TERMS AND CONDITIONS FOR DIRECT SERVICES

Dear Client,
This is a legally binding agreement between Munira Adenwalla and the client (the parent, legal guardian, or child obtaining Occupational Therapy intervention).

Please read the terms and conditions set in this document and then sign, date, and return it to Munira Adenwalla prior to commencing Occupational Therapy intervention.

By participating in and receiving services, you accept and agree to the terms and conditions of this agreement. If you do not agree to abide by the conditions in this document, do not use these services.

The terms and conditions written below are to provide clear guidelines and treatment.

INTAKE:

Initial telephone enquiries with Munira Adenwalla are free up to 20 minutes. Usual charges apply beyond this.

Scheduling services are completed with Munira Adenwalla via email or phone, and once client confirms the date and time, this constitutes acceptance of the booking and agreement to the terms and conditions.

Full payment is required via bank transfer to confirm client's sessions. Services will not take place nor findings discussed till payment is received in full.

The agreement is between Munira Adenwalla's service and the client. The Terms and Conditions must be signed and returned to Munira Adenwalla before services begin. Amendments to the current terms and conditions can be made without prior notice to the client.

ASSESSMENTS, CONSULTATIONS AND SESSIONS

If the client has not been assessed by Munira Adenwalla before, a new assessment will be completed to provide an up-to=date baseline of their needs.

There are 2 options for initial parent consultations:
1) Brain power session of one hour to discuss a concern and how to help

2) Informal Assessment lasting two hours (approximately) where parents will provide background information, and videos of child doing certain activities requested by Munira Adenwalla. Indirect time will be used to review the information provided and is billed as part of the two hours. The remainder of the two hours will be spent directly with the client (parent) to review findings and recommendations.

Findings will only be discussed with the client unless they authorize discussion with school or other therapists on their child's team.

Billing starts at the scheduled start time of the session and client is billed up to the next 15 minutes interval.

Phone call discussions and communications will be billed at the hourly rate to the nearest 15 minute intervals.

Follow-up sessions are billed at an hourly rate and generally last 60-75 minutes. Indirect time is used to review videos and background information provided before the consultation session, and direct time is spent with the client to review findings and next plans. Indirect and direct time is billed by the hourly rate.

Sessions are held virtually.

Parents must inform Munira Adenwalla of any changes to medical status for client in writing.

CONFIDENTIALITY:

Details obtained during treatment sessions and any communication with parents will remain private and confidential in accordance with the Data Protection Act 1998. It will not be released to third parties without permission in writing or as required by law.

Photos and videos taken by parents during treatment sessions must be kept private and confidential and not shared on social media.

Consent will be asked of client to take photos or videos for documentation purposes.

CANCELLATION POLICIES:

72 hours notice is required for schedule changes or cancellations.

If the client is unable to give 72 hours' notice, you will be charged in full for the missed session.

Failure to show up will be charged in full price for the session.

All sessions are billed at the start time agreed upon. Munira Adenwalla will wait 15 minutes for the client to attend. If they arrive later than 15 minutes, the client must inform Munira Adenwalla or otherwise, they won't be seen yet will be charged in full for their missed session. The session will end at the scheduled time.

If client provides 72 hours notice, the client will not be charged for the cancellation, and the appointment will be rescheduled best as possible.

Munira Adenwalla has the right to cancel sessions if sick and to reschedule as best possible.

COSTINGS:

The session is billed for at the start time and for the full hour.

The session does not include any writeup or phone consultations.

Any further documentation and telephone consultation is billed in 15-minute increments.

Any additional administrative work will be billed at the hourly rate in 15-minute increments.

Payments must be made via BACS or Stripe for online programs and workshops.

Payment from insurance companies is not accepted, however, a receipt can be provided to you to submit accordingly.

Overdue payments will incur administrative charges of £80 and added to your bill. Failure to pay by 28 days of original invoice will result in the matter being referred to a debt collection agent whose charges will be added to and payable with the invoice debt. Meanwhile all treatment and reports will be withheld immediately.

CONSENT:

Consent may be withdrawn at any time, without explanation and without affecting your rights.
By signing this document and confirming your appointment, Munira Adenwalla and the client agree to the above terms and conditions.

SIGNED:

Child's Name: _____
Child's Date of Birth: _____
Client's Address: _____

I, _____, consent for my child to receive services from Munira Adenwalla and agree to the above terms and conditions.

Signature: _____ Date: _____

A signed copy of this letter is required prior to any work being undertaken.