

ChAT Services Terms and Conditions (Assessments)

- Length of Assessment

The overall length of the assessment is determined by an individual's presentation. In other words, there is no set assessment time for all clients. Following your initial consultation, we provide you with a quote outlining the anticipated length of the assessment which you may refer to.

- Bookings made via telephone/ email/ website

Where the contract we make with you is made over the telephone or via email/online booking, you may for any reason cancel an appointment made in this way during the 14 day period after we accept the booking. However, if the appointment is on a date which is before the end of that 14 day period and if you have expressly requested us to provide Services at that appointment and we do so, you may not cancel that appointment and you must pay for it in accordance with these Terms. If you request that your appointment, be cancelled, you must confirm this in any way convenient to you. If you cancel as allowed by this paragraph, and you have already made any payment(s) to us for the appointment, we will refund the payment(s) to you within 14 days of receiving your cancellation.

If we are prevented from or delayed in performing our obligations by your act or omission or by any circumstance outside our control, we will not be liable to you for any costs, charges or losses sustained or incurred by you that arise directly or indirectly from such prevention or delay. In this instance, we will endeavour to reschedule the appointment at no extra cost.

For face to face appointments, you must at all times adhere to the building's regulation policy (such as health and safety policies). You are responsible for your own belongings that you take to an appointment and neither us nor any third party venue will be liable for any loss, damage, theft, or destruction of any of your belongings.

- Regularity and punctuality

Consultations are made by appointment only (by telephone, email, or SMS) and it is important that you only cancel an appointment if it is absolutely necessary (annual holiday, travel, illness etc.). If you know you are going to be late for an appointment, you should contact us to tell us. If you arrive later than 15 minutes after the agreed time, we will try to provide the Services you have booked but if we decide that we cannot, the appointment will be treated as cancelled without notice by you and, if we then decide to make a charge for that appointment cancelled without notice, you will be required to pay the full price of the appointment unless any advance payment already made by you. In these cases, the paid fees will be deducted, and you will be required to make a new payment to reschedule the session. This is the case no matter whether the appointment is scheduled to be face to face, online, or via telephone.

It is essential to adhere to this as the full assessment needs to be completed within a set time frame, which is indicated by the assessor. Please make sure you arrive on time, ring the buzzer just before the appointment to make sure other appointments in progress at the practice are not disturbed. If you need to contact us, please do so by email.

- Online Appointments

Some appointments may be done online using platforms such as Zoom or Teams. Please dress appropriately as if attending in person. When using these platforms, your personal data will be treated highly confidentially in accordance with our Data Protection Privacy Policy. For online appointments, these will commence at the scheduled time. In the event that there are technical issues we will notify you as soon as possible.

You are responsible for familiarising yourself with these platforms, their terms and conditions and privacy policy. Before starting an online appointment, we suggest that you plan in advance a suitable location and make sure that your internet connection is as strong as possible. If the connection cuts, you are responsible for contacting us again.

We advise that you wear earphones as this is helpful in blocking out “feedback” noise and ensures extra privacy. For your privacy, we also advise that you ensure the space you are using is private and no one can interrupt or hear our conversation.

- Recording of Appointments

The recording of appointments is not allowed without discussing and agreeing this first with us. It is not permitted, under any circumstances, that any agreed recording is shared with others or in any social media platform.

- Payments

The fees for your assessment will be agreed on following your initial consultation and this will be outlined in an assessment quote for your reference. The first appointment is only confirmed once the fees have been received and these should be cleared at least one week before the assessment to confirm your timeslot.

Once the full payment has been received; you will receive the assessment findings/feedback (the reports take three weeks to be completed). The quote you receive is only valid for 3 months.

In the event that you begin an assessment with us and have made the full payment, but subsequently become unresponsive without providing any prior notice or communication for a continuous period exceeding 3 months, the quotation and any associated agreements shall be deemed null and void. We reserve the right to require you to restart the assessment process and, if necessary, provide a new quotation for the services to be rendered. We also reserve the right to increase the fees (which may happen following increase in psychometric testing, rent or service charges, inflation, or anything similar).

If you choose to submit our invoices to your insurance provider, please be aware that we cannot guarantee the reimbursement amount and are not liable for any shortfall. You remain responsible for any fees incurred. If we invoice your insurance company directly and they do not cover the fees, you are still liable for the outstanding balance.

- Cancellation

In case of cancellation please notify us at least two working days prior to the appointment. If for some reason you are unable to cancel 48h in advance, the missed appointment is chargeable. Insurance providers do not cover missed appointments or late cancellations, you are liable for these fees. If you are experiencing COVID-19 or flu-like symptoms, we kindly request that you cancel or do the session online.

We may need to cancel an appointment due to unforeseeable consequences, in this scenario, we will notify you as soon as possible and we will endeavour to reschedule at no extra cost.

- Confidentiality

The information discussed in our consultations and appointments with you are of a confidential nature. We provide a safe place in which you can share your feelings and thoughts with us. We will ensure that any confidential information you disclose to us shall not be disclosed to any person except as permitted in this section. We may disclose confidential information relating to you: (i) to our employees, advisers, other healthcare professionals or social services and agencies who need to know such information for the purposes of carrying out our services to you; (ii) as may be required by law, a court of competent jurisdiction or any governmental or regulatory authority; and (iii) if we believe that you are at risk of harming yourself or others, in which case we are entitled to report this to the relevant organization.

Where possible any breach of confidentiality related to risk of harm will be discussed with you first. We shall not use your confidential information for any purpose other than to perform our obligations under these Business Terms. We shall ensure that any person to whom we disclose your confidential information to in this section also comply with these confidentiality obligations.

It is a requirement for all psychological therapists to have regular Clinical Supervision sessions in which they discuss their work in a safe confidential space with an equally or more experienced colleague. All work that is discussed in these sessions is completely anonymised. Supervisors are bound by the same professional and ethical regulations as our practitioners and do not discuss clinical material outside of the supervisory context.

If a third party is funding the assessment, this does not grant them access to the report/ findings. The report is exclusively provided to the client, who can choose to share it with the third-party payer at their own discretion.

- Access to Assessments and Considerations for Adoptive and Foster Children

We are committed to facilitating assessments for all children, as deemed appropriate for their wellbeing. Please note that we are not registered with Ofsted, however we are dedicated to conducting psychological assessments in a professional and NICE compliant manner, following the relevant laws and regulations. Should clients have any concerns or questions regarding this, please do contact us.

- Issues and Concerns

Please feel free to raise any issues or concerns that you have around the assessment during the appointments. We reserve the right, at any time, to withdraw our Services to you based on clinical judgement. In such circumstances, any advance payments will be refunded for any Services not provided. We will not undertake any procedure that is in conflict with any law in force, any voluntary or mandatory code or practice, or any similar rules, regulations, or codes. Our association does not extend outside of an appointment, that is why we do not for example communicate via social media with clients, or accept gifts or invitations etc...

- Ethics

We follow the ethical and professional guidelines set by the HCPC and BPS in regard to offering the best care possible while we work together.

- Data

We will make every reasonable effort to securely store your data according to the GDPR regulation. Your records will be kept for up to 7 years after the assessment. This includes appointment notes and personal information, after which they will be deleted. If you want to access your notes, you may ask to see your notes and we can review them in an appointment. Please allow 28 working days for this to be processed.

- Data Protection

We will only use your personal information as set out in our Privacy Policy on our website. If you do not have access to the internet, we can provide you with a printed version of our Privacy Policy. We are registered as Data Controllers with the UK Information Commissioner's Office (ICO) as required by the Data Protection (Charges and Information) Regulations 2018.

- Crisis and Emergency

The type of psychological work offered is not suited to managing emergencies or crisis. If you require urgent help between appointments then please contact your GP, use the NHS 111 service for advice, phone 999 or attend A&E. You can also contact the Samaritans' anonymous helpline on 116 123 or Childline (until you turn 19) on 0800 1111.

- Updating Terms and Conditions

We reserve the right to update our terms and conditions as needed. These updates may occur periodically and without prior notice. It is your responsibility to review our terms and conditions regularly to stay informed of any changes.

- Agreement

Finally, you agree to the terms and conditions of this assessment contract and understand that you may withdraw your consent at any stage in writing.