

## **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 10% deposit per session is payable within one month of receipt of invoice to secure the session.

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

#### **Balance invoice:**

Balance invoices for the remaining balance will be sent the month before the session begins and prompt payment is required 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**

1<sup>st</sup> January 2022



Please make cheques payable to Footsteps Ltd.

#### Bank transfer

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 **10% deposit is non-refundable and non-transferable**.

If you cancel a session once a final balance has been paid 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 and 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 be 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 Doctor's 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.

### Covid-19

If an absence is due to the child or family member/carer responsible for bringing the child to Footsteps testing positive for Covid-19, a full refund will be issued or the amount paid transferred to another session.

### 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. We endeavour to complete requested reports within two weeks of the session ending, where possible.

### 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.

1<sup>st</sup> January 2022



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