



# Green Shoots

EDUCATION SUPPORT

## Terms and Conditions

Updated August 2023

These terms and conditions apply to all services provided by Green Shoots Education Support.

### 1. Fees

- 1.1 Current charges are outlined on our website. The scale of fees is subject to periodic review and the website will be updated accordingly.
- 1.2 The specific charges for the services you require will be confirmed for acceptance by you in advance of any appointment.

### 2. Payment

- 2.1 For individuals requesting an initial appointment or assessment package, payment is required in advance. An invoice will be issued once the session arrangements are in place.
- 2.2 Ongoing services, such as interventions or tutoring, will be charged following each session or monthly unless otherwise agreed.
- 2.3 For organisations booking our services, fees due will be invoiced at the end of the calendar month to which they relate.
- 2.4 Assessment reports will only be released once payment has been received and funds have cleared.

- 2.5 Payment should be made by electronic bank transfer unless otherwise agreed.
- 2.6 Payment is due by the date stated on the invoice. An administration charge of £25 may be added if the invoiced payment is overdue.
- 2.7 Upon request, receipts will be issued once payment has been received.

### 3. Cancellation

- 3.1 It is the parent's responsibility to contact Green Shoots Education as soon as possible if a booking needs to be cancelled or changed.
- 3.2 If you fail to attend an appointment at the agreed date/time without informing us in advance, you will still be expected to pay the full fee (including venue charge if applicable), to which I reserve the right to add a charge for time and travel costs if I have travelled to a meeting venue.
- 3.3 If an appointment is cancelled by me at any time, you may expect the earliest possible notification from me and the offer of an alternative date and time. Should this alternative not be acceptable, I will fully refund any amount paid in advance.
- 3.4 The following notice periods are required to cancel or rearrange any appointment. If less notice is given, I may if reasonably possible reallocate the scheduled session to another client, but failing such reallocation I reserve the right to charge you the full fee (including venue charge if applicable).
  - Assessment appointments: 2 weeks notice
  - Any other appointments: 48 hours notice

### 4. Assessments and Reports

- 4.1 Assessments will only take place following signed consent from parents or guardians.

- 4.2 Any comment, advice, recommendation etc given in an assessment or assessment report must be taken as an expression of my professional opinion within the scope of my own knowledge and experience, and is not to be treated as offering opinion or diagnosis belonging in the domain of professionals/practitioners in other spheres, eg medical, legal etc.
- 4.3 In normal circumstances, a completed report can be expected within 3 weeks of any assessment.
- 4.4 The report will reflect the findings on the day of the assessment and should be seen as representing the child's current abilities on the particular tests administered.

## 5. Complaints

- 5.1 I aim to provide a positive experience at all times. If you are unhappy with the service you have received, then please contact me as soon as possible.
- 5.2 My policy and intention in the event of any complaint will be
  - To treat it as confidential
  - To deal with it thoroughly and fairly
  - To respond within 5 working days of receipt

## 6. Insurance

- 6.1 All my services are covered by insurance policies including:
  - Public liability insurance £1,000,000
  - Professional indemnity insurance £1,000,000
- 6.2 Insurance documents can be viewed upon request.