



J.B.O.T. UK Ltd® Terms of Agreement 2026–2027

These terms explain how J.B.O.T. UK Ltd®, previously trading as JBOT-UK®, provides occupational therapy, neurodevelopmental, sensory, coaching, training, assessment, and consultancy services. The written quotation, booking confirmation, consent documentation, and these terms together form the agreement for the commissioned service.

These terms do not remove or restrict any statutory rights that cannot lawfully be excluded.

Clients should read them before booking and ask for clarification where needed.

1. Nature of Services Provided

Occupational, neurodivergent, and sensory-based therapy for children and adults, including assessment and intervention. Training and supervision for professionals. Wellbeing and functional assessment and intervention for children and adults, including post-diagnostic support and Acceptance and Commitment Therapy-based coaching supporting reasonable adjustments.

J.B.O.T. UK Ltd® is fully insured to carry out the services offered and works in accordance with professional standards and guidance. As noted across the host site, J.B.O.T. UK Ltd® does not create reports specifically for legal proceedings or tribunals; these often require alternative formatting and detail.

2. Place of Work & Location of Services

Assessments and services may be carried out at the J.B.O.T. UK Ltd® office and therapy space, remotely through an agreed secure platform, or within schools, client homes, workplaces, and other suitable therapeutic spaces.

The client must provide a safe, private, and appropriate environment for in-person appointments. J.B.O.T. UK Ltd® may stop or rearrange a session where safety, privacy, technology, behaviour, or environmental conditions prevent the service from being delivered appropriately.

3. Travel Time & Expenses

Travel Rates: A fee will be charged at a rate of 45p/mile from the office base to the appointment base. The route will be planned using Google Maps. Travel time is charged at £60/hour.

Expenditure: All other expenses (e.g., overnight accommodation, public transport, and provision of equipment over £5 in value) will be passed onto the client. These costs will be agreed prior to the expenditure.

4. Fees & Payment Terms

Once a service has been agreed upon, an invoice will be issued. All work will be pre-agreed with the client before booking so that all parties have reasonable and realistic expectations.

Deposit & Balance: 50% of the total service fee is required as a deposit upon booking. The remaining 50% must be paid 24 hours before the assessment or service provision. If the service falls on a Monday, payment is due on Friday as the last working day before the assessment.

Full Payment Requirement: The assessment will not proceed without payment in full. Data will not be scored, and reports will not be created or issued until full payment has been made.

Late Payment: Delays in full and final payment within 24 hours prior to the service will incur a daily charge of 5% of the total service cost.

Payment Methods: Payment can be made by bank transfer if carried out remotely. Cash or 'SumUp' may be used if the interaction is face-to-face.

Third-Party Funding: J.B.O.T. UK Ltd® does not offer credit or discount schemes; however, payment can be arranged via Local Authorities, Access to Work, charities, and other funding sources. Where an organisation is expected to fund the service, the client remains responsible for confirming authorisation and payment arrangements before work begins, unless J.B.O.T. UK Ltd® has expressly agreed otherwise in writing.

J.B.O.T. UK Ltd® is not required to begin or continue work, score measures, issue a report, or release other deliverables while payment is outstanding. For business commissioners, statutory interest and reasonable recovery costs may be applied where legally permitted.

VAT: Occupational therapy assessment and interventions are exempt from VAT.

Additional Costs & Refunds: J.B.O.T. UK Ltd® does not provide refunds for any clinical work carried out. Once a quote has been provided, additional costs will not be added, except where further services have been requested and agreed in writing.

Unseen Work: In addition to any service hours provided, each case will require planning, clinical reasoning, and associated hours of documentation, which are often unseen by the client; however, these significantly contribute to the overall quote provided. Contact time indicates the one-to-one time spent with the therapist; it does not include time spent reviewing pre-assessment questionnaires, subsequent clinical reasoning, case supervision, or report writing.

Client Responsibilities: The client must complete any agreed tasks, such as the pre-assessment questionnaire, within the agreed timeframes; failure to do so may delay the assessment process.

Acceptance: It is deemed that these terms have been accepted by the client, commissioner, or the child's family, either by written agreement or by attendance at the appointment.

5. Scope of Reports & Purpose

While clinically valid, J.B.O.T. UK Ltd® reports are not commissioned or prepared as expert-witness reports, medico-legal reports, or evidence specifically formatted for a tribunal, Education, Health and Care Plan (EHCP), Individual Development Plan (IDP), or court proceeding.

J.B.O.T. UK Ltd® covers both England and Wales; local authority and legal guidance vary by area. As such, you are responsible for ensuring the assessment is accepted for its intended purpose; we encourage you to discuss your needs during the free G-meet consultation.

6. Consent Capacity & Child Services

Valid consent is required before assessment, intervention, or information sharing.

Parental Responsibility: Where the service user is a child or young person, the person booking must confirm that they have parental responsibility or other lawful authority to consent. J.B.O.T. UK Ltd® will seek the child or young person's views and assent where this is appropriate to their age, understanding, and circumstances.

Disagreements: If people with parental responsibility disagree about the assessment, report, or disclosure of information, J.B.O.T. UK Ltd® may pause or decline the service until authority and consent are clarified. J.B.O.T. UK Ltd® may request evidence of parental responsibility or decision-making authority where reasonably necessary.

Capacity: Where there are concerns about a person's capacity to make a particular decision, J.B.O.T. UK Ltd® will act in accordance with applicable law and professional guidance.

7. Cancellation of Appointments

Cancellation by the Client.

Due to unforeseen circumstances, you may need to cancel your booking:

Admin Fee: A £50.00 admin fee will be charged for cancellation. If further work has been carried out or reasonable costs incurred, such as the purchase of an assessment or measure, the client will also be liable for these costs upon cancellation.

5 Working Days or Less Notice: Cancellation within less than five working days will result in 50% of the deposit being retained.

2 Working Days or Less Notice: Cancellation two working days or less will result in 100% of the deposit being retained.

Same-Day Cancellation: Cancellations on the day of the appointment will be invoiceable for 100% of the total fee agreed.

Illness Exception: J.B.O.T. UK Ltd® will require a doctor's certificate, in the event of illness, to waive any cancellation fees.

Cancellation by the Therapist

An alternative appointment will be made as soon as possible, with appropriate reasoning provided to the client.

8. Reports & Permitted Use

Scope & Modifications: Reports are prepared for the person, purpose, and context agreed at booking. They should be read as complete documents. Reports, extracts, or conclusions must not be altered, selectively presented, or used for a substantially different purpose without J.B.O.T. UK Ltd®'s written agreement.

Third-Party Acceptance: A report may be shared by the client with another professional or relevant organisation for the agreed purpose. Acceptance and decisions remain the responsibility of the receiving GP, healthcare provider, employer, education provider, local authority, benefit decision-maker, insurer, or other third party.

Amendments: J.B.O.T. UK Ltd® will correct material factual errors brought to its attention. A difference of opinion or dissatisfaction with a clinically reasoned conclusion does not, by itself, require changing the report or conclusion. Substantial amendments, updated opinions, or use for a new purpose may require further assessment and an additional fee.

Timeframes: Reports, where possible, will be completed in 7–10 working days after all required information and full payment have been received, and sent to the client or their caregivers. Reports will be sent via email in the form of a password-protected document; the

password will be sent separately. Complex cases, delayed collateral information, or additional clinical consultation may extend this timeframe. J.B.O.T. UK Ltd® will communicate material delays.

9. Clinical Findings, Outcomes & Discharges

Clinical Accuracy & Expectations: Assessment findings and recommendations reflect the information reasonably available at the time, including information supplied by the service user, family members, education providers, employers, and other professionals. The clinical impressions, diagnostic formulations, and recommendations detailed in this report are based on observations, standardised and non-standardised tools, and the information provided by the respondent. Therefore, the validity of these findings is naturally dependent on the respondent's honest disclosure, recall accuracy, and self-awareness.

Client Disclosure: The client and service user must provide information that is accurate and complete to the best of their knowledge and must notify J.B.O.T. UK Ltd® of material changes.

No Guaranteed Outcomes: A particular diagnosis, recommendation, funding decision, benefit award, workplace adjustment, education provision, or other outcome cannot be guaranteed. Screening services do not diagnose or exclude a condition. A diagnostic conclusion will be provided only where the commissioned service is diagnostic, and the available evidence supports a clinically defensible conclusion.

Complex Presentations: J.B.O.T. UK Ltd® may pause an assessment, request further evidence, or recommend multidisciplinary input where presentation is complex, information conflicts, risk is identified, medical exclusion is required, or another professional's expertise is clinically necessary.

Discharge Status: Standalone assessments do not generate an ongoing therapeutic relationship. Once the agreed report and feedback have been provided, the service user will normally be discharged, and their data will be archived unless further work is agreed in writing.

10. Confidentiality, Data Protection & Information Sharing

Confidentiality: Any information obtained in assessment or therapy sessions will remain confidential and will not be disclosed to a third party without consent. Permission will be sought from the client prior to discussion with another professional, except when it would be unsafe to do so.

Safeguarding Exceptions: Information may be disclosed without consent where J.B.O.T. UK Ltd® reasonably believes this is necessary to protect a child or adult at risk, respond to a

serious risk of harm, comply with a legal obligation or court order, meet a regulatory requirement, or obtain confidential professional advice or supervision necessary for safe practice.

Security & Storage: Computer records are stored on a password-protected laptop, using a VPN and internet security package along with two-step verification. The email domain is hosted by Gmail; email cannot be guaranteed to be secure. Physical records are kept in a secure locked container. Therapy session notes are generally made on paper and later shredded once they have been securely transferred online to a therapy notes hosting platform.

Data Protection (GDPR): J.B.O.T. UK Ltd® is the data controller for personal information processed in connection with its services. Health and assessment information is special-category personal data and will be processed only where there is an appropriate lawful basis and condition under data-protection law. Further information is set out in the J.B.O.T. UK Ltd® Privacy Notice, available through the website or on request.

Record Retention: Records will be retained in accordance with J.B.O.T. UK Ltd®'s documented retention schedule, professional obligations, insurance requirements, and applicable law. Records will not be retained indefinitely without a justifiable purpose and will be securely deleted or anonymised when no longer required, such as upon service cancellation.

11. Client Conduct & Ending Services

Conduct: Clients and service users are expected to communicate respectfully, provide a safe working environment, and are explicitly not permitted to record sessions without prior written agreement.

Termination by Provider: J.B.O.T. UK Ltd® may pause, end, or decline a service where there is threatening or abusive behaviour, unmanaged safety risk, a conflict of interest, non-payment, repeated non-engagement, insufficient consent or information, or needs that fall outside professional scope.

Process on Termination: Where clinically and practically appropriate, J.B.O.T. UK Ltd® will explain the reason, identify urgent safety steps, and provide signposting or referral information. Fees will remain payable for work properly completed and reasonable non-recoverable costs already incurred.

12. Intellectual Property

J.B.O.T. UK Ltd® retains intellectual-property rights in its original templates, frameworks, training materials, workbooks, slides, and resources, including materials associated with the

Neurodivergent Framework for Occupational Ecology© where applicable. Clients may use materials supplied to them for their personal, clinical, education, or internal workplace purpose, but must not reproduce, sell, publish, adapt, or distribute them commercially without written permission.

13. Complaints Procedure

If you have commissioned an assessment to achieve a particular outcome (such as recommendations for a sensory diet plan within the classroom, a Neurodevelopmental screen to support a panel review, a 'Blue Badge' application, or a Personal Independence Payment application), please be aware that J.B.O.T. UK Ltd® cannot, in any way, guarantee that the assessment and report outcome will meet the desired aim. J.B.O.T. UK Ltd® is bound by professional guidance regarding honesty and integrity; as such, any report will be an accurate and objective reflection of the assessment findings only.

Resolution Steps

1. Initial Resolution: In the unlikely event you are unhappy with the service received, initially please discuss your complaint with the therapist concerned, where an amicable agreement will hopefully be reached.
2. Formal Written Complaint: If the response is not to your satisfaction, please send your complaint in writing to info@jbotuk.com, explaining the concern, relevant dates, and the outcome sought.
3. Response Timeline: You will receive an acknowledgment and normally a written reply within 15 working days. If more time is reasonably required, you will be informed of the reason and expected response date.
4. Further Escalation: If you remain dissatisfied, the final response will identify further routes. Concerns about a registered professional's fitness to practise may be raised with the Health and Care Professions Council (HCPC). Data-protection concerns may be raised with the Information Commissioner's Office (ICO). These routes do not replace any statutory consumer rights.

14. Responsibility & Limitation of Liability

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, breach of statutory rights, or any other liability that cannot lawfully be excluded or limited.

Subject to those protections, J.B.O.T. UK Ltd® is not responsible for decisions made by independent third parties, for outcomes that were not guaranteed, or for loss caused by materially inaccurate, incomplete, or withheld information, unauthorised alteration of a report, or use of a report outside its agreed purpose.

15. Events Beyond Reasonable Control (Force Majeure)

J.B.O.T. UK Ltd® will not be responsible for delay or failure caused by events beyond reasonable control, including serious illness, severe weather, transport disruption, utility or technology failure, public-health restrictions, or failure of a third-party service. J.B.O.T. UK Ltd® will take reasonable steps to communicate, reduce disruption, and rearrange or refund uncompleted work as appropriate.

16. General Provisions & Contact

Governing Law: These terms are governed by the law of England and Wales. The courts of England and Wales will have jurisdiction, subject to any mandatory consumer right to bring proceedings elsewhere.

Priority of Terms: If a service-specific written quotation conflicts with these general terms, the service-specific wording will take priority for that particular service.

Contact Information: Questions about these terms should be sent prior to booking via the contact form at <https://www.jbotuk.com/contact-1> or via email at info@jbotuk.com.

There is no facility for telephone communication.

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