Dyslexia Edge

Terms and Conditions - April 2025

Booking and Payment

A deposit of 50% of the total amount is required when booking to secure the date and time. A 14-day cooling off period will be available for every booking, during which time the deposit will be refunded. After the 14-day period, deposits will not be refunded.

The remaining assessment fee (50%) is due 48 hours before the assessment. If payment is not made, the assessment will be cancelled, and the deposit will be retained by Dyslexia Edge.

Payments can be made by cash or bank transfer.

Cancellations

All cancellations must be made in writing to [dyslexia.edge@gmail.com](mailto:dyslexia.edge@gmail.com)

Cancellations made within 14 days of booking will be fully refunded. Where cancellations are made after the 14-day cooling off period, the 50% deposit will not be refunded.

Cancellation by the assessor

Dyslexia Edge reserves the right to cancel bookings in the event of severe weather conditions, illness, or any other unforeseen emergency.

The assessor will endeavour to give clients a minimum of 24 hours’ notice and to reschedule the assessment as soon as possible. Full refunds will be given if a new date is not suitable.

Pre-assessment

Prior to assessment, background information from the learner/parent/education setting will be collected and processed. The assessment may be cancelled if this information is not provided. Additional telephone correspondence may be required to gain a clear picture of the information provided.

A sight test must be completed by an optician within 12 months prior to assessment. An up-to-date hearing test is also recommended.

Assessment

Assessments will take place in Fiona’s residence. The assessment room will only be accessible by the student and the assessor. Parents may wait in the adjoining room for the duration of the assessment if they wish. This will be arranged prior to assessment. They will be able to see the assessment taking place but will not be allowed to contribute in any way. The assessment process may take 3-4 hours. Toilet facilities are available.

Assessments are also completed at the client’s residence, subject to a suitable test environment being made available. This will be discussed with the client at the time of booking.

If further testing or information is required following the assessment, this will be discussed on an individual basis.

Report

A written report will be provided within 28 days of the assessment.

Code of Ethics

Fiona is a member of the British Dyslexia Association (BDA) and must adhere to the BDA Code of Ethics. This is available on their website <https://www.bdadyslexia.org.uk/>

Disclaimer

Please be aware that an assessment does not guarantee that a dyslexia diagnosis will be made. Signposting for further services or assessment will be made in the written report where appropriate.

Updates to Terms and Conditions

Dyslexia Edge reserves the right to modify the terms and conditions at any time. Changes will take effect immediately upon publishing.