



KCC LTD

TERMS AND CONDITIONS OF SERVICE

Terms and conditions set out the expectations for both KCC clients and KCC therapists. They govern the contract between us and the client to ensure that both parties are protected in the unlikely event that a disagreement occurs. Please read our terms and conditions and contact us if you have any questions.

First Appointment (Assessment)

1.1 You will receive an email confirming the details of your child's first appointment including date, time, location, fee, payment details and the allocated therapist. You will also be sent a consent form, client information sheet, a pre-assessment questionnaire (if applicable) to complete and terms and conditions to be signed. You will also be sent the KCC payment policy. A KCC insurance document will also be sent to you if you are claiming back from your private health insurance.

We require confirmation of receipt of this mailout, and the documents must be returned to us prior to the first appointment.

1.2 At the end of the first appointment, the therapist will discuss with you [the parent/s] whether your child requires further therapy support. This may be further assessment, or therapy. The therapist will arrange for ongoing sessions directly with you.

1.3 The therapist will suggest referrals to other professionals if necessary.

Further Appointments

2.1 Your child must have attended an assessment appointment before commencing therapy. This enables us to plan appropriate therapy.

2.2 Therapy sessions can be arranged at the clinic, in your home and/or your child's educational setting.

2.3 Therapy appointments will be agreed and booked in advance. The number of therapy sessions will be agreed with the parent/s and amended depending on regular reviews of your child's needs.

2.4 We offer different lengths of therapy sessions depending on your child's needs and on what has been agreed with you. The session may include direct work with your child, discussion of progress, demonstration/explanation of follow up activities with parents and/or education staff and writing up of notes.

2.5 A liaison fee will be charged if liaison with other professionals is required for more than 15 minutes per week, or if written feedback is requested following each therapy session.



Fees

- 3.1 KCC Ltd operates a **Same Day Payment Policy**, but monthly invoices can also be requested.
- 3.2 All assessments must be paid in advance before attending.
- 3.3 Fees for therapy sessions must be paid in advance or on the day unless monthly invoices have been requested.
- 3.4 Additional reports, programmes, meetings, or visits will be invoiced once completed.
- 3.5 The therapist will seek your agreement in writing prior to undertaking any additional work that will incur further fees. Please refer to the KCC clinic fees which have been sent to you.
- 3.6 If therapist fees increase, existing clients will be given two months' notice.

Payment Terms

- 4.1 As per clause 3.2 above, the full fee must be paid ahead of the assessment.
- 4.2 If monthly invoices have been requested, then these must be paid within 24 hrs of receipt of the invoice.
- 4.3 Our preferred method of payment is via bank transfer to the following account:

HSBC Bank
Kiki's Children's clinic Ltd
Sort Code: 40-43-26
Account No: 22070081
- 4.4 Cash or cheque payments may also be accepted.
- 4.5 Receipts are only issued upon request.
- 4.6 We will contact you to remind you of overdue payment.

Health Insurance

- 5.1 If you are claiming fees through private health insurance, we prefer that you pay our fees in full in accordance with the payment terms above, request a receipt from us and then claim this back through your insurance.
- 5.2 It is recommended that you check with your insurance company prior to booking appointments to ensure that you are covered.
- 5.3 We request that you sign the KCC Ltd insurance form prior to an assessment and/or therapy.
- 5.4 We always require your Insurance Authorisation number and your Insurance Membership number prior to an assessment or therapy.
- 5.5 We will invoice your insurance directly if we have received written confirmation from you that our fees will be covered by the insurance in full.
- 5.6 You will need to agree to pay the shortfall if your insurance does not cover our fees in full.



Travel

- 6.1 A travel fee incurs for all travel relating to home, school and nursery visits.
- 6.2 All travel fees must be agreed in writing with the parent/s prior to the travel undertaken.
- 6.3 Travel fees are calculated based on Uber charges plus time taken to travel.
- 6.4 All journeys are calculated from the clinic base at SW12 8TU.

Cancellations

- 7.1 Appointments cancelled less than 24 hours in advance will incur a full cancellation fee except in situations where the child has been taken ill, a family emergency or a medical emergency.
- 7.2 If you cancel the appointment after 9am on the day of the appointment, a cancellation fee will incur, except in emergencies.
- 7.3 If you do need to cancel an appointment, please contact us as soon as possible.
- 7.4 If the therapy session has been pre-paid and is cancelled, this payment will then be allocated to the next therapy session.
- 7.5 If we need to cancel an appointment please email us and give us a call, we will let you know as soon as possible and reschedule the appointment.

Non-Attendance

- 8.1 The full session fee will apply in the event of non-attendance. Non-attendance includes:
 - if you are out when we come to an appointment at your home;
 - if your child is not at school or pre-school when we attend an arranged visit.
- 8.2 It is your responsibility to inform us if your child is not going to be at school or pre-school for an appointment.

Reports and Programmes

- 9.1 Reports will be supplied as part of an assessment package.
- 9.2 Reports requested separately, will be charged at an hourly rate as per our clinic fees.
- 9.3 Programmes requested will be charged at an hourly fee as per our clinic fees.
- 9.4 Reports and programmes will only be shared with other professionals with your full consent.
- 9.5 Reports and/or programmes will be sent to you via post or by email as you prefer.



Resources

- 10.1 Unless otherwise agreed the cost of any resources provided to you are included in the session fees.
- 10.2 A copy of resources for school or pre-school can also be provided at no extra charge.
- 10.3 Further copies can be provided at additional cost (price given upon enquiry).
- 10.4 We offer a laminating service for resources.

Data Protection

- 11.1 KCC Ltd is registered with the Information Commissioners Office (ICO) and Kiki is registered as a Data Controller. You can view her ICO registration by visiting: www.ico.org.uk/ESDWebPages/Entry/Z7046100
- 11.2 All client details, case notes and correspondence will be stored securely and treated confidentially according to General Data Protection Regulations and the Data Protection Act 1988.
- 11.3 Information is stored securely on an electronic cloud-based system called "SharePoint" which is compliant with General Data Protection Regulations and the Data Protection Act 1988.
- 11.4 Any paper-based confidential information is stored securely in accordance with General Data Protection Regulations and the Data Protection Act 1988.
- 11.5 In accordance with law, all records for clients who have been discharged from KCC will be held for 8 years; for those children with ongoing therapy, it will be held securely until your child is 25 years old. After this time all records relating to your child will be destroyed.
- 11.6 You may apply in writing to access an electronic copy of your child's notes or to request modifications of any inaccuracies. These requests will be dealt with within 30 days.
- 11.7 KCC Ltd has a **Privacy Policy**, which can be sent to you upon request.

Safeguarding

- 12.1 All therapists at KCC Ltd have a valid enhanced DBS (Disclosure and Barring Services), which is renewed on a 3-yearly basis. Clients may request the therapists DBS number. All therapists have completed a safeguarding course.
- 12.2. In the event of a safeguarding concern, where your child or another person is at risk of harm, we have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004.



Liaison with other professionals

13.1 To offer the best service to your child it is often important for us to liaise with other professionals involved in their care. This includes people such as NHS medical professionals, school/pre-school staff, your GP or other medical/educational staff.

13.2 We will also liaise with your legal team if they are involved in the care of your child.

13.3 We will only liaise with other professionals upon your full written consent, i.e. you have signed the consent form sent to you prior to the initial assessment.

Working hours and availability

14.1 KCC Ltd operates Monday to Friday 8.30am to 6pm, and on Saturdays 8am to 5pm.

14.2 A KCC therapist can be contacted via email or phone (clinic 020- 7450 1708).

14.3 Kiki can be contacted by email or phone and will aim to respond within 48 hrs. Please always feel free to contact Kiki for a chat or if you have any concerns.

Use of video

15.1 With your consent, occasional video recordings may be used during assessments or therapy sessions.

15.2 All videos are stored securely.

Complaints

16.1 In the unlikely event that you are not satisfied with our service please contact Kiki, who will make every attempt to resolve through discussion.

Thank you very much

Mrs C (Kiki) von Eisenhart-Goodwin
Clinic Director
Private Chartered Paediatric Physiotherapist