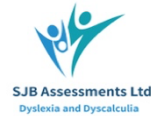


## Terms and Conditions- SJB Assessment Ltd.



You have been informed of the fee when placing this booking.

We require a £80 deposit to secure an assessment. You will be able to pay this via Stripe <sup>1</sup>

### For assessments costing £400 or more:

The fee is payable in 3 parts:

- £80 deposit due on booking
- Assessment fee due 48 hours before the assessment
- Report fee due 7 days before the report is released.

### For services less than £400

- £80 deposit due on booking
- The remainder of the fee 48 hours before the assessment.

### Cancellation policy

All changes and cancellations **must** be notified in writing to: [info@dyslexiaservices.net](mailto:info@dyslexiaservices.net)

Cancellation charges will be applied as follows:

- Cancellation within **14 days** of a booked session - deposit only
- Cancellation 7 days before a booked session -30% of full fee
- Cancellation within **48 hours** of a booked session = 100% of the fee.

### Rescheduling

In the case of illness or severe weather, the deposit is non-refundable, but we always do our best to reschedule although this may mean a significant wait until the next available appointment. The deposit will need to be paid again.

### Cancellation by the Assessor

- In the event that severe weather or any other emergency results in the cancellation of a session, the Assessor will endeavour to give clients a minimum of 24 hours' notice\* and to reschedule the assessment as soon as possible.

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<sup>1</sup> There is a 14 day cooling off period, after which time the deposit is non refundable<sup>1</sup>. If the assessment takes place within 14 days of booking the cooling off period does not apply once the work has taken place.

## **Privacy Policy**

- We are committed to protecting your data. Please see the privacy policy on our website.
- Following the assessment and the compilation of the final assessment report the test papers will be stored securely for 12 months after which time they will be destroyed.
- Your final assessment report will be held by us for 7 years along with your background questionnaire and booking form.
- Duplicate reports can be requested during this time at a fee of £20. After 7 years we will be unable to provide a copy.

## **Disclaimer of Diagnostic Guarantee**

Please be aware that despite our best efforts and expertise, we cannot provide an absolute guarantee of a definitive diagnosis.

## **Timescales**

Reports can take up to 21 working days to complete.

## **Requirements**

A valid eye test conducted within the past 12 months is a prerequisite for the assessment.

Completion of both the parents' questionnaire and school questionnaire is mandatory prior to the assessment. Failure to provide these documents may result in the cancellation of the assessment.

We retain the right to cancel or reschedule the assessment if the aforementioned documents are not made available within the specified timeframe.