

Assessment packages | Training | Consulting | Support

General Business Terms and Conditions (T&Cs)

Welcome to The Autism Family Godmother. I specialise in providing post-diagnostic assessment, support and consultancy, conducted by myself, Leslie-Ann F. Beary, founder and Autism Specialist and Family Support Consultant. This document outlines the general business terms and conditions under which services are provided, and which clients must accept for services to proceed.

1) Acceptance of terms

By accessing my services, you agree to be bound by these T&Cs. Each client will receive paperwork, via email, including a registration form, consent form, relevant to their individual case and needs. Acceptance of the set of T&Cs is required before any service can begin.

2) Eligibility for services

My services are designed for individuals, families and organisations seeking post-diagnostic assessment, support and other related consultancy work. Services are offered within specific geographical boundaries, details of which are available upon request.

3) Nature of services

I provide bespoke support, tailored to the individual and specific needs of each client. I am committed to delivering high-quality service, care and support.

3.1 Prior to the service appointment

- You will receive confirmation of the appointment date, time, location and fees via email and/or text message.
- You will receive a bundle of onboarding documents including registration & consent form, privacy policy and T&Cs. You may also receive an information gathering sheet / questionnaire to complete. All forms must be returned, via email, prior to the first appointment.
- Depending on the selected service, there are face to face, online or via telephone options.

- You will receive an invoice for the appointment. Payment must be made before your appointment.

3.2 Post to the service appointment

- I will recommend whether you and your child/family will need ongoing support and what services would best suit you and your child/families specific and individual needs.
- If The Autism Family Godmother does not have the necessary skills to provide this support, I will signpost you to the professional who is best able to meet you and your child/family's needs.
- Depending on the service you opt for a written report/ recommendations may be provided.

3.3 Training and Consultancy

- Created and priced based on brief. E.g., parent/carer facilitation sessions, £80 per hour

4) Privacy & Confidentiality

Your privacy is paramount. All personal information is handled in strict confidence and in compliance with applicable privacy laws. The Autism Family Godmother electronic records, including data/ personal information will be stored on Write Upp software. I am committed to protecting and respecting the confidentiality of my clients.

5) Working with other professionals

In the event where your child is already known and involved with other professionals, it is The Autism Family Godmother professional duty to notify them of the involvement. It is best practice to share all information in relation to your child's/families care.

Liaison may also need to take place with NHS professionals involved in your child's care (e.g., GP), other health professionals or education staff.

6) GDPR & Data Protection

The owner and founder of The Autism Family Godmother is registered with the Information Commissioners Office (ICO). Please refer to my Privacy Policy on my website for more information.

7) Safeguarding

I renew my DBS (Disclosure & Barring Service) check annually. Service users may see my DBS enhanced disclosure, as requested, at any time.

In the event of a safeguarding concern, where a person is at risk of harm, I have a legal obligation to share that information with relevant professionals in line with the Safeguarding Children's Act 2004. Due note will always be taken of any declared safeguarding considerations, which have overriding priority.

8) Client consent and responsibilities

Informed consent is obtained for all assessments and support, which will be included prior to any input, within onboarding documents, via email. Clients are responsible for providing accurate and complete information. Consent is only required to be given by one parent (in the

case of a minor). However, I reserve the right to decide to involve both / any parents / carers / guardians or other such significant adults in any services, wherever appropriate.

9) Payment terms

9.1 Fees

- The most up-to-date fees information can be found on The Autism Family Godmother's website.
- Fees are subject to annual increases from the 1st April each year. Increases will not apply to appointments already booked, invoiced, or paid for.
- 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. 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.
- Once service has been completed, all fees are non-refundable.
- Depending on the service, you will be provided with recommendations via email. If you require a report, letter or liaison with other professionals, an additional cost will be charged for.
- Unless otherwise agreed, any resources provided to you are included as part of the service cost.

9.2 Payment

- Invoices will be sent alongside appointment confirmation.
- Invoices must be paid 24 hours prior to your first appointment. If your appointment is booked on the day, invoices should be paid at least 2 hours before your appointment is due.
- Only bank transfers are accepted.

Bank transfers should be made to:

Leslie F Beary

Account Number: 88815021

Sort Code: 60-24-12

9.3 Non-payment

In the event of non-payment, the following will apply:

- You will be contacted 24 hours before your appointment to remind you of your invoice/payment.
- If an invoice is not paid 2 hours before your appointment, your appointment will be cancelled and will only be rescheduled after payment has been received.

10) Cancellations and Non-Attendance

10.1 Cancellations

If The Autism Family Godmother need to cancel an appointment, I will let you know as soon as possible and reschedule the appointment at a time/ date that is mutually convenient for both parties. There will be no charge in this instance.

I understand that there may be certain situations which mean that you need to cancel an appointment at short notice. If you do need to cancel an appointment, please contact me as soon as possible.

If you cancel an appointment:

- You will not be charged if you contact me before 9am on the day of the appointment and the appointment may be rescheduled to a mutually convenient time for both parties.
- If you contact me after 9am on the day of the appointment, a cancellation fee of £50 will be incurred.

10.2 Non-Attendance

The full session fee will apply in the event of non-attendance. Non-attendance includes:

- If you are not in when I come to an appointment at your home, and you have not informed me of the cancellation (Prior to 9am that day).
- If your child is not at said education setting when I attend an arranged visit.
It is your responsibility to inform me if your child is not going to be at said education setting for an appointment, prior to 9am that day.
- If you do not attend a virtual consultation within 10 minutes of the starting time, and you have not informed me that you will be late.

11) Limitations of Service

Whilst The Autism Family Godmother always strives for excellence, clients must acknowledge that outcomes can vary. I do not guarantee specific results from my assessments and support, thus, basis of findings will always be clearly reported.

12) Disclaimer and limitation of liability

The Autism Family Godmother is not liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use of its services.

The Autism Family Godmother strives to deliver high quality services, support and care. All information supplied by myself is evidence based, but no warranties, express or implied, are made. The Autism Family Godmother is not responsible for the validity or accuracy of any material or ideas presented by other individuals, groups or companies. Support, recommendations and advice provided by The Autism Family Godmother, are created to inform, and/or to support individuals, families and organisations regarding autism, including practice. Autism is a neurological and developmental condition which cannot be cured (there is no magic wand); thus, the recommendations, activities, ideas and information will not lead to a cure. Further, support does not guarantee that individual experiences, such as undesirable behaviours, will improve. I cannot be held responsible for support and/or recommendations being carried out incorrectly by others.

13) Amendments to terms

The Autism Family Godmother reserve the right to amend these T&Cs at any time. Clients are encouraged to review them periodically.

14) Contact information

For any inquiries regarding these T&Cs, please contact The Autism Family Godmother - details can be located on the website.

