

## Stuttering Therapy Online Therapy Contract / Terms and Conditions

### Modifying Phonation Intervals 2 (MPI-2) Programme

Details of the phases of the MPI-2 Programme can be found at:

[www.stutteringtherapyonline.com/mpi-2-programme.html](http://www.stutteringtherapyonline.com/mpi-2-programme.html)

#### Therapy provision

1. The therapist will deliver regular therapy input in the Establishment and Transfer phases of the programme.
  - a. 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 Establishment and Transfer phases of the programme if the therapist feels that progress continues to be made.
    - i. If a Standard Package is purchased, regular input is defined as an offer of therapy sessions 4 days a week in the first 2 months from the MPI-2 programme, an offer of a therapy session 1 day a week in the subsequent 2 months, and an offer of fortnightly sessions during the subsequent 5 months.
    - ii. If a Premium Package is purchased, regular input is defined as an offer of therapy sessions 7 days a week in the first 2 months from the MPI-2 programme, an offer of therapy sessions 3 days a week in the subsequent 2 months, and an offer of fortnightly therapy sessions during the subsequent 5 months.
2. The therapist will also carry out follow-up checks and, if required, provide further support during the Maintenance phase of the programme.
  - i. If a Standard Package is purchased, follow-up checks and further support are offered for up to 3 years from the MPI-2 programme start date.
  - ii. If a Premium Package is purchased, follow-up checks and further support are offered for up to 5 years from the MPI-2 programme start date.

#### Client practice requirements

1. The client will complete a minimum of 7 hours of weekly practice using the MPI-2 app during the Establishment phase. The therapist will monitor client practice time on the MPI-2 app using their MPI-2 clinician account.
2. Should the client complete the Establishment phase, the client will then complete a minimum of 2 hours of weekly practice using the MPI-2 app during the Transfer. The therapist will monitor client practice time on the MPI-2 app using their MPI-2 clinician account.

#### 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](mailto: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): a minimum of 7 hours weekly practice using MPI-2 app in the Establishment phase and, if this phase is reached, a minimum of 2 hours 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](http://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 3 days prior to taking place. In the case that the client needs to reschedule an appointment they will notify the therapist at least 24 hours prior to their appointment.
- 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 Skype

- The client accepts that while Skype is an encrypted video messaging service, the therapist can accept no responsibility for monitoring or interception of video calls by other parties. Microsoft is responsible for the security of Skype video calls.
- 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 therapist will invoice the client at beginning of the first three months of the programme. Invoices will be sent via PayPal. Therapy will be scheduled once the initial payment is received. 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 (price: 499 US dollars). 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](http://www.mpi2.com)). This licence lasts 12 months, although the licence can be renewed if required for 50 US dollars annually.

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: \_\_\_\_\_