



Payment & Cancellation Terms

This document should be read in conjunction with our full [Terms and Conditions](#) and our [Services and Fees](#).

1. Introduction

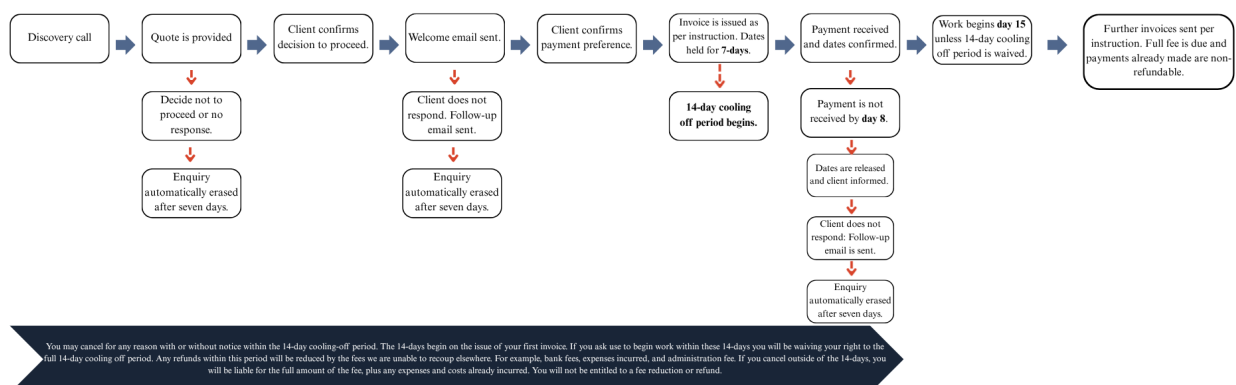
- a. These are supplementary terms of payment and cancellation rights which are designed to be read alongside our full [Terms and Conditions](#) and [Services and Fees](#) document.
- b. These terms apply to private clients only. Corporate clients, such as schools and solicitors, and those paying by LAA, have different terms of payment.

2. Payments

- a. We offer three payment options for **Standard, Enhanced, SENDIST**, and **bespoke** support:
 - i. 100% at the time of booking.
 - ii. 50% at the time of booking. 50% on completion, but before delivery of report.
 - iii. For bookings three months or more in advance we may offer the option to pay in three instalments: 1/3 at time of booking, 1/3 7-10 days before the assessment, and 1/3 on completion, but before delivery of report.
- b. All therapy and single consultations must be paid, in full, at least 24 hours prior to the session taking place. Ongoing therapy sessions may be paid in blocks of six, if preferred.
- c. Invoices for hearings, including preparation and attendance, are issued within 48 hours of conclusion. Invoices are payable within 28 days of issue.

3. Cancellations and Refunds

The following timeline applies to **all** services:



Below are three simplified working examples:

Example 1: Non-payment of invoice

You have a discovery call with us on 1st March. We send you a quote to confirm that we believe our services are suitable. You accept on 1st March which is confirmation you believe our services are suitable too. You ask us to invoice you on a 50/50 basis. We send you an invoice for 50% of the total cost on 1st March. This is now day 1.

We will hold your dates for seven days (8th March). If the invoice remains unpaid, we will release your dates and send you an email to confirm the same. You may choose to pay your invoice and, if available, the previously held dates will be reinstated. If these are no longer available, we will offer the closest dates to the original. If the invoice remains unpaid on the 15th day, we will assume you do not wish to proceed and cancel the agreement and invoice.

Example 2: Cancel within 14-days

You have a discovery call with us on 1st June. We send you a quote to confirm that we believe our services are suitable. You accept on 1st June which is confirmation you believe our services are suitable too. You ask us to invoice you on an instalment basis. We send you an invoice for 1/3rd of the total cost on 1st June. This is now day 1. You pay within the first seven days (thank you).

You decide to cancel at any time up to and including 14th June. You receive a full refund, minus any fees or expenses that we cannot reclaim elsewhere. We will provide an itemised list of deductions at the time of the refund.

Example 3: Cancel outside of the 14-days or if this is otherwise waived

You have a discovery call with us on 1st October. We send you a quote to confirm that we believe our services are suitable. You accept on 1st October which is confirmation you believe our services are suitable too. You ask us to invoice you the full amount. We send you an invoice for this on 1st October. This is now day 1. You pay within the first seven days (thank you).

You decide to cancel on or ask us to begin work before the 15th October. In this case you have missed the 14-day cooling off period or waived your right to cancel, respectively. You will remain liable for the full fee. As you have already paid in full, the amount is forfeited. If you have not paid in full, an invoice for the remaining amount will be issued and due within 28-days.

In all scenarios, any costs incurred by us, including any fees or expenses we cannot otherwise reclaim, will be charged in addition to the full fee. Please ensure you read the terms and conditions carefully and reach out if you have any questions.