



Building Blocks Therapy Centre  
www.buildingblockstherapycentre.co.uk  
nada@buildingblockstherapycentre.co.uk

## **AGREEMENT OF SERVICE(S)**

**Nature of BBTC services:** The client(s) understand that Building Blocks Therapy Centre will provide services to children and families affected with Special Educational Needs. Please note that due to each individual case, children and adults will progress at different rates.

### **Requirements from client:**

1. Assessments:
  - a. It is compulsory that any child or adult seeking services from Building Blocks Therapy Centre must receive the recommended assessment by the consultant.
  
2. Reports:
  - a. Reports will not be released before the payments have been successfully received.
  - b. During the client's therapy, additional reports will be charged.
  - c. After the assessment has been conducted, upon payment, reports will be delivered within 3-10 working days from the date of your payment.
  - d. Purchasing BBTC's Premier Service will ensure you receive your report within 1-2 working days.
  
3. Contact:
  - a. Contacting the therapist: Clients are only to contact any BBTC therapists on [nada@buildingblockstherapycentre.co.uk](mailto:nada@buildingblockstherapycentre.co.uk) or by calling 00447900934825 or 0020122655532.
  - b. Contacting consultants and senior therapists: The client will only be able to contact the consultant or senior therapist to discuss their child's progress at a scheduled time.
  - c. Any conversations over 15 minutes will be chargeable. You will receive the invoice of the conversation charge within 7 days of the conversation. This includes Skype and phone calls. Please note that if you would like to speak with any of the BBTC team during a session, let them know prior to the start of sessions so that they can accommodate your needs within your booked time. Please be aware, this may mean an appointment will need to be scheduled.
  - d. For general enquiries please contact us on [nada@buildingblockstherapycentre.co.uk](mailto:nada@buildingblockstherapycentre.co.uk) and we will endeavor to get back to you at our earliest convenience.



- e. Contacting the BBTC team: The use of Whatsapp, Viber or Facebook messenger is strictly prohibited.
- f. It is the responsibility of clients to ensure they regularly check BBTC email messages and newsletters, to keep updated on changes in our sessions, services, discounts and offers.

#### 4. Payment:

- a. During the initial consultation, we will help you assess the options available to you and help you determine whether the cost of therapy corresponds with your financial situation.
- b. When purchasing packages, you agree to make payments upfront or through instalments. Any sessions completed before payment will be considered Pay-As-You-Go and you agree to be charged as such.
- c. If you choose to pay via instalments, you agree to pay all instalments. Failure to do so will result in a call from our credit control department who will take steps to acquire the agreed upon funds. This will result in additional fees of which you understand you will be obligated to pay.
- d. On the Pay-As-You-Go payment method, invoices will be sent following the completion of the session and will be paid in full.
- e. Payments must be made within 7 days. Any failure to meet payment expectations will result in a hold on your session and a final demand notice by the credit control department, until payment is received.
- f. Payment is to be made through bank transfer. Cash is sometimes accepted, but this must be agreed upon and approved.

#### 5. Refunds:

- a. Refunds are not given when purchasing discounted packages upfront.
- b. In some cases, and upon our discretion, some payments may be refunded in part.

#### 6. Resources:

- a. If you order a tailored or general resource, upon receipt of the invoice, payment must be made and the order will be processed.
- b. For the purchase of resources using the BBTC Premier Service, resources will be sent within 3-5 working days.

#### 7. Visa:

- a. If you are an overseas (not in the UK) client and would like to book sessions



BBTC can help you with Visa application support.

- b. Before a supporting letter is sent to you, you must pay for an appointment processing fee and book assessment and sessions.
- c. Unsuccessful Visa applications will result in a refund of appointment and sessions paid for. The appointment processing fees will not be refunded.

8. Travel:

- a. If we travel to your home/preferred location, you will incur additional charges on your therapeutic services.

9. Consultation:

- a. The client(s) understands that until a plan of service has been developed and agreed upon by both the consultant and the client(s) during the initial consultation(s), all services provided are consultative in nature.
- b. The consultant will evaluate and assess the client during one or more meetings and determine which intervention best suits the client. In some cases, the client or the client's guardian recommends a specific intervention from that seen on the service list, and this will be something that may be considered and possibly taken on.
- c. It is important for the client to understand that not all services are fit for the client and a fit intervention or service must be put in place. In this circumstance, the consultant will recommend and highly suggest the intervention or service they see fit.

10. Confidentiality:

- a. You understand that all communication between consultants/therapists and client(s) is confidential. BBTC will only release to a third party under any of the following conditions:
  - i. The client(s) authorises the consultant/therapist to release information with written permission.
  - ii. The client(s) is threatening serious bodily harm to self or to another.
  - iii. The consultant/therapist learns that the child, an elderly person, or a disabled person has been or is being abused.
  - iv. A court order dictates such release. In addition to this, any photographs and/or videos taken during the session will not be distributed or shown without parental permission.
- b. Other circumstances in which information may be disclosed:
  - i. For clients who are unable to receive and/or process information on



their own, are unable to hold consultations, or are unable to receive feedback regarding sessions, the consultant/therapist will discuss the clients case, consultation, and intervention process with their guardians.

- ii. This will not be the case if the client is undergoing counselling, mindfulness and/or other meditative therapeutic services or the guardian is undergoing coaching. Here the information will always remain confidential and will follow the confidentiality agreement except if the aforementioned conditions stipulated in clause 9.a. are met.

#### 11. The Process of Therapy/Evaluation:

- a. During the specific booked service, the consultant/senior therapist/therapist will ask for feedback (from the client or the clients guardian), and views on the course of the arranged therapy/service.
- b. In some circumstances, different approaches need to be integrated in order to meet the client where they are at. Therefore, if applicable, some changes in the agreed service may take place with the approval of both client/client guardian and the clinician.

#### 12. Tracking Progress:

- a. In order to ensure parents/guardian's of clients can keep track of progress, session update reports will be produced and sent after consultations.
- b. You understand that images and short videos will be taken and sent to parents of children receiving our therapeutic services. Please note that all images and video footage taken will be used internally for training purposes and to show the parent/guardian of the client in question only. Unless otherwise agreed, images will not be circulated on our website or social media platforms.

#### 13. Missed and Cancelled Face to Face and Skype Consultation and/or Therapy Appointments:

- a. To be effective, provided therapy needs to take place on the decided time frame between the consultant/senior therapist/therapist and you as the client/client guardian or parent.
- b. The best results occur when the appointments are followed at the agreed time period. Additionally, an appointment time reserved for you means that it cannot be used for someone else. Missed and cancelled appointments not



communicated within the 24 hour time frame will incur a charge of the full amount.

14. Service Scope:

- a. Clients will sign up for one or a few services for an agreed number of session(s).
- b. Programme(s) may change or be altered, per case.
- c. On the rare case that programmes are already set through an outside worker, Building Blocks Therapy Centre will not be responsible in forming and updating the programme, except under agreed terms.

15. Time of Appointment:

- a. The consultant/senior therapist/therapist is usually able to begin the session at the scheduled time. If the session begins late, the session will still be the length that was planned.
- b. If the client(s) arrives late for the appointment, the session will still end at the time, which it was scheduled to end. The charge of a shortened session will be for the full amount.

16. Booked Holidays (Under 6 hours per week):

- a. Holidays should be communicated in advance so that make up sessions are arranged.

17. Booked Holidays (Over 6 hours per week):

- a. Holidays should be communicated in advance.
- b. To ensure your child keeps their therapy spot and the same therapist/s, usual payments will be due with a 50% discount.

18. Independence:

- a. Parents acknowledge that consultants/senior therapists/therapists are employees of BBTC and not of the parent or any workers outside BBTC.
- b. Parents understand that there is no employment contract between consultants/senior therapists/therapists, but an agreement between the parents and Building Blocks Therapy Centre.

19. Changes to BBTC's terms of agreement:

- a. You understand that all changes to the agreement of services will be sent to you via email.



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- b. You agree that by continuing to use BBTC 's services you agree to all changes and updates made to the agreement of services.

### **Requirements from Building Blocks Therapy Centre:**

#### **20. Assessments:**

- a. Building Blocks Therapy Centre will provide clients with the recommended assessments.
- b. The consultant will conduct all recommended assessments.

#### **21. Reports:**

- a. We will not release the report until payment is made in full and has successfully been received.
- b. During the client's therapy, the consultant, senior therapists and therapists will keep a record the child's progress.
- c. Upon payment, reports will be delivered within 3-10 working days from the date of your payment.
- d. Purchasing BBTC's Premier Service will ensure you receive your report within 1-2 working days.

#### **22. Contact:**

- a. BBTC therapists will contact clients on nada@buildingblockstherapycentre.co.uk or call directly 00447900934825 or 0020122655532.
- b. The consultant and senior therapist will only be able to discuss their child's progress at the agreed scheduled time.
- c. For conversations over 10 minutes, an invoice will be sent within 7 days of the conversation. This includes Skype and phone calls.
- d. When discussing clients in the session, the therapist will accommodate your needs within your booked time.
- e. We will endeavor to get back to your general enquiries at our earliest convenience.
- f. The use of Whatsapp, Viber or Facebook messenger is strictly prohibited when contacting clients.
- g. Regular correspondence regarding services, prices and offers between clients and BBTC will be made via our newsletter and email. It is the responsibility of clients to ensure they regularly check these.



### 23. Payment:

- a. During our initial consultation, we will help you assess the options available to you and help you determine whether the cost of therapy corresponds with your financial situation.
- b. Invoices will be sent prior to the start of package sessions, payments are to be made upfront. Any sessions completed before payment will be considered Pay-As-You-Go and will be charged as such.
- c. On the Pay-As-You-Go payment method, invoices will be sent every month.
- d. Any failure to meet payment expectations will result in a hold on your session and a final demand notice, until payment is received. Further failure to make payments will result in additional charges of interest.

### 24. Refunds:

- a. Refunds are not given when purchasing discounted packages upfront.
- b. In some cases, and upon our discretion, some payments may be refunded in part.

### 25. Resources:

- a. Orders will be processed upon payment.
- b. For the purchase of resources using the BBTC Premier Service, resources will be sent within 3-5 working days.

### 26. Visa:

- a. A supporting letter will be sent to clients once the application fee has been received and assessment and sessions have been booked.
- b. Unsuccessful Visa applications will result in a refund of appointment and sessions paid for. The appointment processing fees will not be refunded.

### 27. Travel:

- a. If we travel to your home/preferred location, you will incur additional charges on your therapeutic services.

### 28. Consultation:

- a. All services provided are consultative in nature.
- b. The consultant will evaluate and assess the client during one or more meetings and determine which intervention best suits the client. In some cases, the client or the client's guardian recommends a specific intervention



from that seen on the service list, and this will be something that may be considered and possibly taken on.

- c. BBTC will endeavor to help clients understand that not all interventions will suit the needs of the client and we will only put suitable interventions in therapeutic programmes.

#### 29. Confidentiality:

- a. All communications between consultants/senior therapist/therapists and client(s) is confidential. Information will only be released to a third party under any of the following conditions:
  - i. The client(s) authorises the consultant/therapist to release information with written permission.
  - ii. The client(s) is threatening serious bodily harm to self or to another.
  - iii. The consultant/therapist learns that the child, an elderly person, or a disabled person has been or is being abused.
  - iv. A court order dictates such release. In addition to this, any photographs and/or videos taken during the session will not be distributed or shown without parental permission.
- b. Other circumstances in which information may be disclosed:
  - i. For clients who are unable to receive and/or process information on their own, are unable to hold consultations, or are unable to receive feedback regarding sessions, the consultant/therapist will discuss the clients case, consultation, and intervention process with their guardians.
- c. This will not be the case if the client is undergoing counselling, mindfulness and/or other meditative therapeutic services or the guardian is undergoing coaching. Here the information will always remain confidential and will follow the confidentiality agreement except if the aforementioned conditions stipulated in Clause 9. Section a. are met.

#### 30. The Process of Therapy/Evaluation:

- a. During the specific booked service, the consultant/senior therapist/therapist will ask for feedback (from the client or the clients guardian), and views on the course of the arranged therapy/service.
- b. In some circumstances, different approaches need to be integrated in order to meet the clients needs. Therefore, if applicable, BBTC will notify clients or the clients parents or guardian if changes in the agreed service are made.





### 31. Tracking Progress:

- a. In order to ensure parents/guardian's of clients can keep track of progress. Session update reports will be produced and sent after consultations.
- b. Images and short videos will be taken and sent to parents. Please note that all images and video footage taken will be used internally for training purposes only.
- c. Unless otherwise agreed, images will not be circulated on our website or social media platforms.

### 32. Missed and Cancelled Face to Face and Skype Consultation and/or Therapy

#### Appointments:

- a. To be effective, provided therapy needs to take place in the decided time frame between the consultant/senior therapist/therapist and you as the client/client guardian or parent.
- b. The best results occur when the appointments are followed as agreed. Additionally, an appointment time reserved for you means that it cannot be used for someone else. Missed and cancelled appointments not communicated within the 24 hour time frame will still incur the session fee.

### 33. Service Scope:

- a. BBTC will ensure clients are aware of the services they have signed up for and and the agreed number of session(s).
- b. Programme(s) may change or be altered, per case. Clients will be notified regarding this.
- c. On the rare case that programmes are already set through an outside agency/agent, Building Blocks Therapy Centre will not be responsible in forming and updating the programme, except under agreed terms.

### 34. Time of Appointment:

- a. The consultant/senior therapist/therapist is usually able to begin the session at the scheduled time. If the session begins late, the session will still be the length that was planned.
- b. If the client(s) arrives late for the appointment, the session will still end at the time, which it was scheduled to end. The charge of a shortened session will be for the full amount.

### 35. Booked Holidays (Under 6 hours per week):

- a. When client holidays have been communicated in advance, BBTC will



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endeavor to ensure that make up sessions are arranged.

36. Booked Holidays (Over 6 hours per week):

- a. Holidays should be communicated in advance.
- b. To ensure your child keeps their therapy spot and same therapists, usual payments will be due with a 50% discount.

37. Independence:

- a. Consultants/senior therapists/therapists are employees of BBTC and not of the parent or any other company outside of BBTC.
- b. There is no employment contract between consultants/senior therapists/therapists, but an agreement between the parents and Building Blocks Therapy Centre.

38. Changes BBTC's terms of agreement:

- a. Any changes to the agreement of services will be communicated to our clients via email.
- b. By continuing to use BBTC 's services we understand that you agree to all changes and updates made to the agreement of services.