



Client Terms of Service

1. Introduction

These Terms of Service set out the agreement between Roots Education Limited (“we”, “our”, “us”) and the client (“you”, “your”), including parents, carers, schools, and professionals engaging our SEND consultancy services.

By booking or receiving services from Roots Education Limited, you agree to these terms.

Our aim is to work collaboratively, respectfully, and transparently to support children and young people with Special Educational Needs and Disabilities (SEND).

2. Services Provided

- Roots Education Limited offers:
- SEND consultancy and advice
- Assessment and observation
- Parent/carers coaching
- School-based support and training
- Report writing and recommendations
- Workshops and professional development

Full service descriptions are available on our website.

3. Booking & Confirmation

3.1 Enquiries

Enquiries can be made via our website, email or direct contact.

3.2 Booking

A booking is confirmed when:

- A date/time is agreed
- Written confirmation is sent
- Any required documentation is provided

3.3 For Schools

A service agreement or purchase order may be required before work begins.



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4. Fees & Payment

4.1 Fees

Fees are communicated clearly before booking and may vary depending on:

- Type of service
- Duration
- Travel requirements
- Report writing time

4.2 Invoicing

Invoices are issued electronically and must be paid within 7 days unless otherwise agreed.

4.3 Late Payments

Late payments may result in:

- Suspension of services
- Additional administrative charges
- Cancellation of future bookings

4.4 Schools

Payment terms for schools follow agreed commissioning arrangements.

5. Cancellation & Refunds

5.1 Client Cancellation

If you need to cancel:

- More than 48 hours' notice: no charge
- Less than 48 hours' notice: 50% fee
- Less than 24 hours' notice: full fee

5.2 Roots Education Cancellation

If we must cancel due to illness, emergency or unforeseen circumstances:

- We will notify you as soon as possible
- We will offer an alternative date
- No cancellation fee will apply



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5.3 Refunds

Refunds are issued only where applicable and at the discretion of Roots Education Limited.

6. Safeguarding & Child Protection

Roots Education Limited prioritises the safety and wellbeing of all children. For further safeguarding information, see our Safeguarding Policy,

7. Data Protection & Confidentiality

7.1 Data Protection

We comply with:

- UK GDPR
- Data Protection Act 2018

7.2 Confidentiality

All information shared with us is treated confidentially except where safeguarding or legal obligations require disclosure.

7.3 Storage

Data is stored securely using encrypted systems. Full details are available in our Data Protection Policy.

8. Reports & Documentation

8.1 Ownership

Reports produced by Roots Education Limited remain our intellectual property but are licensed for your personal or professional use.

8.2 Distribution

You may share reports with schools, professionals or agencies supporting your child.

8.3 Accuracy

Reports are based on the information available at the time. We are not responsible for decisions made by third parties using our reports.



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9. Professional Boundaries

Roots Education Limited maintains clear professional boundaries at all times.

Clients agree to:

- Communicate respectfully
- Use professional channels (email, phone)
- Avoid personal messaging apps
- Respect staff privacy and working hours

10. Remote & Digital Services

For online sessions:

- A parent/carer must be present for child sessions
- Secure platforms will be used
- Sessions may not be recorded without explicit consent
- Screens must not be visible to others

11. Liability

Roots Education Limited will:

- Provide services with reasonable skill and care
- Act in the best interests of the child
- Follow professional and safeguarding standards

We are not liable for:

- Decisions made by schools, local authorities or other agencies
- Outcomes dependent on third-party actions
- Delays caused by incomplete or inaccurate information provided by clients

12. Termination of Services

Roots Education Limited may end services if:

- Fees are unpaid
- Professional boundaries are breached
- Safeguarding concerns arise
- The working relationship becomes unmanageable

Clients may end services at any time subject to the cancellation terms above.



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13. Complaints

We aim to resolve concerns quickly and respectfully.

Our full Complaints Policy is available on request and outlines:

- Informal resolution
- Formal complaint process
- Escalation routes

14. Changes to Terms

Roots Education Limited may update these Terms of Service. The latest version will always be available on our website.

15. Contact

For any questions about these Terms of Service:

Email: hello@rootseducation.com Directors: Lindsay Lakhani & Amelia Edrich