



Terms and Conditions for Neu Voice Solutions

Effective Date: 1/2/2025

1. Introduction

1.1 These Terms and Conditions govern the services provided by Neu Voice Solutions, including speech and language therapy, voice therapy workshops, and associated services.

1.2 By engaging with Neu Voice Solutions, clients agree to these Terms and Conditions in full.

1.3 You will be asked to sign two copies prior to your first appointment. Please return/email one signed copy to your treating therapist at your first appointment.

1.4 These terms and conditions may be amended at any point. Notice of changes will be posted on Neu Voice Solutions website.

2. Services Provided

2.1 Neu Voice Solutions offers the following services:

- Initial consultations.
- Individual therapy sessions tailored to client needs.
- Written reports (e.g., assessments, summaries, recommendations).
- Meetings with relevant parties (e.g., schools, healthcare professionals).
- Telephone consultations.
- Voice therapy workshops.

2.2 The services provided adhere to professional standards, but results may vary depending on individual client circumstances.

3. Fee Structure

3.1 **Initial Consultation:** Fees for initial consultations will be £120 per session, which includes assessment and initial recommendations.

3.2 **Therapy Sessions:** Therapy session fees are £70 per session (duration: 30-45 minutes).

3.3 **Written Reports:** Fees for written reports start at £65 and may vary based on complexity.

3.4 **Meetings:** Attendance at meetings (e.g., with schools, other professionals) will be charged at £70 per hour, including preparation time.



3.5 Mileage and Travel Time: Travel is charged at 50p per mile and 50p per minute for travel time if the distance exceeds 20 miles from LL32 8SB /NE27 0GN

3.6 Telephone Consultations: Telephone consultations are charged at £30 per hour excluding free telephone consultation offered.

3.7 Voice Therapy Workshops: A price will be agreed based on location, number of people at the workshop, length and detail of topic required.

4. Payment Terms

4.1 Payments are to be made via BACS or invoice. Full payment details will be provided on the invoice.

4.2 Invoices must be paid 24 hours prior to your appointment. If appointments are booked on the day, invoices should be paid 2 hours before your appointment is due.

4.3 For clients working through third parties, payments can be made following the appointment with prior agreement. Invoices will be sent periodically as agreed. Payments must be made within 14 days of the invoice date unless otherwise agreed.

4.4 Fees will be reviewed annually, and clients will be given 30 days written notice of any changes.

4.5 Private Health Insurance: Clients using private health insurance are responsible for arranging reimbursement. Payment remains the client's responsibility if the insurer does not cover the costs.

4.6 Travel costs are calculated by google maps route planner from the treating therapist's home address unless otherwise specified.

4.7 Additional charges such as tunnel and bridge tolls, and any paid parking, required in order to attend the session, will also be charged to the client.

4.8 Appointments may last 15 minutes more or less than your allocated time i.e., if your session is allocated 60 minutes, this session may last 45 minutes or 75 minutes. Fees will not be adjusted in this case.

4.9 If your session lasts longer than 15 minutes after your allocated time, you may be charged. If your appointment ends early for any reason outside of our control, the full session will be charged for.

4.10 As part of the consultation cost, recommendations will be provided via **email**. If a report, letter or liaison with other professionals is required, an additional cost may be charged. Please contact us for the most up to date costs

4.11 Late Payment Penalties:

- Neu Voice Solutions will contact clients 24 hours before appointments to remind of payment
- If an invoice is not paid 2 hours before the appointment, the appointment will be cancelled and will only be rescheduled after payment has been received.



- For clients working through third parties, late payment charges are subject to a 5% increase if not paid within 14 days, unless late payment is agreed with Neu Voice Solutions. Each subsequent 30 day prior of non payment will incur a further 5% charge.
- Should the agreed date of payment be exceeded, Neu Voice Solutions reserves the right to suspend the service until payment is received
- Persistent failure to pay may result in withdrawal of monthly invoicing and/or legal proceedings to recover outstanding debts.

5. Cancellation Policy

5.1 Clients may cancel or reschedule appointments with at least 48 hours' notice.

5.2 Cancellations made within 24 hours will be charged in full for the sessions.

5.3 In the event Neu Voice Solutions needs to cancel an appointment, reasonable notice will be provided, and alternative arrangements will be made.

6. Client Responsibilities

6.1 Clients must arrive on time and prepared for sessions.

6.2 Accurate disclosure of medical, speech, and language history is required to ensure safe and effective therapy.

6.3 Clients are encouraged to implement strategies and exercises between sessions as advised.

7. Confidentiality and Data Protection

7.1 Neu Voice Solutions complies with the Data Protection Act and GDPR regulations. Personal data is collected, stored, and used solely for service delivery and will not be shared without consent, except where required by law.

7.2 Neu Voice Solutions are registered with the Information Commissioner's Office.

7.3 Communication via email is not 100% secure, and clients accept any risks associated with this method.

7.4 All documents which contain personal information will be saved in PDF format and password protected.

7.5 Information is stored on a password protected harddrive. Any paper based confidential information is stored securely in accordance with General Data Protection



7.6 There are rare occasions where confidentiality cannot be guaranteed; when there is risk of harm to individuals relating to serious crime, or when there is thought to be imminent risk of the named client causing serious harm to themselves or others.

8. Termination

8.1 Neu Voice Solutions reserves the right to terminate the service provision within 7 days, which will be provided in writing to the referrer.

8.2 The client may terminate the contract at any time with 1 week written notice. All invoices outstanding must be paid immediately on termination of the contract.

9. Insurance

9.1 All therapists employed shall maintain:

- Health Care Professional Council (HCPC) membership.
- Royal College of Speech and Language Therapy membership
- Maintain up to date Disclosure and Barring Service Enhanced Clearance checks.

Information for the above can be provided on request.

10. Consent

10.1 By engaging in services, clients consent to:

- Neu Voice Solutions liaising with relevant professionals (e.g., schools, GP, NHS Speech and Language Therapy) when appropriate.
- The use of video recordings for assessment and therapy purposes, if agreed upon.
- The presence of students or other therapists during sessions, subject to prior discussion.

11. Complaints Procedure

11.1 Clients with concerns should contact Neu Voice Solutions at neuvoicesolutions@gmail.com to discuss and resolve the issue promptly.

11.2 If the matter cannot be resolved informally, clients can escalate their complaint to the Association of Speech & Language Therapists in Independent Practice (ASLTIP). For serious issues you may also contact the Health Professions Council.

12. Liability



12.1 Neu Voice Solutions will use reasonable care and skill in delivering services but cannot guarantee specific outcomes. Therapy gains cannot be ensured.

12.2 Neu Voice Solutions is not liable for injuries, losses, or damages arising from non-compliance with recommendations or misuse of techniques.

13. Governing Law

13.1 These Terms and Conditions are governed by the laws of [insert jurisdiction].

13.2 Disputes will be subject to the exclusive jurisdiction of the courts of [insert jurisdiction].

14. Contact Information

For queries or concerns, please contact:

Neu Voice Solutions

Email: neuvoicesolutions@gmail.com

Phone: +44 7393 602036 / +44 7401 676796