

**TERMS & CONDITIONS**

This website is owned and operated by The Butterfly Room who are completely dedicated to your total satisfaction. If you have any suggestions or comments or if you need to contact us, please email us at [laura@thebutterflyroom.org](mailto:laura@thebutterflyroom.org), or use the details below.

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**You must not:** (a) reproduce, duplicate, copy or otherwise exploit The Butterfly Room or any of its images or material for any commercial purpose; (b) modify any material or items supplied by The Butterfly Room or (c) redistribute The Butterfly Room material.

**We accept payment** by cheque, cash or bank transfer

**The contract between us**: We must receive payment of the whole of the price for the services that you book with The Butterfly Room. By booking and/or attending an appointment, or taking up a service with us, you are agreeing to a legally binding contract between us for which you will be invoiced and then we expect payment in full.

**Cancellation by us -**We reserve the right to cancel the contract between us if:

* Our member of staff becomes unavailable due to illness or otherwise and we are unable to cover your appointments/services with another member of staff.
* You do not keep up to date with your payments.

**Events beyond our control -** We shall have no liability to you for cancelations that are caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

**Privacy Policy –**The Butterfly Room does not disclose any of our client’s information to other companies at any time. However, disclosures in the public interest, based on the common law, are made where this is essential to prevent a serious and imminent threat to public health, national security, the life of the individual or a third party or to prevent or detect serious crime.

**Confidentiality -**All information held by The Butterfly Room is strictly confidential unless you give us permission to share with other health professionals or the safety of your child is at risk.

**Payment Terms -** Unless credit terms have been specifically agreed in advance, payment is due within **7 days** of our invoice date. Late fees will be charged for overdue payments.

Invoices are sent on or around the 16th of each month for any sessions received during the previous month.

**Late payments -** if payments are late, The Butterfly Room will charge a late fee of £10.00 per week for every week the invoice remains outstanding.

If we do not receive payment within **21 days**, in addition to late charges being applied, we then reserve the right to withdraw and postpone treatment/sessions until payment is received.

If payments are late two months in a row, we reserve the right to charge after each individual session (rather than at month end).

**Late cancellations -**  if an appointment is cancelled with less than 24hours notice, 100% of the fee will be charged.

**Missed Sessions –** a review may be required if we receive a high number of cancellations from you, or if you miss more than two consecutive sessions. If a review is required, sessions may be terminated or you may be placed back on to the waiting list.

**Ending sessions** – if you wish to end sessions with us, you are required to give your therapist a **minimum of two sessions notice** to ensure that sessions can be closed appropriately with your child. It is important that your therapist can close sessions with your child properly and we strongly advise that you attend these closing sessions, however please note that you **will** still be charged for the two ssession notice period if you choose not to attend.

**Travel -** All home/school visits are charged at our hourly rate unless otherwise agreed in advance, and travel  is charged at 45p per mile.