analysing results and writing the re-assessment summary. If a detailed report

² If an extended session is required, this will be charged at the rate of £72.50 per 45 minutes pro rata.

³ Children seen as a part of a speech and language group and siblings seen jointly will receive a 10% discount on the therapy session rate.



Terms and Conditions

is required, a separate report writing fee will be charged (please see Bespoke Therapy Programs and Summaries).

Attendance at Case Conferences, Multidisciplinary Meetings and Other Related Discussions

At your request, South Lakes Speech & Language Therapy is able to attend professionals meetings related to your child. The fee for attendance at a professionals meeting includes time spent outside of the session preparing information South Lakes Speech & Language Therapy may be asked to discuss and record keeping. It does not include time spent outside of the meeting contributing to documentation provided by another professional body which will be charged separately (please see Bespoke Therapy Programs and Summaries).

In-person, telephone and video sessions: £72.50 per 45 minutes pro rata

Workshops

Workshops are individually tailored to meet the needs of the attendees, and prices are based on the specific workshop and requirements of those attending. Please contact South Lakes Speech & Language Therapy to discuss your requirements.

Education Settings

Service packages for nursery, preschool and school settings are individually tailored to meet the needs of your setting. Please contact South Lakes Speech & Language Therapy to discuss your requirements.

Travel and Clinic Room Hire

Travel costs are in addition to the above session costs. There is no charge for the first 15 minutes of travel. After that, the **remainder of the round trip travel is charged at £10.00 per 15 minutes of travel** (pro rata) based on Google Maps' fastest estimate. If South Lakes Speech & Language Therapy is able to see another child in your area on the same day at a similar time, each family's travel cost may be reduced by up to 50%.

Depending on the age and needs of your child, there may be an option for South Lakes Speech & Language Therapy to reserve a clinic space in Kendal town centre specifically for your child's session; the room hire charge, payable by you, would be in lieu of the travel charge. South Lakes Speech & Language Therapy will discuss this option with you if it is appropriate for your child.

Room hire: from £7.50 per 45 minutes or part thereof⁴

⁴ The room hire charge is set by a third party and subject to change without notice up until your appointment date and time is confirmed.



Terms and Conditions

Preparation of Child Specific Materials

This includes, but is not limited to, sourcing and creating homework sheets and communication tools and materials.

£10.00 per 15 minutes pro rata

Bespoke Therapy Programs and Summaries

This includes, but is not limited to, writing home or education setting therapy programs and targets, contributing to a child's EHCP, and writing a progress summary or re-assessment report.

£60.00 per hour pro rata

Fee Changes

Fees are subject to change. Existing clients will be given four weeks' notice of any fee changes. Fee changes will not apply to sessions that have already been booked or invoiced.

2. Payment Terms

BACS is the preferred method of Payment. Please use the following details and put your child's name as the reference.

Name	Elizabeth Thompson
Bank	Santander
Sort Code	09-01-30
Account	07800533

Initial Appointment

A payment of 50% of the total invoice is required two working days prior to the initial appointment to confirm the appointment. This will be subtracted from the final invoice. The remaining balance is requested no later than five days after the initial appointment. The assessment report and any other written feedback will be provided following receipt of payment in full.

Therapy sessions

An invoice will be issued at the end of each calendar month. Payment in full is requested no later than the fifth day of the following calendar month. Any additional charges, such as time spent preparing child specific materials, will be included on this invoice. In the case of late payment, no further bookings will be made until payment has been received for sessions that have already taken place.



Terms and Conditions

Workshops and Education Settings

Please speak directly with South Lakes Speech & Language Therapy about payment terms and conditions for workshops and service packages for education settings.

Late Payment

If you are unable to make payment by the payment due date, please discuss this with South Lakes Speech & Language Therapy in advance. Unless otherwise agreed, there is a 10% surcharge on all late payments.

If payment is not made, the procedure will be:

- A reminder of the overdue payment will be sent and services suspended pending full payment.
- If payment is not received within five days of the reminder, South Lakes Speech & Language Therapy reserves the right to refer the matter to small claims court or a solicitor with a view to commencing legal action, and your child's services with South Lakes Speech & Language Therapy will be terminated. Any fees associated with collecting late payment will be payable by you.
- If there are repeated instances of late payment, South Lakes Speech & Language Therapy reserves the right to terminate services without further notice.

Private Health Insurance

Parents using private health insurance are responsible for settling their invoice with South Lakes Speech & Language Therapy and then claiming from the insurer concerned. It is advisable to check the level and nature of your insurance coverage before agreeing to services with South Lakes Speech & Language Therapy. We do not work directly with private insurance companies and payment for booked sessions is your responsibility.

3. Non-Attendance and Cancellations

It is your responsibility to inform South Lakes Speech & Language Therapy if you are not going to be in or if your child is not going to be at nursery or school for an arranged visit. In the case of non-attendance, the full fee is payable for the session plus travel time. Special circumstances will be taken into account at the discretion of South Lakes Speech & Language Therapy.



Terms and Conditions

a) Non-attendance includes:

- If you are not in when South Lakes Speech & Language Therapy comes to an arranged appointment at your home or other agreed upon location.
- If your child is not at nursery or school when South Lakes Speech & Language Therapy attends for an arranged visit (in lieu of direct therapy with your child, we will offer to speak with your child's teacher during the arranged therapy time to discuss current levels and strategies that can be implemented in setting).
- If you do not attend a planned telephone or video session.

b) Cancellations:

If you need to cancel an appointment, please notify South Lakes Speech & Language Therapy as soon as possible. Cancellations require at least one working day's notice or full payment will be required. Special circumstances will be taken into account at our discretion.

The room hire charge associated with appointments booked in the Kendal clinic space is payable to a third party and non-refundable once booked. Therefore, you are responsible for the room hire charge once booked regardless of the reason or amount of notice given when cancelling an appointment.

In the rare case that South Lakes Speech & Language Therapy needs to cancel a booked appointment, we will notify you as soon as possible and your session will be reorganized at a time convenient to you. South Lakes Speech & Language Therapy cannot however, accept liability for inconvenience or any expense you've incurred in connection with the appointment.

4. Termination of Therapy

It is South Lakes Speech & Language Therapy's professional duty to review the progress of all children on our caseload on a regular basis. If we feel that therapy is no longer required or that it is not proving effective, this will be discussed with you and a recommendation may be made to either discontinue speech and language therapy or take a break from therapy to give your child time to consolidate skills before continuing.

There is no ongoing commitment from either party to continue services. If South Lakes Speech & Language Therapy is no longer able to provide services to your child due to personal or other circumstances, we will, when possible, give you two weeks' notice before discontinuing services. Parents may choose to discontinue therapy services at any time. Any outstanding balance must be paid within five calendar days of discontinuing therapy services.



Terms and Conditions

5. Disclaimer

The speech, language, and feeding therapy services provided by South Lakes Speech & Language Therapy are intended to support a child's communication, speech and/or feeding development through individualized, professional assessment and intervention. These services are delivered by a qualified speech and language therapist. They are not a substitute for medical, psychological, neurological, nutritional, or educational evaluations conducted by licensed specialists in those fields. Families are responsible for seeking additional evaluations and services when recommended.

All therapeutic recommendations are based on the clinician's professional judgment and the information available at the time of assessment and intervention. No guarantees can be made regarding the degree of progress, rate of improvement, or overall outcomes of therapy. Speech, language, and communication disorders and paediatric feeding difficulties vary significantly among individuals, and some conditions may show limited improvement or may not improve despite appropriate intervention.

Parents and caregivers agree to provide accurate and complete medical, developmental, nutritional, educational, and behavioral information to ensure appropriate treatment planning. They acknowledge that successful progress often relies on factors outside the clinician's control, including attendance, consistency of home and education setting practice, co-occurring conditions, family involvement, and the child's unique profile and individual responsiveness to intervention.

6. Data Protection

South Lakes Speech & Language Therapy is registered with the Information Commissioner's Office (ICO) as a Data Controller. All personal and clinical data is held securely and treated confidentially according to the General Data Protection Regulations and the Data Protection Act 1988. In accordance with law, all records will be kept securely until your child's 25th birthday. After this time, all records relating to your child will be securely destroyed. You may apply in writing to access a copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.

With the exception of safeguarding concerns, South Lakes Speech & Language Therapy will only discuss your child's case with other professionals or share information with your consent. In most instances (with the exception of safeguarding), we ask that you be responsible for sharing your child's information from South Lakes Speech & Language Therapy with other professionals involved in your child's care.

Please refer to the South Lakes Speech & Language Therapy Privacy Notice for further information.



Terms and Conditions

7. Electronic Communication

With your consent, email, WhatsApp, and text messaging will be used for correspondence and to send letters, reports, and other documents. Documents sent to you electronically will be protected with a password that will be given to you.

If you choose to have video appointments, the video call will be via Zoom, WhatsApp, or FaceTime. All platforms are end-to-end encrypted and generally considered private and secure; however, South Lakes Speech & Language Therapy cannot guarantee or be held responsible for the privacy or security of our call. Please do not record our call or take screen shots without prior written consent.

8. Safeguarding

- a) Therapists have an enhanced DBS certificate which service users may review upon request.
- b) In the event of a safeguarding concern, where your child or another person is at risk of harm, therapists have a legal obligation to share that information with the relevant professionals in line with the Safeguarding Children's Act 2004.
- c) Unless otherwise agreed, you, the parent, or another adult with responsibility for your child, must remain present during all sessions with South Lakes Speech & Language Therapy.

9. Complaints Procedure

If you have any issues or concerns, you are encouraged to raise these with South Lakes Speech & Language Therapy directly at the earliest opportunity.

If we are unable to resolve the difficulty, then you may wish to take your concern to the Association of Speech and Language Therapists in Independent Practice (ASLTIP) - asltip.com.

If you are not satisfied with the outcome of the ASLTIP complaints procedure, then you may wish to refer your complaint to the Health and Care Professions Council (HCPC) which is the regulatory body for speech and language therapists - www.hcpc-uk.org/concerns/raising-concerns.



Terms and Conditions Addendum

Prior to starting therapy all children will need to have an assessment. In some instances South Lakes Speech & Language Therapy may be able to accept a recent assessment from another qualified speech and language therapist. Please see below for South Lakes Speech & Language Therapy's initial appointment prices in instances where an initial assessment from another qualified speech and language therapist is accepted.

Initial Speech Appointment

If another therapist's speech assessment is accepted, the charge for South Lakes Speech & Language Therapy's initial speech appointment is £125. This charge includes the following:

- A 45 minute face-to-face session in your home, your child's educational setting, or a clinic space in Kendal town centre.¹
- Review of the parent questionnaire and discussion with you.
- Review of your child's previous speech assessment as well as relevant educational reports, medical and/or developmental assessments and clinic letters (provided by you).
- Screening of your child's speech skills through conversation with you and observation of your child during play and/or structured tasks as appropriate.
- Liaising with other professionals involved in your child's care where appropriate.

Following our appointment, up to one and-a-half hours will be spent analysing previous assessment results, correlating these with what was discussed and observed during our appointment, and generating a written summary.

Initial Communication-Focused Appointment

If another therapist's communication assessment is accepted, the charge for South Lakes Speech & Language Therapy's initial communication-focused appointment with you and your child is £200. This charge includes the following:

- A 60 minute face-to-face session in your home or your child's education setting. Depending on the age and needs of your child, there may be an option for the session to take place in a clinic space in Kendal town centre.¹
- Review of the parent questionnaire and discussion with you.
- Review of your child's previous speech and language assessment as well as relevant educational reports, medical and/or developmental assessments and clinic letters (provided by you).

¹ If further time or an additional assessment session is required, this will be charged at the rate of £72.50 per 45 minutes pro rata.



Terms and Conditions Addendum

- Screening of your child's communication skills through conversation with you, observation and/or structured tasks, as appropriate.
- Liaising with other professionals involved in your child's care where appropriate.

Following our appointment, up to two hours will be spent analyzing previous assessment results, correlating these with what was discussed and observed during our appointment, and generating a written summary.

Initial Communication-Focused Appointment AND Feeding Assessment

For children needing both a communication and feeding assessment, a recent communication assessment from another qualified speech and language therapist may be able to be accepted. However, South Lakes Speech & Language Therapy will need to complete a full mealtime assessment regardless of whether or not your child has recently had a feeding assessment. In this instance, the charge for South Lakes Speech & Language Therapy's initial communication and feeding appointment with you and your child is £325. This charge includes the following:

- A two hour face-to-face session in your home or your child's educational setting.¹
- Review of the parent questionnaires and discussion with you.
- Review of your child's previous speech and language assessment as well as relevant educational reports, medical and/or developmental assessments and clinic letters (provided by you).
- Screening of your child's communication skills through conversation with you, observation and/or structured tasks, as appropriate.
- A functional and/or passive oral motor assessment.
- A mealtime assessment.
- Verbal feedback during the assessment appointment.

Following our appointment, up to three hours will be spent analysing feeding assessment results, correlating previous communication assessment results with what was discussed and observed during our appointment, and generating a written summary.