

Payment Terms 2022

Payment Terms: Unless credit terms have been specifically agreed in advance payment is due immediately invoices are sent.

Invoices are sent to the email address provided to Total Children's Therapy (TCT). They are sent out at the beginning of the month e.g. for a December appointment you will receive your invoice at the beginning of January.

Payment can be made via bank transfer or cheque (payable to Total Children's Therapy Ltd)

Details for bank transfer – please include the invoice number when making payment.

- Natwest
- Sort code: 54 21 30
- Account Number: 26031507

Late payments if payments are late two months in a row, the therapist reserves the right to withdraw treatment or with-hold reports if the account is not settled by the date given.

Late cancellations if an appointment is cancelled with less than 24 hours' notice your therapist reserves the right to charge 100% of the fee.

If you **do not attend an appointment (DNA)** and we have not been notified you will be charged 100% of the fee.

Phone calls with clinicians will be no longer than 10 mins as this is long enough to change an appointment or to answer a quick question.

Phone calls over 10 mins and up to 30 mins in length will be charged at the clinician's half hourly rate per call. If more than 30 mins is required, you will be offered a face to face consultation charged at the clinician's hourly rate.

Travel: All home/school visits are charged at TCT travel rates. Mileage is charged at 45p per mile from BH2 5QR. Travel time will be charged at £60 an hour, where the total return journey time takes 60 mins or longer (e.g. 30 mins each way would be charged at £60, one hour travel each way would be charged at £120). Wherever possible, therapists attending joint appointments will travel in the same car. Additional fees such as car parking charges/ferry fares will be charged.

Confidentiality: All information held by TCT is strictly confidential unless permission is given to share with other health professionals, or the safety of your child is at risk. Consent for sharing of information between healthcare professionals is printed on our registration form and our privacy policy is available on the registration form and on our website www.totalchildrenstherapy.com