

# TERMS AND CONDITIONS

In order for us to offer a full and efficient service to you, we set the following terms and conditions for both parties.

- A booking for an assessment can be *provisionally* made over the telephone, however a booking fee of **£200** must be received at least **5 days** before the appointment in order to secure your time. (Deposits will vary depending on the type of assessment, please refer to the booking form for a breakdown)
- If you need to change your appointment for whatever reason we ask for a minimum of 24 hours notice or the booking fee of £200 will be levied.
- If you are being funded by an outside organisation (e.g. A college or university) written confirmation is needed by them before the booking is made, and again we require at least 24 hours notice of cancellation or they will be billed £200 cancellation fee.
- When you enquire about an appointment an information pack will be sent out, along with the booking form, or you can download the form from our website, print it off and return it to us with your deposit.
- Included in the information pack will be a questionnaire this needs to be filled in to the best of your ability and returned to us, prior to the assessment. (This is purely done so the Educational Psychologist has an insight into your history and is aware of any medical and confidential issues.) If the assessment is for a child of school age, we will include a questionnaire to go to the school, to also have their input.
- The remainder of the fee is payable on the day. Cash, cheques and credit /debit cards will be accepted. (Nb. Cheques need to be made payable to Bristol Dyslexia Centre)
- The assessment usually lasts between 2 and 2 ½ hours; you will receive some immediate feedback on the day.
- The results will then be worked out, analysed and a full written report will be drawn up, you will receive the report in **3 weeks** of the appointment.
- The report will contain all results from the assessment, with an IQ score and an explanation of the tests. The Educational psychologist will then make clear their findings, explaining the areas in which you/your child is struggling and recommend activities for home/school in order to help their progress. If necessary they will recommend seeing another professional (e.g. A occupational Therapist or Speech Therapist)
- The assessment is designed to establish Specific Learning Difficulties, (e.g. Dyslexia, Dyspraxia, Dyscalculia, etc)
- The centre will keep a copy of the report for **7 years**, unless asked not to do so by you. (Please see data protection statement)
- If you require an extra copy of the report please tell the Educational Psychologist during your appointment, as a charge of **£5** will be issued after that date.
- All reports and information on the individual are confidential and details will not be passed on. (See data protection statement)
- We use Independent Chartered Educational Psychologists, therefore any queries with the actual content of the report should be taken up with the assessor themselves, contact details for them can be found on your report. Our staff here at Bristol Dyslexia Centre will deal with any other queries.
- Unless otherwise stated the report will be sent to you at the address on the booking form, it is a confidential document so it is up to the individual who they show.
- There is no age limit on having an assessment, however we recommend from 5+
- If you need advice after your assessment, or want the report explained in more detail or wish to join the centre for extra tuition, a follow up consultation can be arranged through the main office.
- If Irlen Overlays or Nessy Software are recommended in the report, these are also available from the centre. Nessy products can also be ordered directly from Nessy: [www.nessy.co.uk](http://www.nessy.co.uk) (0117 9239777)

**If you are booking for a child and are not the parent or legal guardian, the signature or the parent or legal guardian is required in order for the assessment to go ahead:**

I am the Parent/ Legal Guardian of (Child's name) \_\_\_\_\_  
Name \_\_\_\_\_ Signature \_\_\_\_\_