

## Terms of Agreement 2024



### 1. Nature of services supplied.

Occupational, neurodivergent and sensory-based therapy for children and adults including assessment and intervention.

Wellbeing assessment and intervention for children and adults including post-diagnostic support and Acceptance Commitment Therapy based coaching.

JBOT-UK® is fully insured to carry out the services offered and works in accordance with professional standards and guidance.

### 2. Place of Work

Assessments may be carried out at the JBOT-UK® office and therapy space, within schools, client homes, workplaces and other therapeutic spaces.

### 3. Travel Time

A fee will be charged at a rate of 45p/mile, from the office base to the appointment base. The route will be planned using Google Maps. Travel time is charged at £30/hour.

### 4. Fees

Once a service has been agreed, an invoice will be issued. 50% of the total service fee will be required as a deposit upon booking, with the remaining 50% to be paid upon the day of assessment or service provision.

All work will be pre-agreed with the client before booking, so that all parties have reasonable and realistic expectations regarding the work that will take place.

In addition to any service hours provided, each case will require planning, clinical reasoning and associated hours of documentation, which are often unseen by the client, however, these significantly contribute to the overall quote provided. JBOT-UK® does not provide refunds for any clinical work carried out.

Once a quote has been provided additional costs will not be added, except where further services have been requested and agreed in writing.

No reports will be created or issued until full payment has been made.

### 5. Terms of Payment

Payment can be made by bank transfer, if carried out remote, Cash or 'SumUp' may be used if the interaction is face to face. Full and final payment is required by or on the day of therapy or intervention, delays in this will incur a daily charge of 5% of the total service cost.

It is deemed that these terms have been accepted by the client, commissioner or the child's family, either by written agreement, or by attendance at appointment.

VAT- Occupational therapy assessment and interventions are exempt from VAT.

### 6. Expenses

All other expenses e.g., overnight accommodation, public transport and provision of equipment over £5 in value will be passed onto the client. These costs will be agreed prior to the expenditure.



### 7. Cancellation of Appointments

Cancellation by the client - Due to unforeseen circumstances you may need to cancel your booking.

Cancellation within less than five working days will result in 50% of the deposit being retained.

Cancellation two working days or less will result in 100% of the deposit being retained.

Cancellations on the day of the appointment will be invoiceable for 100% of the total fee agreed.

JBOT-UK® will require a doctor's certificate, in the event of illness, to waive any cancellation fees.

Cancellation by the therapist – An alternative appointment will be made as soon as possible, with appropriate reasoning provided to the client.

### 8. Confidentiality

Any information obtained in assessment or therapy sessions will remain confidential and will not be disclosed to a third party without consent. Permission will be sought from the client prior to discussion with another professional, except when it would be unsafe to do so.

Computer records are stored on a password-protected laptop, with two-step verification.

Email cannot be guaranteed to be secure. The email domain is hosted by Gmail.

Physical records are kept in a secure locked container. Therapy session notes are generally made on paper, and later shredded once have been transferred online.

Reports, where possible, will be completed in 7-10 working days and sent to the client or their caregivers.

Reports will be sent via email in the form of a password-protected document, the password will be sent separately to the report.

### 9. Complaints

In the unlikely event you are unhappy with the service you have received from JBOT-UK®, initially please discuss your complaint with the therapist concerned, where an amicable agreement will hopefully be reached. If the response is not to your satisfaction, please put this in writing to [Info@jbotuk.com](mailto:Info@jbotuk.com).

You will receive a written reply within 15 working days. If you are not satisfied with the reply, contact details to take the concern further will be provided with the response.

If you have any further questions prior to entering into an agreement, please contact JBOT-UK®, via the contact form- <https://www.jbotuk.com/contact-1>

Or

Via email- [Info@jbotuk.com](mailto:Info@jbotuk.com)