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Acorn Autism Specialists Ltd

Terms and Conditions of Business

Version: April 2026 | Review Date: April 2027

These Terms and Conditions of Business are between **Acorn Autism Specialists Ltd** ("Us/We/Our") and the employing client and/or the recipient of services ("You"). By booking an appointment or using our services, you agree to be bound by these terms.

1 Our Obligations

- We are a private autism diagnostic service, specialising in autism diagnosis, and pre- and post-diagnostic support.
- We provide a service for children from 3 years and upwards, adolescents and adults.
- We provide "gold standard" autism assessment and will provide you with a detailed written report confirming whether or not you meet the criteria for an Autism Spectrum Disorder (ASD). Please note: an assessment does not automatically result in a diagnosis.
- We are not obliged to accept you as a client if we judge that we are not the right service to support you. We do not have to give reasons for declining to accept a referral, and we reserve the right to cease working with you at any time if we consider it no longer appropriate to do so. In such circumstances, we will where possible direct you to your GP for onward referral.

2 Our Clinicians

- Acorn Autism Specialists engages Health and Care Professions Council (HCPC) registered professionals, all of whom are subject to Enhanced Disclosure and Barring Service (DBS) checks in accordance with applicable safeguarding legislation.
- Certain components of the autism assessment may be delivered by experienced associate professionals who are subcontracted healthcare professionals with specialist expertise in neurodivergence.
- When providing such services, associate professionals shall act as joint data controllers within the meaning of the UK General Data Protection Regulation (UK GDPR), and shall share responsibility for the lawful processing of personal data.

3 Your Obligations

You agree that:

- You will provide full, accurate, and up-to-date information to us at all times.
- You will notify us of any changes to your details, particularly if they may affect your safety or suitability for our service, including changes to medication or involvement with other services.
- You will notify us promptly if you need to cancel or reschedule any appointment.



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- You will complete a Client Registration Form prior to your assessment appointment. Please note that an appointment date and time cannot be confirmed until this form has been received and completed in full.
- You will complete and return all relevant documentation requested by Acorn Autism Specialists Ltd (such as external professional reports) before the appointment date, to ensure we have all information necessary to support the assessment process.

4 Cancellation and Lateness

- We understand that sometimes it is necessary to cancel appointments. If you need to cancel for any reason, we ask that you give us at least 10 working days' notice.
- If you need to cancel at short notice, please contact us by email or telephone at least 48 hours before your scheduled appointment. Please be aware that a 50% cancellation fee may apply if Acorn Autism Specialists is unable to fill the vacated appointment slot.
- Email: info@acorn-autism.co.uk
- If you are unable to attend your appointment, please let us know at the earliest opportunity.
- If we need to cancel an appointment for any reason, we will endeavour to reschedule as quickly as possible at no cost to you.
- To provide the best possible service to all clients, please contact us as soon as possible if you are running late, so we can make appropriate arrangements to accommodate you.
- If you are more than 45 minutes late for your appointment without prior notification, we may treat this as a failure to attend, in which case you will not be eligible for a refund.

5 Fees and Payment Terms

- Our standard fees are communicated to you at the time of booking and may be amended from time to time.
- A non-refundable deposit of £200 is required to secure and confirm your appointment date.
- All appointments and services are chargeable. Payment in full is required at least 10 working days before your initial assessment appointment.
- You will receive an invoice by email prior to your appointment. Full payment must be received before your appointment date.
- Please be aware that your appointment may be at risk and cancellation terms may apply if full payment is not received by the required date.
- It is your responsibility to ensure payments are made on time. If you are experiencing difficulty making payment, please contact us as soon as possible so we can discuss a payment plan.
- Where payment is made by a third party on your behalf (e.g. parent, guardian, or employer), you are responsible for ensuring that third party complies with these terms, including payment obligations.
- In the exceptional circumstances that an appointment proceeds without full payment having been received, the full outstanding balance must be paid immediately. We reserve the right to take whatever action is necessary to recover sums owed.



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Finance via Payl8r: If you choose to apply for finance through Payl8r, your financial obligations are between you (the client) and Payl8r (the finance provider). Acorn Autism Specialists Ltd acts as a credit broker of Social Money Ltd t/a Payl8r in all Payl8r-related transactions. Please ensure you read the Payl8r terms and conditions and satisfy yourself that you can afford the repayment options before accepting any finance offer.

6 Access and Accessibility

- Our primary clinic is located in a converted stable in the Essex countryside. Whilst this is a beautiful and quiet setting with easy parking, the building currently has limited accessibility. There are steps at the entrance for which we do not yet have a ramp or grab rail, and bathroom facilities are not wheelchair accessible.
- If you or anyone attending the assessment with you has a mobility impairment or any other access requirement, please inform us before your appointment. We will discuss your needs and, where necessary, arrange for the assessment to take place at one of our wheelchair-accessible alternative venues.
- Please also note that the assessment room has a beam at approximately 6 feet in height. Clients over 6 feet tall should take care when moving around the room.

7 Non-Client Payers

- If you are not the client but have engaged us on a client's behalf, or have otherwise made payment on behalf of a client, you agree to be bound by all provisions of these terms, including any applicable cancellation fees.

8 Confidentiality and Data Protection

- We manage all personal data in accordance with applicable data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.
- By using our services, you consent to us storing and processing your personal data in accordance with our Privacy Policy, Data Protection Policy, and GDPR Policy, all of which are available on our website at www.acorn-autism.co.uk.
- All information is held in strict confidence and will not be disclosed to any third party without your express written consent (for example, sharing your assessment report with your GP).
- There are limited exceptional circumstances in which we may be legally required to disclose information without your consent. These include: where you disclose information suggesting a serious risk of harm to yourself or others; information relating to terrorism or serious crime; or where we are required under child protection legislation to report a safeguarding concern. By accepting these terms, you acknowledge that we are legally obligated to act in such circumstances.
- Acorn Autism Specialists adopts a multi-disciplinary approach to the diagnostic assessment of possible autism. Our core clinical team may therefore collaborate with registered professional colleagues within Acorn Autism Specialists where a differential diagnosis is clinically appropriate (in accordance with NICE Guideline 1.1.3).



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9 Children, Young People and Consent

- In law, healthcare professionals require consent from only one person with parental responsibility to undertake an assessment or provide treatment. However, Acorn Autism Specialists seeks consent from both parents or carers with parental responsibility wherever this is reasonably possible.
- Individuals aged 16 and over are entitled to consent to their own engagement with our service. Children under 16 may also provide valid consent if they are assessed as having sufficient intelligence and maturity to understand and make informed decisions about their involvement (in accordance with Gillick competence principles). This may extend to a young person refusing assessment, restricting disclosure of their records to third parties (including family members), or refusing to allow communication with their parents without their consent.
- You acknowledge that Acorn Autism Specialists will be subject to obligations of confidentiality in such circumstances and that we shall have no liability where we are required to act in accordance with the young person's expressed wishes.

10 Making a Complaint

If you are dissatisfied with any aspect of our service, we encourage you to contact us. Your feedback is important to us and helps us continuously improve.

We aim to:

- Make it straightforward for you to raise a complaint
- Give every complaint the serious consideration it deserves
- Resolve complaints as quickly as possible

Please send all complaints to our Complaints Lead:

Dr Sarah Clayton

In writing: Suite A, Bridgefoot Studios, Kelvedon, CO5 9BE

By email: info@acorn-autism.co.uk

By telephone: 01376 402284

- We aim to acknowledge your complaint within three business days. We will keep you informed of progress throughout, and aim to resolve all complaints as quickly as practically possible, recognising that more complex matters may take longer.
- Please refer to our full Complaints Policy available on our website for further information.

11 Liability

- We accept liability for the actions of all persons in our direct employ where such actions arise directly from their employment.
- Nothing in these terms shall limit or exclude our liability for death or personal injury caused by our negligence, or any other liability that cannot lawfully be excluded or limited.



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- Subject to the above, we shall not under any circumstances be liable for indirect or consequential loss. Our total liability to you in respect of all other losses arising under these terms shall not exceed the total fees paid by you in the year in which the loss arose.
- We shall not be liable for any delay or failure to perform our obligations arising from circumstances beyond our reasonable control, including (without limitation) acts of God, extreme weather, pandemic, or government-imposed restrictions.
- We hold Public and Employers Liability insurance to indemnify against costs arising from proven acts for which we can be held liable in law.

12 Miscellaneous

- These terms constitute the entire agreement between Acorn Autism Specialists Ltd and you, the client, and supersede all previous agreements.
- Any variation to these terms shall only be binding when agreed by us and confirmed to you in writing (including by email). You may not unilaterally vary these terms.
- In the event that any provision of these terms is found to be unenforceable or invalid, the remaining provisions shall continue in full force and effect.
- These terms and conditions shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.



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Terms and Conditions – Acorn Autism Website

Welcome to the Acorn Autism Specialists website (www.acorn-autism.co.uk). By continuing to browse and use this website, you agree to comply with and be bound by the following terms of use, which together with our Privacy Policy govern Acorn Autism Specialists' relationship with you in relation to this website. The term 'Acorn Autism Specialists', 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

- The content of the pages of this website is for general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors, and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk. It is your responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material owned by or licensed to us, including (but not limited to) design, layout, appearance and graphics. Reproduction is prohibited except in accordance with the copyright notice forming part of these terms.
- All trademarks reproduced on this website that are not owned by or licensed to us are acknowledged on the site.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time, this website may include links to external websites. These links are provided for convenience and to provide further information only. They do not signify our endorsement of those sites. We have no responsibility for the content of linked websites.
- Your use of this website and any dispute arising from such use is subject to the laws of England, Northern Ireland, Scotland and Wales.

Contact Us

If you have any questions about these Terms and Conditions, please contact us:

Email: info@acorn-autism.co.uk

Telephone: 01376 402284

Website: www.acorn-autism.co.uk

Post: Suite A, Bridgefoot Studios, Kelvedon, CO5 9BE

Company Registration Number: 13511294

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