

Stuttering Therapy Online Therapy Contract / Terms and Conditions

Modifying Phonation Intervals 2 (MPI-2) Stuttering Treatment Programme

Therapy provision

The therapist will deliver regular therapy input in the Establishment and Transfer phases of the programme.

Regular therapy input will be limited to the client's first 9 months of the MPI-2 programme. This may be extended, at the therapist's discretion, for an additional 3 months of therapy input to support completion of the programme if the therapist feels that progress continues to be made.

Regular input is defined as an offer of therapy sessions 4 days a week in the intensive Establishment phase of the programme. (The Establishment phase usually lasts 3-4 weeks, at most 2 months).

Regular input is defined as fortnightly sessions during the Transfer phase of the programme. The Transfer phase usually lasts 7-9 months.

The therapist will also carry out follow-up checks and, if required, provide further support during the Maintenance phase of the programme.

Follow-up checks and further support are offered for up to 3 years from the MPI-2 programme start date.

Client practice requirements

1. The client will complete a minimum of 5 hours of weekly practice using the MPI-2 app during the Establishment phase of the programme (this is likely to last 3-4 weeks but will vary from client to client). The number of hours practised is defined as the length of time actively engaging in practice or treatment tasks using the MPI-2 app (as recorded by the MPI-2 app). This 5 hours is the time actively engaged in practice or treatment tasks on the app each week and, taking into account breaks and pauses between tasks, clients should expect to spend a total of around 10 hours per week practicing in order to meet this requirement. The client is responsible for ensuring that they have met this time requirement each week (durations of practice and treatment tasks can be viewed in the "History" tab of the MPI-2 app).
2. Should the client complete the Establishment phase, the client will then complete a minimum of 1 hour of weekly practice using the MPI-2 app during the Transfer phase (this is likely to take 6-8 months but will vary from client to client). This 1 hour is the time actively engaged in practice or treatment tasks on the app each week and, taking into account breaks and pauses between tasks, clients should expect to spend a total of around 2 hours per week practicing in order to meet this requirement. The number of hours practised is defined as the length of time actively engaging in practice or treatment tasks using the MPI-2 app, as recorded by the MPI-2 app. The client is responsible for ensuring that they have met this time requirement each week (durations of practice and treatment tasks can be viewed in the "History" tab of the MPI-2 app).

Money back guarantee

If the above client practice requirements are met and the client is dissatisfied with the MPI-2 programme, the client may claim a refund for MPI-2 payments made to Stuttering Therapy Online, provided this is within the first 9 months from the programme start date. The client must submit a written request for a refund to support@stutteringtherapyonline.com with an explanation as to why they wish to claim a refund.

The money back guarantee is valid only if the practice requirements have been fulfilled as follows (see above): i.e. a minimum of 5 hours weekly practice using the MPI-2 app in the Establishment phase and, if this phase is reached, a minimum of 1 hour weekly practice using the MPI-2 app during the Transfer phase. A request for a money back guarantee must be made within the first 9 months from the programme start date.

The money back guarantee covers only the costs of therapy sessions provided by Stuttering Therapy Online. Payments for the MPI-2 app licence and throat microphone are not covered by Stuttering Therapy Online's money back guarantee as these are purchased separately from the app developers (www.mpi2.com). See "Payments", below, for more details.

Cancellations and missed appointments

- Appointments will be agreed by the therapist and the client at least 48 hours prior to taking place. Except in exceptional circumstances, if the client needs to reschedule an appointment they will notify the therapist with at least 24 hours' notice.
- In the case that appointments are missed the therapist will contact the client via email to reschedule. In the event of no contact from the client within one month of the contact email, the therapy agreement will be ended.
- If more than 5 appointments are missed without prior notification, the therapist may end the therapy contract.

Email and Video Calls

- The client accepts that while Skype/Zoom are encrypted video messaging services, the therapist can accept no responsibility for monitoring or interception of video calls by other parties. Microsoft and Zoom is responsible for the security of Skype and Zoom calls, respectively.
- The client accepts that the therapist may contact them via email. The client is aware that email is not secure without encryption and that the therapist can accept no responsibility for monitoring or interception of emails by other parties.
- More information about how Stuttering Therapy Online uses your data can be found here:
<https://www.stutteringtherapyonline.com/privacypolicy.html>

Provision of therapy from other speech and language therapy services

In the event that the client is receiving therapy for stuttering from another speech and language therapy service, it is the responsibility of the client to inform this therapist that they are also being seen by Stuttering Therapy Online. Likewise, it is the responsibility of the client to inform the Stuttering Therapy Online if they are being seen by another speech and language therapy service.

Payment

The client will make an initial payment of £449 to secure a place on the programme. This will be followed by 6 monthly instalments of £249, starting the month treatment begins and continuing each month for 6 months. In the event of non-payment, further therapy will not be provided.

The client is responsible for purchasing a licence for the MPI-2 app and throat microphone from its developers. The developers will invoice the client for this via PayPal once they have confirmed their wish to undertake the MPI-2 programme. The developers of the app are Jan Ingham and Roger Ingham (www.mpi2.com).

Ending of the therapy contract

The therapy contract may be ended by the therapist if the client does not meet their conditions (see above). The client may end the therapy contract at any time. Refunds are not given, except where the client requests this and the conditions of the money back guarantee (see above) are met.

By signing below parties agree to the above conditions.

Therapist signature: _____

Therapist name: _____

Date signed: _____

Client signature: _____

Client name: _____

Date signed: _____