



# Excel SLT

## Terms and Conditions

The terms and conditions of Excel SLT Limited are set out to confirm that both parties understand the speech and language therapy services to be carried out, the costs involved, the time scale set for payments and the issues regarding data protection.

All client contact details and sensitive data information provided by or related to a client is always treated as strictly confidential. Excel SLT Limited will never intentionally divulge, disclose or communicate client information.

### Fees:

£85.00 per hour plus travel mileage at £0.50 pence per mile.

These rates will be charged for all professional time which may include:

- Speech and Language Therapy assessment and treatment visits, follow-ups and meetings.
- Communications - telephone calls, emails and text messages.
- Record keeping - hand written and typed documentation, file note entries, reports, programmes, letters and equipment orders.
- Preparations - reading documentation, lengthy emails, sourcing equipment and services.

### Payment of Fees:

• Assessment and therapy sessions are payable 48hrs ahead of each session to be received by bank transfer.

### Cancellation Policy:

Please note that a standard charge of the full fee for the session is made for missed appointments unless 1 working day (24 hours' notice) is given; exceptions will be made in the case of the onset of illness within that time when any expenses incurred by the therapist prior to notice will be charged for.

We will endeavour to give you as much advance notice as possible in terms of holidays or of any need to cancel a future appointment.

### Data Protection:

Please see the Privacy Statement on our website for full details of our Data Protection practices and your rights.

### Complaints Policy:

Whilst we sincerely wish that there will not be cause for complaint, we require any concern or complaint to be made in writing in the first instance and sent to [Lindsay@excelslt.com](mailto:Lindsay@excelslt.com)