

Client Agreement Pack



Please read and agree to our terms and conditions:

I agree to:

- being on on time for scheduled sessions
- be in an appropriate private space for sessions
- taking responsibility for my own actions and participation in the service
- raising anything I am unhappy about in the working relationship without delay
- paying agreed invoice for service before booking sessions
- provide a minimum of 48 hours notice to cancel a scheduled session or lose the right to refund
- total confidentiality unless the practitioner has any safeguarding concerns of:
 - risk of harm to self or others
 - involvement in serious crime or terrorism

The practitioner terminating sessions if:

- I am not engaging in the work
- here is a need for specialist support
- I become dependent on sessions
- I display affects of alcohol or substance use in session

First Name:

Surname:

What if I want to re-book my telephone consultation?

- Contact at least 48 hours before your appointment to re-book.
- **We offer 3 opportunities before closing the referral**

What if I want to re-book my session?

- Contact at least 48 hours before your appointment is due: no charge
- Contact is **less than 48 hours before** your appointment is due: **50% of session cost is charged**
- Non attendance to appointment: **50% of session cost is charged**
- In exceptional circumstances the re-booking charge can be waived. Requests by email FAO Operations Director for approval. Responses may take between 3-5 business days.

What if I am late to the session?

- The appointment we will proceed if started within 20 minutes of agreed time.
- After **20 minutes** the session is closed to be re-booked.
- In special circumstances the re-booking fee can be waived, however this needs to be approved by the Operations Director. It can take between 3-5 business days to make a decision.

What if I require an interpreter?

Due to international health and clinical guidelines - this service is for UK residents only; current practitioners speak English.

Some video conferencing apps have speech to text translation available.

ADHD Foundation bear no responsibility for any mis-translation these may generate where used.