

## **Footsteps Limited Terms and Conditions**

### **Agreement**

This agreement is between the client and Footsteps Limited. Footsteps Limited may make amendments to the current terms and conditions without prior warning to the client. Term and conditions will be issued with the first invoice and must be signed and returned to the Footsteps Centre prior to the session taking place or on arrival for the first session at Footsteps.

### **Assessments**

Every child must have completed a one-to-one assessment before starting the Footsteps programme.

### **Bookings**

Bookings /multiple bookings can be made at any time for the current year. If a session is full Footsteps operates a waiting list for each session.

### **Invoicing**

#### **Deposit invoice:**

A non-refundable £300 deposit per session is payable within one month of receipt of invoice to secure the session.

Deposit invoices for sessions 1-9 will be sent shortly after the session has been booked.

Deposit invoices for sessions 10-17 will be sent in October for payment by the end of November, or if the booking falls after this date the deposit invoice will be sent shortly after the session has been booked.

**Deposits are non-refundable and non-transferable.**

#### **Final invoice:**

Final invoices for the remaining balance will be sent two months before the session begins and payment is required 6 weeks before the start of the session.

**Failure to pay invoices within the allotted timeframe will result in the space being offered to another family. No refund will be issued.**

Please provide details if you require invoices to be sent directly to a third party/charity.

### **Payment methods**

Payments can be by cheque, bank transfer or cash.

#### **Cheque**

Please make cheques payable to Footsteps Ltd.

#### **Bank transfer**

1<sup>st</sup> January 2018

The Footsteps Limited account details are as follows and please can you use the invoice number as a reference when making an online payment:

Account name - Footsteps Ltd  
Sort code - 40-35-34  
Account number - 32204118

### **Cancellations & Refunds**

If you cancel a session the **£300 deposit is non-refundable and non-transferable.**

If you cancel a session once a final balance has been paid and it is less than 6 weeks before the session begins, Footsteps Limited will refund the final balance only if the slot is filled by another family on the reserve list.

If we have received external charity funding for the session the final payment will be processed 6 weeks before the start of the session. If you cancel the session after the final payment has been processed this is then **non-refundable and non-transferable** unless we can fill the slot with another family on the reserve list.

Cancelled sessions due to medical grounds will be subject to a full refund on receipt of a medical note, or the amount will transferred to another invoice if applicable.

### **Absences**

Footsteps Limited reserves the right to cancel sessions or single hours of therapy if a therapist is ill. Where possible Footsteps Limited will endeavour to find replacement hours during the three week session, if this is not possible then a refund will be issued or the amount transferred to another invoice.

If a whole session has to be cancelled by Footsteps Limited, Footsteps Limited will refund the full amount or will transfer the amount to another invoice if appropriate.

If a patient is absent due to illness for more than three days, Footsteps Limited will endeavour to refund an agreed percentage of the missed sessions on receipt of a Doctors certificate. In the case of vomiting bugs Footsteps Limited operates a 48 hour from last symptom policy. It is at the discretion of the therapist providing treatment as to whether they continue to do so if they feel a child is too unwell to continue.

### **Adverse weather policy**

In the event of adverse weather conditions, should the Footsteps Centre remain fully operational a refund will not be issued for missed sessions. If the Footsteps Centre has to close then a refund for missed sessions will be made or the refund transferred to another invoice.

### **Access to medical records**

Footsteps Limited agrees to provide copies of reports on the receipt of written request. Reports will be issued within two weeks of the session ending.

1<sup>st</sup> January 2018



### **Visitor records**

All parents are required to sign in and out of the Footsteps Centre using the visitor's book, leaving a contact number and car registration details. Families are welcome to leave the Centre but please make sure you can be contacted in an emergency.

We ask that only one person accompany the child during each session. All other occasional visitors such as teachers, other physiotherapists must make an appointment if they wish to visit the Footsteps Centre.

### **Responsibility/Liability**

Parents must sign below to agree that if they leave their child they take responsibility for any accidents when the child is not with the therapist having therapy. For example if a child insists on going to the toilet on their own and falls.

Siblings who are present during sessions are the responsibility of parents whilst at the Footsteps Centre. We ask that siblings refrain from running along the corridor as this can disrupt therapy sessions.

On occasions where there may only be one therapist in the building providing therapy we ask that parents stay in the Footsteps Centre to aid in an emergency situation.

### **Complaints procedure**

If you wish to raise a complaint please contact the Footsteps Centre office;

Email: [info@footstepscentre.com](mailto:info@footstepscentre.com),

Telephone: 01865 340376

### **Photography/Videography**

If you wish to take photographs or video of your child working at Footsteps permission should be sought from the Centre Manager, Foundation Manager or Director first.

**Please sign below to confirm your agreement with our terms and conditions.**

Child's Name:
Parent/Guardian Signature:

Signed terms and conditions should be sent back to:

Kirsty Dawson, Centre Manager, The Footsteps Centre, 4 Queen Street, Dorchester-On-Thames, Oxfordshire OX10 7HR