

Total Children's Therapy Terms and Conditions 2025

Payment Terms: Unless credit terms have been specifically agreed in advance, payment is due immediately invoices are sent.

Invoices are sent to the email address provided to TCT. They are sent out at the beginning of the month e.g. for a December appointment you will receive your invoice at the beginning of January. Our paediatrician service is an exception to this and invoices will be sent prior to appointment.

Payment can made via bank transfer or cheque (payable to Total Children's Therapy Ltd)

Details for bank transfer – **please include the invoice number when making payment.**

Natwest

Sort code: 54 21 30

Account Number: 26031507

Late payments: if payments are late two months in a row, the therapist reserves the right to withdraw/pause treatment or withhold reports if the account is not settled by the date given.

Late cancellations if an appointment is cancelled with less than 24 hours' notice your therapist reserves the right to charge 100% of the fee. If you do not attend an appointment (DNA) and we have not been notified, you will be charged 100% of the fee.

Recording and/or filming of any sessions at TCT involving TCT staff is prohibited without documented consent from all involved.

Social media: Any recordings, photos or film taken with consent, are not to appear on any social media platforms without documented consent from any of the TCT team involved in the footage.

Phone use in the clinic rooms: we request that phones are not used, and are switched off during appointments, unless with agreement of the practitioners in extenuating circumstances.

Illness: If you or anyone in your household feels unwell and/or has any cough, cold, or viral symptoms please let your therapist know. Also, if anyone in your household has had diarrhoea or vomiting within the past 48 hours, please can you inform us, and we will rearrange the appointment.

Phone calls with clinicians will be no longer than 10 mins as this is long enough to change an appointment or to answer a quick question.

Phone calls over 10 mins and up to 30 mins in length will be charged at the clinicians half hourly rate per call. If more than 30 mins is required, you will be offered a face-to-face consultation, charged at the clinician's hourly rate.

The TCT Office: Total Children's Therapy Ashley Cross
DPGP Building, 41 Church Road, Ashley Cross, Parkstone, Poole, BH14 0NN



Travel: all home/school visits are charged at TCT travel rates. Mileage is charged at 45p per mile from BH2 5QR. Travel time will be charged at £50 an hour, where the total return journey time takes 60 mins or longer (e.g. 30 mins each way would be charged at £50, one hour travel each way would be charged at £100). Wherever possible, therapists attending joint appointments will travel in the same car. Additional fees such as car parking charges/ferry fares will also be charged.

Confidentiality: All information held by Total Children's Therapy is strictly confidential unless permission is given to share with other health professionals outside of TCT, or the safety of your child is considered at risk. Consent for sharing of information between healthcare professionals is printed on our registration form. Our privacy policy is attached, or can be found on our website [here](#).

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info@totalchildrenstherapy.com T: 07939 410048