

Terms and Conditions

Booking an assessment is considered acceptance of and agreement to abide by the following terms and conditions.

Definitions

Client - person who has requested, arranged, and is paying for the assessment. Aged 18 and over this is assumed to be the person who is being assessed unless specified. Under 18 this is assumed to be the parent/carer/legal guardian. Of the person who is being assessed

Assessor – The person who will carry out the assessment – Louise Nicholson

Payment

Deposit – A nonrefundable deposit of £100.00 is required when booking an assessment to secure the date.

Invoice – After receiving the initial deposit an invoice will be sent for the outstanding amount.

Payment – The remaining amount should be paid before the assessment takes place. Reports will not be released until full payment has been received.

Payment Plan – In exceptional circumstances a payment plan can be offered, on request, at the discretion of the assessor. Please note the final report will not be released until the balance has been paid in full.

- Dyslexia Assessment £400.00
- Dyslexia or ADHD for educational purposes (Post 16 only) £450.00
- Dyslexia **and** Dyspraxia for educational purposes (Post 16 only) £500.00
- Educational Assessment Report £300.00
- Exam Access Arrangements (by prior agreement with the exam centre) £ 130.00

Cancellation

Any cancellations should be done **via email to louise@southribbledyslexia.com**

- Cancellations 14 days prior to assessment -full refund (including deposit) will be given.
- Cancellations between 13 - 5 days before the assessment, clients will be charged 50% of the assessment fee, unless rescheduled.
- Cancellations 5 days or less before the assessment date clients will be charged 100% of the assessment fee, unless rescheduled.

Clients are only able to reschedule one appointment before standard cancellation charges apply.

Cancellations By Louise Nicholson (South Ribble Dyslexia)

Louise Nicholson reserves the right to cancel bookings for reasons of viability, illness, or other unforeseen reasons, or if it is believed there is any reputational risk to the company.

Should Louise Nicholson cancel the booking the deposit will be refunded, any additional costs will not be reimbursed (i.e., eye tests)

Before The Assessment

Before diagnostic assessment, detailed background information will be gathered from the client, the assessee and for children under 18 information will be requested from school/college. For workplace assessments permission will be sought from the assessee prior to information being requested. Follow up phone calls may also be made to support this information.

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The client/assessee will be emailed a **Visual Difficulties Questionnaire and a Background Information Questionnaire both must be returned to Louise Nicholson 7 days prior to the assessment**, failure to do so, may mean the assessment has to be cancelled and standard cancellation charges will apply.

The assessee must have had a standard eye test in the last 2 years – this is essential.

If the assessee intends to use their report for exam access arrangements for GCSE/A Levels or Vocational exams, a Form 8 with part 1 completed must be provided by the school/college prior to the assessment.

The Assessment

The assessment will be carried out remotely using either Teams or Zoom and the assessee and client must agree to the terms set out in the separate online assessment document.

An assessment for dyslexia will last approximately 3 hours. If ADHD or Dyspraxia are being investigated for educational purposes an additional session of 1 hour will be required

If further follow up tests are needed, the time and venue for these will be arranged after the initial testing, no further charge will be made for these tests.

After the assessment

The test results, background information and will be analysed and a detailed report produced.

The client will receive a copy of their report within 3 weeks. It is the client's responsibility to share with school/college/employer.

A online feedback session of up to 30 minutes is offered after completion of the report. If any additional feedback is required, this is available at a cost of £35.00 per hour or part of an hour.

Further advice may be offered to school or parents/carers at additional cost if necessary and appropriate.

Appointment times

should be adhered to. In the event of appointments not being attended on time the session will end at the pre-arranged time and charged at the same rate.

Louise Nicholson – South Ribble Dyslexia reserves the right to not to accept a referral terminate an assessment or not circulate a report if:

- the referral appears to be outside of their area of expertise.
- the client fails to cooperate with the requirements of the assessment procedure in such a way that may compromise the validity of the assessment.
- the client fails to comply with the terms and conditions outlined above and in the Remote Assessment document.

Code Of Ethics

Louise Nicholson is a member of Dyslexia Guild and adheres to their Code of Ethics, for more information see Dyslexia Guild website or request a copy of the Code of Ethics from Louise Nicholson

Complaints

If you have any concerns about any practice or incident relating to Louise Nicholson (South Ribble Dyslexia), please contact Louise in the first instance for an informal discussion. If this does not solve your concern, you may refer to the Dyslexia Guild complaints procedure, available on request.

General

Louise Nicholson reserves the right to alter these terms and conditions. Louise will, notify you of any changes. Unless otherwise agreed in writing, these Terms and Conditions shall prevail over any other terms of business or conditions put forward by you.