

Terms & Conditions

These are the terms and conditions on which we, CPotential, provide rehabilitation services (the “Services”). The exact services we will provide to you will depend on what we agree following the result of your initial assessment.

1) Payment of Fees

- a) There is a fee of £45 for an initial assessment to access all CPotential services, payable in advance to secure the booking. An assessment fee will be charged again if our services have not been accessed in the last 12 months or more.
- b) Any session or tailored therapy plan cost will be confirmed to you prior to appointments.
- c) Therapy plan/weekly appointments are invoiced monthly. We accept payment by bank transfer or PayPal.
- d) Payment terms (therapy plan/weekly appointments): Fees must be paid in full within 14 days of the invoice.
- e) Payment terms (intensive therapy blocks and SDR rehab package): Fees are payable in advance and must be paid in full within 5 days of the invoice.
- f) Late payment: an administrative fee of £35 will be charged per 7-day period that payment is late by. Therapy plans may be paused, and upcoming appointments cancelled until full payment is made.
- g) CPotential reserves the right to request advance payment for term time weekly bookings at their discretion.
- h) Discounts (intensive therapy blocks during school holidays): A 10% discount will be applied when booking 5 or more consecutive days of the same therapy type - up to a maximum of a 3-week period.
- i) SDR rehab package (intensive therapy pre and/or post SDR surgery): For every 8 sessions booked, one will be free of charge - up to a maximum of 3 x 45 min discounted appointments.
- j) Refunds: where refunds are approved, a £10 fee will be charged per transaction. A discretionary administrative fee may also be applied.

We are happy to accept you as a client if you are arranging to pay through a third party, such as a charity, trust, fundraising platform. If paying through a third party, it is your responsibility to confirm with that third party that you have adequate funds available. In the event of non-payment by a third party, you are personally liable to pay fees in full and any surcharges incurred, such as any cancellation or administrative fees.

2) Cancellation of Individual Sessions

If you cancel a session with less than:

- 48 hours’ notice before it is due to take place, then you are liable to pay 25% of that session plus, any travel time, unless you are able to provide a medical certificate
- 24 hours’ notice before it is due to take place, then you are liable to pay 50% of that session plus any travel time, unless you are able to provide a medical certificate
- 12 hours’ notice before it is due to take place, then you are liable for full payment.

On occasion, we may have to cancel a scheduled session. This may occur, for example, if a staff member is unwell or if a preceding session has overrun. If we have to cancel a scheduled session, we will book you another appointment at a mutually convenient time as soon as reasonably possible. No charge will be made to you for any sessions which may be cancelled by us.

If your child becomes unwell and cannot attend their appointment, please let us know by 08.00am on the morning of the appointment by emailing appointments@cpotential.org.uk. Dependant on circumstances, fees may be waived on production of a medical note covering the date of the missed session.

Missed Appointments:

- If more than 3 consecutive appointments are missed without a medical note, the client may lose their place on the waiting list or be discharged. Advance payment for further appointments may be requested.

Sickness policy: CPotential abide by the 48-hour rule to minimise the risk of passing on infection to staff and children. Clients should not return to CPotential until they have been clear of all symptoms (vomiting and/or diarrhoea) for at least 48 hours (2 days) and feel well again.

Please be aware that in many cases, insurance companies will not pay our fees if you have not turned up or cancelled with less than 48 hours' notice and if your insurance company will not pay, you will be liable for full payment.

3) Cancellation of Intensive Blocks of Therapy

Intensive blocks are defined as intervention occurring daily for 4 days or more for one or more weeks and include group and SDR rehab package appointments.

Cancellation Policy for Intensives: Intensive blocks of therapy are payable in advance and fees must be paid in full within 5 days of our invoice. If you need to cancel your intensive block, you must do so by notifying us by email to **appointments@cpotential.org.uk**

Cancellation Policy

- a) We require written notice for cancellation of whole or part of the intensive block. Cancellations made with less than 28 days' notice will incur charges and may be non-refundable nor transferable.
- b) Individual sessions cancelled within the intensive block will not be liable for refund of any monies paid, however, where it is possible to transfer the appointment within the same block, this option may be offered at the Centre's discretion. All blocks of therapy are individualised and as such are non-transferable.
- c) Cancellations must be notified by email, stating the clients name and reason for cancellation.
- d) In cases of illness, if your child becomes unwell, please let us know by 08.00am on the morning of the appointment by emailing appointments@cpotential.org.uk. A medical certificate covering the dates of any missed sessions will be required before an adjustment in cancellation fees can be considered.
- e) Sickness Policy: Please refer to section 2.
- f) Requests for changes: If you need to cancel or would like to request a transfer, a final set of dates may be offered at the discretion of CPotential, subject to availability. If eligible, the block must be rebooked to take place within the timeframe set by CPotential and will incur a transfer fee of £195.00. Once reconfirmed, cancellation terms will apply (3h).
- g) If a transfer is granted from an intensive that had a discount applied, full fees will be applied when rebooking and any difference in cost payable by the client.
- h) After dates have been confirmed, the following cancellation terms will be applied:

Notification received 7 days prior to first appointment: 100% chargeable

Notification received within 7 to 14 days of first appointment: 75% chargeable

Notification received within 14 to 21 days of first appointment: 50% chargeable

Notification received within 21 to 28 days of first appointment: 25% chargeable.

4) Changes to Group Sessions and Fees

Group sessions may on occasion be affected by a group member needing to cancel their place. If there are not enough members to form a small group, the session will be offered as an individual appointment to the remaining client. CPotential will notify the remaining client of the change and group fees will be replaced with individual fees.

5) Cancellation of Off-Site Visits

Visits to other settings, including school/home or other clinics are payable in advance. We require a minimum of 48 hours' written notice of cancellation – if less notice is given, fees remain non-refundable and non-transferable. Should it be necessary to cancel an off-site booking, please let us know with as much notice as possible by emailing **appointments@cpotential.org.uk**.

6) Therapy Plans

Therapy Plans are defined as individualised programs of weekly therapies for a period up to 12 weeks.

To apply for a Therapy Plan, you must be able to travel to CPotential for your weekly session. Some services may be available online at request. Therapy Plan appointments typically take place during term time and will exclude any school holiday periods.

Bursary funded Therapy Plan appointments usually take place between 11.15am and 3pm Monday to Friday and are tailored to meet the needs of individual children, therefore appointment times will depend on the availability of sessions and may be limited.

To enable us to promote our services and apply for further grant funding to help as many children as possible, we will be taking photos and videos of the sessions throughout the plan, with your consent. We would be very happy to provide information about how the photos and videos will be used.

If you have already completed a Therapy Plan Bursary at CPotential, you are welcome to reapply, but we cannot guarantee further bursary support.

7) Therapy Plan Bursary Support

We believe that no child or young person should go without treatment due to financial circumstances.

As a not-for-profit organisation, CPotential is committed to fundraising for bursary support so we can provide the very best tailored integrated rehabilitation programmes for children and young people with movement disorders, at a vastly reduced rate.

Our prices vary per session across our core suite of services, depending on personal circumstances, bursary availability, and eligibility criteria. To help us gauge eligibility for a Therapy Plan Bursary, we will ask for the household income range that best represents your current financial status. If you would like to be considered for a Therapy Plan Bursary, please contact us for further details about the application process.

So that we can help as many children and young people as possible, Therapy Plan Bursaries are not available if you have been able to secure funding elsewhere, or if you fall into a higher household income of £76,000 to £100,000+.

8) Offers for specific services

Bursary funding is limited at CPotential and to ensure that we can reach out to as many families as possible, offers are limited to one offer per service.

9) Confidentiality

We shall treat all personal information supplied by you as confidential. We shall not disclose such information to any third party without your prior permission, except where required by law or where action might be necessary to protect you or someone else.

A summary of your rights under the General Data Protection Regulation is appended to this document.

10) Liability and limitation of our liability to you

Our liability to compensate you for any loss or damage is limited to a reasonable amount (and not exceeding the amount you pay in total for the Services), having regard to such factors as whether the damage was due to a negligent act or omission by CPotential. However, nothing in these conditions will limit our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors or fraud and fraudulent misrepresentation.

11) Complaints

If you are unhappy with the Services CPotential provides, we hope you will discuss any problems or issues with the practitioner who treated you. If that does not resolve matters to your satisfaction, the matter will be referred to one of the Directors or CEO who will handle the complaint. Our Directors and CEO can be contacted via info@cpotential.org.uk.

12) The General Data Protection Regulation (GDPR) Compliancy

CPotential is committed to ensuring that your privacy is protected. We ask you to consent to us processing information about you, by which you can be identified, in order to provide our services to you. You can be assured that this data will only be used in accordance with this privacy statement. This policy is effective as from today.

In line with the GDPR we are requested to comply by informing you of:

How your information is collected

Via email, by letter, telephone calls, Cliniko (clinical database), meetings, by referral, from questionnaires, and in person.

How your information is stored

We use secure cloud-based storage, recognised by ICO for the storing of documents, and password protected laptops and computers.

Who your information is shared with

We will not distribute, sell or lease personal information to third parties unless we have your explicit permission or are required by law to do so.

What security measures we have in place

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place highly secure electronic systems and managerial procedures to safeguard and secure the information we collect.

How you can access your information

You may request details of personal information which we hold about you under the General Data Protection Regulation. If you would like a copy of the information held on you, please write to Ms Calli Pellegrini, at CPotential, 143 Coppetts Road, London N10 1JP.

How long we keep your information for

Data collected will be kept throughout the period of our working relationship. Following this, information will be kept for a further 7 years for adults and 7 years following their 18th birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

How you can opt-out and request to be deleted from our files

All marketing materials and information are provided with the opt-out facility. You may request to withdraw or be deleted from our files by emailing info@cpotential.org.uk

Further information about Data Subject's rights can be found here –

<https://ico.org.uk/for-organisations/guide-to-data-protection/principle-6-rights/>