



## Terms and Conditions for the provision of Treatment Services

Below are the terms and conditions under which The National Bobath Cerebral Palsy Centre provide Physiotherapy, Occupational therapy and Speech and Language therapy services (the 'Services'). The exact Services we will provide to you/your child will be determined by the outcome of the Welcome Session (see below).

Before you agree that we will provide Services to you or your child and/or carry out the Welcome Session, please read the terms and conditions. If you have questions concerning them please ask to speak to a member of the team.

### Welcome Sessions

Before we provide any Services, we shall meet with you/your child for a Welcome Session and discuss your/your child's needs and requirements. A Welcome Session is the opportunity to:

- have an informal and relaxed discussion with a specialist Bobath therapist;
- share information about your/your child's goals
- discuss how Bobath therapy can help achieve those goals.

### Evaluation

After a Welcome Session we will be in contact to recommend a course of therapy, if it is suitable, for you/your child's needs.

Please note that we may decide that we cannot provide any Services if, for example, treatment for the condition may not be suitable or appropriate.

### Performance of the Services

We will normally provide you/your child with the Services only after a Welcome Session has been carried out. If there is a significant period between a Welcome Session and us providing the Services, we may ask you to confirm that there have been no significant changes in your/your child's condition.

### Sessions

Most sessions for children are provided as an intensive block of treatment but we also offer regular individual sessions. Whatever is most suitable for you/your child. If we have not agreed the number of sessions to be provided, we shall provide treatment on a session-by-session basis.

We will agree the date and time of the first session and any subsequent sessions by email, telephone or in person.

### Costs of sessions and payment

#### Fees

Our fees for each session are as confirmed to you in the confirmation email and by invoice.

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Reg Charity No: 1191433  
Patron: HRH The Duchess of Gloucester

## Payment

Please send payment by bank or online transfer but we do also accept payment in cash, by cheque, or by debit/credit card. Please make payment to us within 30 days of receiving your invoice, unless your session is scheduled to be sooner than that date. All sessions must be paid for in advance of treatment.

Please note that you are personally liable to pay all of our fees and any surcharges incurred, such as any cancellation fees. We are happy to accept payment through a third party (such as private medical insurance), however it is your responsibility to check with that third party whether you have to pay any excess and how much treatment they will cover, as you will be liable for any shortfall payment they do not make.

## Bobath Centre Cancellation Policy

We aim to provide all our service users with the best possible service and to achieve this we need your help.

If you are unable to keep your appointment, please make every effort to cancel it well in advance so that it may be offered to someone else. Non-attendance and cancellations at short notice without a valid reason deprives other patients of essential therapy services.

**Between 9am-5pm weekdays, all appointment cancellations must be notified by telephone on 0208 444 3355. Cancellations outside of these hours and at weekends should be emailed to [contact@bobath.org.uk](mailto:contact@bobath.org.uk)**

Once offered, all appointments must be confirmed to the Bobath Centre and accepted within 3 working days otherwise they will be deemed to be declined and will be offered elsewhere.

## Blocks of therapy

Once a therapy block has been agreed and the dates of sessions have been confirmed, the following cancellation policy applies:

- If the whole therapy block is cancelled due to the service user (child or adult) being ill/hospitalised and the situation is beyond the family's control, no charge will be made to you or any other paying party for this block.
- If the whole therapy block is cancelled for reasons other than a child or adult service user being ill, then charges of the following will be made if we are unable to fill the block with another service user:
  - notice received less than 7 days before appointment = 100% chargeable
  - notice received between 7&14 days of appointment = 75% chargeable

(Any sessions we are able to fill with another service user will automatically be deducted from invoicing. Charges set out above may be reduced / waived at the discretion of the Bobath Centre in exceptional circumstances).

- If a session is not attended without any prior notice, the session is fully chargeable.

## Replacement of cancelled sessions

### Single sessions

Wherever possible we will try to rearrange a cancelled session so that it falls within the same block. Where this is not possible for any reason a session will be added to the next block of treatment.

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### **Self-Funded Regular Sessions**

Where sessions are cancelled with less than 24 hours' notice no refund will be due, however we will try and replace it with a new session as soon as possible.

### **Cancellations by The National Bobath Centre Cerebral Palsy Centre**

If any cancellation is made by us, no charge will be made to you eg. in case of staff illness, Centre closure in severe winter weather conditions or other circumstances outside of the control of the Centre.

### **Consultations**

One-off consultations are chargeable on all occasions, unless specifically exempted by Bobath at the time of arranging the appointment. Fees will only be waived for this consultation if:

- The child or adult service user is ill on the day, have notified the Centre and a replacement consultation has been arranged.
- If the appointment is cancelled by the family at least 14 days prior to the session.

If a child / adult does not attend their consultation and no notification is given to the Centre then the consultation will be chargeable.

### **Confidentiality**

We shall treat all personal information supplied by you as confidential. We shall not disclose such information to any third party without your prior permission, except where required by law or where action might be necessary to protect you or someone else.

### **Data Protection**

We are registered under the terms of GDPR 2016, and we shall treat all personal data in accordance with the requirements of those Regulations.

### **Variation**

We may change any of these terms or conditions, including our fees, but will always give prior notice.

### **Disputes and governing law**

If you are unhappy with the Services The National Bobath cerebral Palsy Centre provides, we hope that you will discuss any problems or issues with us. If that does not resolve matters to your satisfaction, the matter will be referred to the CEO who will handle the complaint. This agreement is governed and construed by English law and the parties submit to the jurisdiction of the Courts of England and Wales.