



Terms and Conditions



The fee for a full diagnostic dyslexia assessment and report is £500.



I currently undertake assessments at the client's home. I hold an enhanced DBS and insurance. Should you wish the assessment to take place at a school or alternative venue, please speak to me directly as there can be some flexibility dependant on your location.



Full payment must be received 48 hours before the assessment starts.



Cancellation policy

All changes and cancellations must be notified to kateworralldyslexia@gmail.com

Cancellation within 14 days of a booked session - deposit only



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. The deposit will need to be paid again.



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.
- Following the assessment and the compilation of the final assessment report, the test papers will be stored securely for 12 months, after which time they will be destroyed.
- Your final assessment report will be held by us for 7 years along with your background questionnaire and booking form.
- Duplicate reports can be requested during this time at a fee of £20. After 7 years, we will be unable to provide a copy.



Disclaimer of Diagnostic Guarantee

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



Timescales

Reports can take up to 21 working days to complete.



Requirements

- 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 are mandatory prior to the assessment. Failure to provide these documents 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.



There is a 14-day cooling off period, after which time the deposit is non-refundable. If the assessment takes place within 14 days of booking the cooling off period does not apply once the work has taken place.

