

Terms & Conditions of Service

Serennu Therapies Ltd

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The following sets out the terms and conditions for clients receiving services from Serennu Therapies Ltd. These terms set out what you (the client) and Serennu Therapies can expect of each other. As therapists working with children and young people, agreements will usually be made with the child's parent, carer, or guardian. Serennu Therapies may also enter into agreements with schools, local authorities, or other organisations to provide therapy or training services.

This document is sent to families at the start of their involvement with Serennu Therapies and is reviewed annually alongside your consent choices — see **Section 16, Annual Review of Consent**.

We may update these terms from time to time — for example, to reflect changes in the law, our services, or our fees. Where we make a material change, we will notify you by email at least 14 days before it takes effect. If you do not wish to accept the revised terms, you may end this agreement without charge by giving notice before the change takes effect. Continued use of our services after that date will be taken as acceptance of the updated terms.

1. Payment

Payment for initial assessments will be invoiced upon completion of the assessment. For all other services, invoices will be emailed at the end of each calendar month. Invoices are due for payment within 7 days of the invoice date.

Payment by instalments

Where an instalment arrangement has been agreed in writing — for example, for a Detailed Report or a combined assessment and report package — the first instalment is payable on booking and the balance on completion. Reports and written documents are issued on receipt of final payment.

Insurance

Parents using private health insurance are responsible for settling the invoice and then claiming from the insurer. We recommend checking the level and nature of your cover with your insurer before agreeing to therapy.

Method and late payment

Accepted payment method: bank transfer / BACS only. If payment is not received within 7 days of the invoice date, we will contact you to resolve the matter before any suspension of services. We reserve the right to suspend non-safeguarding-related sessions if payment remains outstanding for more than 14 days after the invoice date, save in exceptional circumstances at our discretion. We will always give advance written notice before suspending any ongoing course of therapy.

Third-party funding

Where services are funded by a third party (for example, a Community Interest Company, insurer, employer or local authority), invoicing is directed to that funder in line with the specific funding arrangement. Families in this position do not receive invoices for the funded work. Any

additional services requested outside the scope of the funding arrangement will be invoiced to the family in line with these terms.

2. Initial Informal Discussion

An initial informal discussion via telephone or video call, up to 15 minutes, is available at no charge. This is an opportunity to discuss your child's needs and ask any questions before committing to an assessment.

3. Fees

Our full published fees are set out on our website at www.serennutherapies.co.uk. The following provides an overview of our fee structure. In the event of any difference between our website and this document, this document applies.

Hourly rate

Our rate is **£87.50 per hour**. This is an all-inclusive rate covering both the time we spend with your child and the time we spend on their behalf. It applies to direct sessions (in person and virtual), parent coaching, report and programme writing, attending meetings, reading documents provided to us, language and video transcription and analysis, and the preparation of personalised resources.

Every appointment involves planning, preparation, analysis and record-keeping in addition to the appointment itself — usually between 30 minutes and one hour. This is already included within our hourly rate and is not charged separately.

Assessment

- **Initial Assessment: £285** — includes review of your Pre-Assessment Questionnaire and case history, a 60-minute assessment appointment, our analysis and preparation time, and a 30-minute parent feedback conversation. Verbal feedback only.
- **Assessment Package: £425** — as above, plus a written Summary Report.
- **Additional assessment session: £175** — where a second session in a second setting is clinically necessary, for example when assessing augmentative and alternative communication (AAC), or a child who communicates differently in different environments. We will always agree this with you in writing before it is booked.

Reports

- **Summary Report: £140** (included within the Assessment Package).
- **Detailed Report: from £525** — suitable where an Individual Development Plan (IDP) is being requested or reviewed.
- **Assessment Package and Detailed Report booked together: from £875.**
- **Reports for the Education Tribunal for Wales:** quoted individually. These are prepared to a different evidential standard, with our professional duty owed to the Tribunal rather than to the instructing party, and are subject to a separate letter of engagement. Attendance at a hearing is arranged and charged separately.

All report fees will be discussed with you in writing before any work begins. Reports are issued within the timescales published on our website. We will not update or reissue a report more than twelve months old without first reassessing your child.

Other chargeable work

The following are charged at our hourly rate, in 15-minute blocks, and are always agreed with you in advance:

- Attending meetings about your child, including IDP meetings, school reviews and multi-disciplinary meetings
- Reading documents provided to us, such as reports from other professionals or draft Individual Development Plans
- Creating personalised resources such as communication books, core boards, symbol sets or aided language displays
- Programme writing and written intervention plans

We do not charge for brief calls, emails and messages totalling up to 15 minutes in any calendar month. Beyond that total, we will tell you before any further time is charged.

Travel

Travel of up to 10 miles from the therapist's base is not charged. Beyond 10 miles, travel is charged at 60p per mile for the whole journey. For journeys over 1 hour each way, travel time at half our hourly rate will be charged. We will confirm the travel charge applying to your address in writing before your first in-person appointment. Virtual appointments carry no travel charge.

Training

Training for schools, settings and organisations is quoted on a case-by-case basis.

Fees are reviewed annually. Where fees change, existing clients will be given at least 30 days' written notice.

4. Cancellation

- **Over 24 hours' notice:** no fee will be charged.
- **Less than 24 hours' notice:** the full appointment fee will be charged, save in exceptional circumstances (for example, hospitalisation, sudden serious illness, or other genuine emergency), which may be waived at the discretion of Serennu Therapies Ltd. Please contact us as soon as possible to discuss.
- **Therapist cancellation:** an alternative appointment will be rescheduled at the next possible convenient time at no charge to you.

We charge for late cancellations because the appointment time, our preparation and any resources made for your child are already committed, and it is rarely possible to offer that time to another family at short notice.

For third-party-funded services (see Section 1), cancellation charges are directed to the funder in line with the specific funding arrangement, not to the family. Repeated cancellations may trigger a review of engagement in line with the funding arrangement's terms.

5. Refunds and Sessions That Do Not Go to Plan

If a pre-paid session is cancelled or postponed within the terms of our cancellation policy, we will make a note in your payment record and the payment will cover the following session — that is, we deduct the cost of cancelled sessions from the following month's invoice.

If pre-paid sessions are cancelled and not rescheduled, we will issue a credit note for future sessions. If future sessions are unlikely to be needed, a refund for all monies owing will be issued within one month.

If a session does not go to plan

There will be days when your child is dysregulated, unwell, or simply not up for a session. This is not a failed session, and it is not something you need to apologise for. How your child is on any given day is useful clinical information, and we will always find a way to make the time count —

whether that means shifting to coaching you, adjusting our approach, or following your child's lead somewhere we had not planned to go.

Because our time, preparation and resources are committed in advance, these sessions are charged as normal. Where your child is unwell, and you are able to let us know more than 24 hours ahead, our cancellation terms apply, and no fee is charged.

6. Consent

Consent for assessment and treatment must be given by the person(s) with parental responsibility for the child or young person before any intervention is provided. This may be a parent, legal guardian, or other person recognised in law as holding parental responsibility.

Where a young person is assessed as having sufficient understanding and maturity to make decisions about their own care (Gillick competence), their own consent may be sought and given weight alongside that of the person(s) holding parental responsibility.

We also seek the child's own assent to take part, in whatever way they communicate it. A child who indicates that they do not wish to continue will not be required to, and we will use the remaining time in a way that is useful to you and comfortable for them.

Consent is recorded in the Client Declaration at the end of this document, signed before the first appointment. Consent choices are reviewed annually at the start of each academic year (September) — see **Section 16, Annual Review of Consent** — and may be updated or withdrawn by you at any time by contacting us in writing.

7. Sharing of Information

Information about the child or young person may need to be shared with other professionals involved in their care. Such information will be treated confidentially in accordance with UK data protection law and our professional obligations as HCPC-registered clinicians.

Information may also be shared with professionals across health, education, and social care. Details of known professionals involved must be disclosed during the initial assessment appointment.

Where services are funded by a third party (see Section 1), minimum-necessary information will be shared with that funder for the purpose of administering the funding, subject to your specific consent recorded in the Client Declaration.

Professional liaison — including meetings, telephone discussions and written correspondence with other professionals — is charged at our hourly rate once it exceeds 15 minutes in total in any calendar month. We will tell you before any further liaison time is charged.

8. Data Protection

Serennu Therapies Ltd is registered as a Data Controller with the Information Commissioner's Office (ICO) and is compliant with the UK General Data Protection Regulation (UK GDPR) and the Data (Use and Access) Act 2025.

How we store your information

- Electronic clinical records are held in WriteUpp, a GDPR-compliant cloud-based practice management system, accessed via secure login.
- Paper records are stored in a locked cabinet at the treating therapist's home address.
- Any paper records taken off-site remain with the therapist or are kept in a locked location.
- Electronic reports and intervention plans are password-protected before being shared by email.

- Audio and video recordings are stored on password-protected devices and are never labelled with full client names.
- Where messaging apps are used for brief check-ins, any clinically relevant content is transferred to your child's record in WriteUpp and the original message is then deleted. Messaging apps are not used to store clinical information.
- Documents containing client data that are no longer required are securely shredded.
- Records are retained until the child's 25th birthday, or 26th birthday if they were still receiving treatment after age 17.

Use of AI-assisted documentation

With your consent, audio or video recordings of assessments and/or therapy sessions may be processed using Heidi Health (an AI-powered medical scribe), which is GDPR-compliant. These recordings are used exclusively to assist in generating accurate clinical documentation — such as reports and case notes — and are permanently deleted once documentation is complete.

Full details of how we collect, store, and use your personal data are set out in our Privacy Policy, available on our website.

9. Liaison with Other Services

The client is responsible for informing Serennu Therapies if the child is also receiving NHS therapy, and for informing the NHS therapist of any independent therapy involvement. Where possible, NHS and independent therapists are encouraged to work collaboratively in the child's best interests.

10. Therapy Sessions

In most circumstances, a child must have had an assessment with a Serennu Therapies speech and language therapist before we can provide therapy and support. This ensures that targets are carefully identified to our clinical standards. We cannot start therapy following an assessment with another therapist, although it may reduce the assessment time needed.

Session length

Therapy and coaching sessions are 45 or 60 minutes. We will agree with you which is right for your child at the start, and review it as we go.

What goes into each session

- For every appointment, we spend between 30 minutes and one hour planning, preparing, analysing and record-keeping. The face-to-face session is just one part of the therapy process. This time is included within our hourly rate.
- Any resources (for example communication books, boards, lanyards, symbol systems) recommended for your child are often personalised and take time to create. We will always discuss suggested resources with you, tell you roughly how long they will take, and let you know if you would prefer to prepare these yourselves.
- The more that you and education setting staff are involved in the therapy process, the better the outcomes are likely to be. Newly learned skills need support at home and in school to generalise effectively.
- All discussions about your child will usually take place during therapy sessions. You are welcome to book an additional half-hour appointment if you need a longer discussion, which will be invoiced for.

Messaging support between sessions

Where a therapy or coaching block includes messaging support, this covers one brief check-in from you each week, answered within two working days. Messaging is intended for short questions and encouragement between sessions. It is not suitable for urgent concerns or for detailed clinical advice, which are better addressed in a session where they can be given proper attention. Where a check-in needs a longer conversation, we will suggest booking time.

Progress and outcomes

We will always work with reasonable care and skill, and to the professional standards required of HCPC-registered therapists. We cannot, however, guarantee any particular outcome. Communication development is not linear and progress looks different for every child. Gains are not always easily measured, and periods of consolidation with little visible change are a normal part of the process.

Outcomes are also affected by how far strategies are carried over into everyday life at home and in the child's education setting. We will show you what this looks like and keep it realistic and achievable for your family. If carryover is not happening, please tell us what is getting in the way so that we can adjust the plan.

We will review progress with you regularly and will tell you if we do not consider our input to be effective, including where we would recommend ending our involvement or referring on to a different service.

11. Third-Party Funded Services

Where Serennu Therapies delivers services funded by a third-party organisation (for example, a Community Interest Company, insurer, employer, or local authority), specific terms of that funding arrangement will apply alongside these Terms and Conditions.

Families receiving third-party-funded services will be provided with the relevant additional documentation at the point of referral, which may include a Family Engagement and Discharge Framework which sets out commitments regarding attendance, engagement between sessions, and criteria for discharge from the funded episode of care.

Both these Terms and Conditions and any additional funding-specific documentation are signed together at the initial appointment. Clinical standards, safeguarding responsibilities, and Serennu's professional obligations apply equally to all clients, regardless of how their care is funded.

12. Termination of Therapy

Either party may terminate therapy or intervention with one week's notice. This applies to both the therapist and the client.

For third-party-funded services, additional discharge criteria may apply as set out in the relevant funding-specific documentation.

13. Complaints

If you have any concerns or complaints about the care we provide, please discuss them with us as soon as possible. We are committed to resolving concerns directly and promptly in line with our complaints procedure.

If we are unable to resolve your concerns, you can escalate to:

- ASLTIP — Association of Speech and Language Therapists in Independent Practice, 71–75 Shelton Street, Covent Garden, London, WC2H 9JQ. Tel: 0203 002 3704.

For more serious concerns, please contact:

- Health and Care Professions Council (HCPC), 184–186 Kennington Park Road, London, SE11 4BU. Tel: 0207 840 9814. www.hcpc-uk.org/concerns

14. Professional Registration

All therapists at Serennu Therapies are registered members of:

- Royal College of Speech and Language Therapists (MRCSLT)
- Association of Speech and Language Therapists in Independent Practice (MASLTIP)
- Health and Care Professions Council (HCPC)
- Information Commissioner's Office (ICO) — registered Data Controller

15. Safeguarding

Each therapist holds an enhanced level Disclosure & Barring Service (DBS) check, renewed annually through the DBS update service. Parents, schools, and other service users can ask to see the therapist's DBS enhanced disclosure certificate at any time.

We take the safeguarding of children and adults seriously and regularly undertake training relevant to our role. Serennu Therapies Ltd follows the safeguarding framework set out in the Social Services and Well-being (Wales) Act 2014 and the Wales Safeguarding Procedures, and will act in accordance with these where any safeguarding concern arises. Where a child is at risk of harm, we are obliged to share information with the relevant local authority and other professionals.

Please read our Child Protection Policy, which will have been emailed to you. Further information is available at safeguarding.wales.

16. Annual Review of Consent

These Terms & Conditions and the consent choices recorded in the Client Declaration below are reviewed annually, at the start of each academic year (September). If anything has changed — for example, you wish to withdraw or add a consent, or your contact or school details have changed — please let us know in writing and, where needed, we will ask you to complete a new Client Declaration.

This document remains valid from year to year unless replaced by a new version (for example, following a material change to our terms, which we will notify you of by email).

17. Governing Law

These terms, and any dispute arising from them, are governed by the law of England and Wales, and the courts of England and Wales have exclusive jurisdiction. Where our services relate to a child's additional learning needs, they are provided within the framework of the Additional Learning Needs and Education Tribunal (Wales) Act 2018 and the Additional Learning Needs Code for Wales.

Please tick each box you agree to. Boxes marked * must be ticked before you can sign. All other boxes are optional — leaving one unticked means you have not given that consent, and this will not affect your child's care.

Client Declaration

Before an initial consultation, parents or those with parental responsibility will be asked to read, complete and sign this declaration.

Child's full name * _____

By signing below, I confirm that:

Required — please tick all five

- * I am the parent or legal guardian of the child/young person named above, and I hold parental responsibility for them, or I am otherwise legally authorised to give consent on their behalf.
- * I consent to my child receiving speech and language therapy assessment and/or intervention from Serennu Therapies Ltd.
- * I agree to Serennu Therapies using my email address and telephone number to contact me about my child's care and to send me relevant documents. This is necessary in order to provide the service and cannot be declined while your child is receiving care from us.
- * I have read and agree to the terms and conditions set out in this document, including the fees set out in Section 3 and the cancellation terms set out in Section 4.
- * I understand that I may withdraw or amend any of the consents below at any time by contacting Serennu Therapies in writing, and that this will not affect my child's ongoing care. Withdrawal takes effect from the date it is received and does not apply to information or recordings already used to complete documentation.

Optional — please tick only those you agree to

I consent to Serennu Therapies sharing relevant verbal and written information about my child with appropriate professionals involved in their care.

I consent to audio and/or video recording of assessments and/or therapy sessions where clinically necessary — for example, to support assessment accuracy or clinical supervision.

I give my consent for audio or video recordings of assessments and/or therapy sessions to be processed using Heidi Health, a GDPR-compliant AI tool, for the sole purpose of generating accurate clinical documentation. I understand that all such recordings are permanently deleted once the relevant documentation has been completed. *(Only applies if you have ticked the recording consent above.)*

Consents for third-party-funded services

Complete this section only if your child's care is funded by a third party.

I consent to Serennu Therapies sharing minimum-necessary information about my child's service (attendance, tier of service, engagement, discharge status) with the funding organisation, for the purpose of administering the funding.

I confirm that I have received, read and understood the additional documentation that applies to third-party-funded services, including the engagement and discharge framework.

Signature * _____ Initials * _____ Date * _____