

## **Aspire Dyslexia Support: Terms and Conditions**

The deposit required when placing a booking for an assessment is £150 to secure an assessment date. The final balance is due at least 48 hours before the assessment.

### **Cancellation policy**

All changes and cancellations must be notified by email to:

[kate@aspiredyslexia.co.uk](mailto:kate@aspiredyslexia.co.uk)

Cancellation charges will be applied as follows:

Cancellation within 14 days of a booked session – deposit non-refundable.

### **Rescheduling**

In the case of illness or severe weather, the deposit is non-refundable, but we always do our best to reschedule although this may mean a significant wait until the next available appointment. A new deposit will need to be paid to secure an alternative date.

### **Cancellation by the Assessor**

In the event that severe weather or any other emergency results in the cancellation of a session, the Assessor will endeavour to give clients a minimum of 24 hours' notice and to reschedule the assessment as soon as possible. We will refund the deposit if the new dates are not suitable.

### **Privacy Policy**

We are committed to protecting your data. Please see the privacy policy on this website which explains how long we keep reports and how we store your data.

### **Disclaimer of Diagnostic Guarantee:**

Please be aware that despite our best efforts and expertise, we cannot provide an guarantee of a definitive diagnosis.

### **Timescales:**

Reports can take up to 21 working days to complete.

### **Requirements by clients:**

A valid eye test conducted within the past 12 months is a prerequisite for the assessment.

Completion of both the parents' questionnaire and school questionnaire is mandatory prior to the assessment.

Failure to provide these documents at least 48 hours before the appointment may result in the cancellation of the assessment.

We retain the right to cancel or reschedule the assessment if the aforementioned documents are not made available.