**Terms and Conditions**

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| **Assessment** |

* **Please note that a definitive diagnosis is not guaranteed.**
* Prior to conducting a diagnostic assessment, comprehensive background information will be collected from parents and the school through questionnaires. This essential information is used to inform the assessment process. Additionally, there may be the need for follow-up phone calls to further support this information gathering. **The assessment will not be able to commence until both questionnaires have been returned completed**.
* A valid eye test needs to have been conducted within the last 6 months.
* The assessment will be carried out at the home of the assessor.
* During the assessment, a familiar adult to the learner, such as a parent or guardian is required to be easily contactable and located nearby for the entirety of the session if needed.
* The child being assessed will work with the assessor with no other person in the same room for the duration of the assessment.
* It may be necessary for further tests to be administered after the initial assessment to clarify a diagnosis. There will be no further charge made for these tests.
* A report will be prepared within six weeks following the assessment. It will be sent via email to the clients, who will be encouraged to share the findings with the child’s school. If needed there will be an opportunity to discuss the findings of the report via telephone or video call.
* Appointment times should be adhered to. In the event of clients arriving late to appointments, the session will conclude at the pre-arranged time and will be charged at the regular rate.

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| **Prices and Payment** |

* **A comprehensive diagnostic assessment is currently priced at £525 and is payable in three parts to Dyslexia Tutoring**

**Sort Code: 207409 Account Number: 90341916**

* An initial deposit of £80 will be paid upon booking an assessment.\*
* Upon receipt of the questionnaires, a further payment of £100 is required to cover the costs associated with collating and processing the information gathered.
* The remaining balance of £345.00 must be received by the assessor one hour before the scheduled assessment time.
* **There is a 14 day cooling off period, after which time the deposit is non-refundable. If the assessment takes place within 14 days of booking the cooling off period does not apply once the work has taken place.**

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| **Cancellation by the client** |

* Cancellations should be advised via email at holtdyslexiatutoring@gmail.com or by telephone 07752315202 at the earliest opportunity.
* If cancellation is received more than 14 days before the scheduled assessment date, there will be no further fees charged.
* If cancellation is received 14 days or less before the scheduled assessment date, a charge of 50% of the remaining balance will be applied.
* If cancellation is received up to 5 working days before the scheduled assessment date, a charge of 100% of the remaining balance will be applied.
* The full amount will be payable if you do not cancel and do not attend your scheduled assessment.

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| **Cancellation by Deborah Holt** |

* The Assessor reserves the right to cancel bookings if they are deemed not feasible or practical, or due to adverse weather conditions, illness, unforeseen circumstances, or if there is a perceived reputational risk.
* The Assessor will endeavour to give clients a minimum of 24 hours notice and to reschedule the assessment as soon as possible.

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| **Complaints** |

* Deborah Holt is an Associate Member of the British Dyslexia Association (AMBDA) and is required to comply with a Code of Ethics and maintain professional integrity.
* If you have any concerns regarding any practice or incident related to your assessment experience please contact Deborah Holt to address and resolve the matter.
* If your concern is not resolved through this initial contact, you may chose to raise a concern with the British Dyslexia Association directly.

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Deborah Holt resolves the right to alter these terms and conditions.

Unless otherwise agreed in writing these terms and conditions will prevail over any other terms of business or conditions put forward by you.