



## Therapy in Praxis

The Old Stables and Granary  
York, YO60 7NS

Thwaites Barn  
Harrogate, HG3 1EQ

01904 468855 • [www.therapyinpraxis.co.uk](http://www.therapyinpraxis.co.uk) • [info@tipltd.co.uk](mailto:info@tipltd.co.uk)



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### THE THERAPY IN PRAXIS

### TERMS & CONDITIONS 2014

Thank you for choosing Therapy in Praxis Limited. The policies written below are designed to improve our ability to see all of our clients and to provide complete, consistent treatment for your child/ young person.

We hope these policies will improve our overall service to our families and commissioning partners. Since continuity of care is important to maximise the outcomes of your child/ young person's therapy, we use the following guidelines for your appointments:

#### 1.0 Initial Assessment **[not TheraSuit Method – please refer to Section 9.]**

- 1.1 A thorough assessment session will be provided in an initial session – minimum of one and a half hours, [depending on complexity]. In some circumstances it may be necessary to assess the child/ young person / young person over concurrent sessions and this will be discussed and agreed with instructing party.
- 1.2 Prior to assessment the Physiotherapist/Occupational Therapist/ Speech & Language Therapist will be provided with any relevant information and or available documentation regarding the individual's circumstances and condition.
- 1.3 Assessment Cancellation Policy for Initial Assessments \*

**\*Please note that an email confirming the date and time of an assessment appointment will constitute acceptance of the assessment booking and agreement to terms and conditions.**

Notice of Cancellation (calendar days)	Percentage of fee payable
more than 10 days	Nil
10 days	25%
7 days	50%
5 days	75%
Less than 72 hours [3 days] or No show	100%



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- 1.4 The agreement is between the client and Therapy in Praxis Limited. Terms and Conditions are issued with the initial agreement proforma and again at first invoice and must be signed and returned to Therapy in Praxis clinic prior to the session taking place. Updated terms and conditions will be distributed to all current clients on an annual basis. Therapy in Praxis may make amendments to the current terms and conditions without prior notice to the client.
- 1.5 Adverse Weather Policy; in the event of adverse weather conditions, should the clinic remain fully operational a refund will not be issued for a missed or cancelled assessment session.

## 2.0 Treatment

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- 2.1 Subsequent treatment sessions are generally of 1 hour, of which a minimum of 40 minutes will be direct hands-on therapy, allowing 20 minutes for the discussion of goals, the writing up of treatment notes and on-site training to support therapeutic programmes.
- 2.2 Treatment sessions are offered Monday to Friday from 8.30 am to 6.00 pm. In exceptional circumstances appointments can be arranged outside of these working hours.

## 3.0 Treatment Cancellation Policies

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- 3.1 Please support us to ensure chargeable cancellations are kept to a minimum by ensuring all staff and family involved are aware of their responsibilities to communicate cancellations as soon as practical. Should the client be unable to meet a prearranged Monday – Friday appointment, 72 hours' notice is required, as other than in exceptional circumstances, the session rate will apply, [see 3.4]. Full cancellation charges will apply if the session is cancelled within the 72 hours' period stated.

<b>Notice of Week day Therapy Session Cancellation (calendar days)</b>	<b>Percentage of fee payable</b>
4-7 days	Nil
Less than 72 hours [3 days] or No show	100%



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- 3.2 Please note the latest cancellation for a weekend appointment is strictly 09.00am on the preceding Thursday with no exceptions, as clinic slots are restricted and weekend clinic is held to enable children/ young people from a wide geographical consensus to access therapies without interfering with schooling or parent work commitments. A cancellation at the time of the courtesy/ reminder call by the Clinic Coordinator does not constitute a notification.**

<b>Notice of Week end Therapy Cancellation (calendar days)</b>	<b>Percentage of fee payable</b>
Less than 4 days or No show	100%

- 3.3 Therapists often are not able to wait more than 15 minutes for a late appointment. **Please notify your therapist as soon as you know you are going to be late.** Because of scheduling constraints, late arrivals may not be able to be seen, for example if this will disrupt the dynamic of a group session. If seen, the session will end at the regularly scheduled time. If you are late **without notification** and your therapist needs to see your child/ young person for a shorter amount of time, you will be charged for the entire scheduled session.
- 3.4 Adverse Weather Policy: In the event of adverse weather conditions, should the clinic remain fully operational a refund will not be issued for missed or cancelled sessions.
- 3.5 Absences - Therapy in Praxis reserves the right to cancel sessions or single hours of therapy, if a therapist is ill. Where possible, Therapy in Praxis will endeavour to find replacement hours.
- 3.6 In the case of vomiting bugs, Therapy in Praxis operates a 48 hour from last symptom policy. It is at the discretion of the therapist providing treatment as to whether they continue to do so if they feel a child/ young person is too unwell to continue.



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### 4.0 Responsibility / Liability

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- 4.1 Parents must sign to agree that if they leave their child/ young person, they take responsibility for any accidents when the child/ young person is not with the therapist having therapy. An example of this would be where a child/ young person insists on going to the toilet unaccompanied and falls.
- 4.2 Siblings who are present during sessions are the responsibility of parents whilst at Therapy in Praxis clinic. We ask that siblings refrain from interfering in the clinic rooms as this can disrupt therapy sessions.
- 4.3 It is responsibility of the Person with Parental Responsibility [PPR] to inform therapists of any relevant medical information such as changes in medication, allergies, seizure disorders, et cetera. This should be done in writing with full details of any such changes.

### 5.0 Costs [Please see Fee Structure Document for Specific Fees]

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- 5.1 A treatment session is typically defined as 1 hour of the therapist's time.
- 5.2 Session rate does not include any reports or equipment provided which will be invoiced separately.
- 5.3 Please be advised that our travel costs are based on the suggested travel time of a route planner at £50.00 per hour and £0.60 per mile and on a return basis.
- 5.4 Attendance at case reviews and written reports can be provided at an additional charge including travel charges where appropriate.
- 5.5 Therapy in Praxis agrees to provide copies of commissioned assessment and evaluation reports on the receipt of a written request.
- 5.6 Our Treatment Plans are charged at the Therapist time rate of £80.00 per hour up to a maximum 3 hours.
- 5.7 Our Personal Management Programmes and Sensory Diet documents are a photographic training tool, devised specific to the child/ young person or young person, to be used as and when needed and are charged at £80.00 per hour up to a maximum of 3 hours.
- 5.8 Any consultation/ administration outside of the allocated sessions will be charged in line with the pro-rata hourly rate for professional time, to the cost interval of 10 minutes. For example this would include completion of DLA Forms, inter-professional liaison, telephone consultations.



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### 6.0 Invoicing

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- 6.1 Prior to the initial assessment or therapy interventions the funding agent must be clearly identified.
- 6.2 Invoicing is on a monthly basis and our payment terms are 28 days.
- 6.3 All payments made by Credit Card will incur an administration fee, determined by the issuer. Please enquire for further details.

### 7.0 Payment via a third party

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- 7.1 Where payment is via an identified third party, payment is expected within 28 days of date of invoice.
- 7.2 If not practical, this must be clearly identified with a written date prior to the commencement of treatment.

### 8.0 Payment failure

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- 8.1 Should an agreed date of payment be exceeded, treatment will cease immediately.
- 8.2 Treatment will not be reinstated until outstanding payment is received.

### 9.0 TheraSuit / TheraSuit Method / UEU Prices

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- 9.1 Therapy in Praxis therapy costs for TheraSuit Method / UEU are calculated per the set of three week block or four week block period.
- 9.2 To secure the booking, a £500 fee per session will be payable. **Please note this is non-refundable and / or non-transferable.**



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### 10.0 Agreements for TheraSuit Method / UEU [Spider Therapy]

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- 10.1 The agreement is between the client and Therapy in Praxis Limited.
- 10.2 Therapy in Praxis may make amendments to the current terms and conditions without prior notice to the client.
- 10.3 Updated terms and conditions will be distributed to all current clients on an annual basis.
- 10.4 Terms and conditions are issued with the initial agreement proforma and again at first invoice and must be signed and returned to Therapy in Praxis clinic prior to the session taking place.

### 11.0 Pre- Assessments for TheraSuit Method /UEU [Spider Therapy]

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- 11.1 Every child/ young person must have completed a one to one assessment before starting the TheraSuit Method programme.
- 11.2 There is a charge made for this assessment, [see fee structure document]

### 12.0 Bookings for TheraSuit Method / UEU

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- 12.1 Booking fees and deposits are non-refundable and non-transferable.
- 12.2 Failure to pay invoices within the allocated timeframe will result in the space being offered to another family. **No refund will be issued.**



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### **13.0 Cancellations & Refunds for Bookings for TheraSuit Method / UEU / Spider Therapy**

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- 13.1 If you need to cancel a session you should give as much notice as possible so that another family can be offered the place.
- 13.2 Cancelled sessions will be chargeable unless upon medical grounds and a medical note can be produced then a full refund will be issued or the amount will be transferred to another invoice if applicable, with no exceptions.

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### **14.0 Absences during TheraSuit Method / UEU / Spider therapy**

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- 14.1 Therapy in Praxis reserves the right to cancel sessions or single hours of therapy, if a therapist is ill.
- 14.2 Where possible, Therapy in Praxis will endeavour to find replacement hours during the three week or four week block as a result of therapist illness.
- 14.3 If this is not possible then a refund will be issued or transferred to another invoice.
- 14.4 If a whole session has to be cancelled by the Therapy in Praxis clinic we will refund the whole amount or will transfer the amount to another invoice if appropriate.
- 14.5 In the case of vomiting bugs Therapy in Praxis operates a 48 hour from last symptom policy. It is at the discretion of the therapist providing treatment as to whether they continue to do so if they feel a child/ young person is too unwell to continue.

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### **15.0 Adverse Weather Policy during TheraSuit Method / UEU / Spider Therapy**

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- 15.1 In the event of adverse weather conditions, should the clinic remain fully operational a refund will not be issued for missed or cancelled sessions.

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### **16.0 Kinesio-Taping**

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- 16.1 The cost of Kinesio Taping therapy is £50 per application.
- 16.2 Note there is a minimum of 4 – 6 applications per session.



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### 17.0 Oral Placement

- 17.1 The cost of Oral Placement will be specific to application.
- 17.2 Due to Health & Safety & Infection Control all consumables are chargeable.
- 17.3 Please note that all equipment, loaned or chargeable is the sole responsibility of the person or persons with parental responsibility [PPR]

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### 18.0 Medico Legal

- 18.1 The agreement is between the Instructing Party and Therapy in Praxis Limited.
- 18.2 Medico-Legal Fees will be agreed prior to interventions.
- 18.3 Terms and conditions are issued with the initial agreement proforma and again at first invoice and must be signed and returned to Therapy in Praxis prior to the start of client – related activity including setting up appointments an administrative pre-interventions proformas.
- 18.4 Updated terms and conditions will be distributed to all current clients on an annual basis.
- 18.5 Therapy in Praxis may make amendments to the current terms and conditions without prior notice to the client.

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### 19.0 Tribunal and Court Appearances

- 19.1 Our standard full day rate is £880.00 per day or part thereof, plus return travel, accommodation & sundry expenses

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### 20.0 Cancellation Fees for Tribunal & Court Appearances

- 20.1 Where we provide Clinically Commissioned and Tribunal –directed interventions we are contractually obliged to give a minimum of 12 weeks' notice for leave of absence.

This is because;

- Clinics and sessions are limited and are booked well in advance and becoming more so with the NHS "Choose and Book" system.
- Academic terms run for a period not less than 12 weeks
- Time is needed either to cancel and re-book appointments, particularly intensive interventions which require 3 – 4 weeks of 3 – 4 hours per day intervention by the same practitioner, in addition,





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many of our service users travel from overseas and we have to provide assurances of availability and Overseas Visa support.

- Once a date has been booked as leave for court attendance, it is not usually possible for us to re-instate either NHS or private work with less than 12 weeks' notice. Therefore it would be justifiable to bill the full rate if a court case is cancelled with less than 12 weeks' notice. However we recognise that this is not customary practice, and work to the following schedule:

Notice of Cancellation (calendar days)	Percentage of fee payable
more than 98	nil
85 – 98	25%
71 – 84	50%
57 – 70	75%
less than 56	100%

### 21.0 Equipment Disclaimer

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- 21.1 It is the person / persons with parental responsibility [PPR] to ensure the safety of any equipment provided by Therapy in Praxis Ltd that the child/ young person is using. This should include daily checks to ensure no breaks/ fractures/ wear and tear of the equipment.
- 21.2 If you have any concerns the equipment should not be used.
- 21.3 If a family have indoor or outdoor suspension points, these should be load tested on an annual basis at a minimum to ensure the child/ young person and other's safety, as well as the structural safety of the property.
- 21.4 The safety of the child/ young person when using the equipment outside of direct sessions with a therapist is 100% supervisor responsibility and Therapy in Praxis Ltd accept no responsibility or liability for any accidents that occur without the presence of a therapist.
- 21.5 Safety recommendations can be provided by the therapist, for example the use of mats, but ultimately it is the family's responsibility to ensure that their child/ young person can access their equipment in a safe manner.