



Private Customer Service Charges & Terms and Conditions of business

All our customers are charged to use our services.

Payment can be made every month or every year.

- Monthly membership fee - £70 this gives access to 6 hours of services per month.
- Annual membership fee - £840 this gives access to 80 hours of services per year.

Once payment has been successfully received services will be available.

If more advice or support is required, please let the team know and we will happily help.

The extra hours over and above the hours paid for in the monthly membership fee will be on the following months invoice with your membership fee unless you pay annually.

If you pay annually you will be invoiced for any expenses or charges out with your membership at the end of the month in which they were used. E.g. – if you requested a meeting in September the cost of travel to that meeting would be invoiced to you at the end of September.

Each customer is different, and some customers will need more support & others will need less. Unfortunately, because each customer is different we are not able to provide quotations in advance. We advise that you purchase a monthly membership and we can advise if more than 6 hours per month will be required once we have discussed your needs with you and/or carried out an assessment.

We are not able to provide any of our services until a registration fee & 1 month's membership of £70 has been paid. On registration a payment of £170 will be taken with the next charge being due 28 days later.

Payments can be made by phone using a credit or debit card or by bank transfer, but we prefer customers to pay by bank transfer.

Bank transfers streamline our administration and cut down on our costs and ultimately the charges you pay for our services.

Our customer service staff cannot comment or advise on any aspect of you or your child's needs until registration has been completed. This is due to data and child protection laws preventing our staff from discussing customers who have not registered and accepted our terms and conditions.