



Terms and Conditions

These terms and conditions set out the expectations for the service user (you) and Chat and Play. They govern the contract between us and ensure that both parties are protected.

Bookings & Payment

- Sessions must be paid for in advance.
- Bookings are only guaranteed upon receipt of payment.
- All payments must be made via bank transfer
- Refunds cannot be offered for delivered services
- The most up-to-date fees information can be found at <https://www.chatandplay.co.uk/services>
- Fees are subject to annual increases from the 1st April each year. Increases will not apply to appointments already booked, invoiced, or paid for.
- Bank transfers should be made to:

Account Name: Suzanne Holland Account number: 78168673 Sort Code: 60-83-71
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Cancellation & Rescheduling Policy

If Chat and Play need needs to cancel an appointment, we will let you know as soon as possible. No charge will occur, and the appointment may be rescheduled at a time that is convenient for both parties. There may be certain situations in which you need to cancel an appointment at short notice. If you need to cancel an appointment, please contact us as soon as possible.

- Before 7am on the day of the appointment – you will not be charged, and the appointment may be rescheduled at a time that is convenient for both parties.
- After 7am on the day of the appointment – you will be charged for the consultation in full. The appointment may be rescheduled at a time that is convenient for both parties.



Missed Sessions

- If you are not at home when we arrive for your appointment, and you do not inform us of a cancellation this will be considered a missed session, and you will be charged in full
- If you do not attend a virtual consultation within 10 minutes of the starting time, and you have not informed us that you will be late this will be considered a missed session, and you will be charged in full
- Missed sessions cannot be refunded or carried over unless otherwise agreed.

Session Format & Access

Online sessions:

- You'll receive a [Zoom / Google Meet] link to access each scheduled session.
- Please ensure a stable internet connection and a quiet, distraction-free environment

Face-to-face sessions:

- Sessions will take place at your home or your child's school/nursery.
- For home visits, it is your responsibility to provide a suitable space for therapy that is clean, safe, and free from distractions.

Confidentiality & Data Protection

- All therapy sessions are private and confidential.
- Session notes and personal data are securely stored in accordance with UK GDPR.
- Information will only be shared with other relevant persons with consent, unless legally required (e.g. safeguarding).
- Online sessions must not be recorded by either party without prior agreement.

By attending and/or paying for my services, you confirm you have read, understood, and agreed to these Terms & Conditions. If you have any questions, feel free to get in touch at any time on suzanne@chatandplay.co.uk