

Stuttering Therapy Online - Therapy Contract and Money Back Guarantee Terms

VocalFlow Stuttering Treatment Programme

Therapy Provision

The therapist will conduct 10 therapy sessions via Zoom video calls. These sessions must be completed within 6 months from the programme's start date.

Client Practice Requirements

The client is expected to practise the techniques taught in therapy, dedicating at least 2 hours per week to this practice. A practice log will be maintained on a shared Google Sheet, allowing the therapist to monitor progress. Additionally, the client will submit a 5-minute audio or video recording every two weeks via email to help the therapist assess their progress and the quality of practice. A link to the practice log will be shared with the client on starting the programme. Email reminders will be sent every 2 weeks to ensure timely submissions of the recordings.

Money-Back Guarantee

If the client fulfills the above practice requirements but is not satisfied with their progress, they may request a full refund. A written request, explaining the reason for the refund, must be sent to support@stutteringtherapyonline.com within 6 months of the programme's start date.

Cancellations and Missed Appointments

Appointments will be scheduled by mutual agreement at least 48 hours in advance. Except in emergencies, clients must provide at least 24 hours' notice to reschedule.

If an appointment is missed, the therapist will reach out via email to reschedule. If no response is received within a month, the therapy agreement may be terminated.

Missing more than two appointments without prior notice may result in the termination of the therapy agreement.

Email and Video Call Usage

While Zoom provides encrypted video services, the therapist is not responsible for any unauthorized monitoring or interception by third parties. Zoom is accountable for its platform's security.

The client acknowledges that emails are not secure without encryption and that the therapist cannot be held liable for unauthorized access to email communications.

For more information on data usage, refer to the privacy policy at

<https://www.stutteringtherapyonline.com/privacypolicy.html>.

Concurrent Therapy from Other 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

A one-time payment of £499 is required for the programme.

Termination of Therapy Contract

The therapist reserves the right to terminate the contract if the client fails to meet the conditions outlined. Refunds will only be issued if the money-back guarantee conditions are satisfied.

By signing below, both parties agree to the terms stated above.

Therapist signature: _____ *Oli Cheadle* _____

Therapist name: _____ Oli Cheadle _____

Date signed: _____

Client signature: _____

Client name: _____

Date signed: _____