

**Nature of services supplied**

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 Commitment Therapy-based coaching supporting reasonable adjustments.

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

**1. Place of Work**

Assessments may be carried out at the JBOT-UK® office and therapy space, remotely, within schools, client homes, workplaces and other therapeutic spaces.

**2. Travel Time**

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.

**3. Fees**

Once a service has been agreed, an invoice will be issued. 50% of the total service fee will be required as a deposit upon booking, with the remaining 50% to be paid 24 hours before the assessment or service provision.

The assessment will not proceed without payment in full.

All work will be pre-agreed with the client before booking so that all parties have reasonable and realistic expectations regarding the work that will take place. The client must complete any agreed tasks, such as the pre-assessment questionnaire, within the agreed time frames, failure to do so may delay the assessment process.

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.

JBOT-UK® 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. Data will not be scored, and reports will not be created or issued until full payment has been made.

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

**4. Terms of Payment**

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

JBOT-UK® does not offer credit or discount schemes; however, payment can be arranged via Local Authorities, Access to Work, charities and other funding sources.

Full and final payment is required 24 hours before the day of therapy or intervention, delays in this will incur a daily charge of 5% of the total service cost. 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 appointment.

## **5. 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.

## **6. Cancellation of Appointments**

Cancellation by the client - Due to unforeseen circumstances you may need to cancel your booking. Cancellation within less than five working days will result in 50% of the deposit being retained. Cancellation two working days or less will result in 100% of the deposit being retained. Cancellations on the day of the appointment will be invoiceable for 100% of the total fee agreed. JBOT-UK® 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.

## **7. 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.

Computer records are stored on a password-protected laptop, using a VPN and internet security package along with two-step verification. Email cannot be guaranteed to be secure. The email domain is hosted by Gmail.

Physical records are kept in a secure locked container. Therapy session notes are generally made on paper, and later shredded once have been securely transferred online to a therapy notes hosting platform.

Reports, where possible, will be completed in 7-10 working days 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 to the report.

## **8. Complaints**

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 independent payment application, please be aware that JBOTUK® cannot, in any way, guarantee that the assessment and report outcome will meet the desired aim.

JBOT-UK® 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.

In the unlikely event you are unhappy with the service you have received from JBOT-UK®, initially, please discuss your complaint with the therapist concerned, where an amicable agreement will hopefully be reached. If the response is not to your satisfaction, please put this in writing to [Info@jbotuk.com](mailto:Info@jbotuk.com).

You will receive a written reply within 15 working days. If you are not satisfied with the reply, contact details to take the concern further will be provided with the response.

If you have any further questions prior to entering into an agreement, please contact JBOT-UK®, via the contact form- <https://www.jbotuk.com/contact-1> or via [info@jbotuk.com](mailto:info@jbotuk.com) .