

Terms & Conditions

These Terms and Conditions set out the agreement between Amanda Salter trading as Achieve Rehab and the client and/or instructing party. They describe the services provided, fees, payment terms, cancellation arrangements and data protection responsibilities. Acceptance of services constitutes acceptance of these Terms and Conditions.

Acceptance of Terms and Conditions

Acceptance of services, attendance at appointments, participation in assessments, treatment sessions, consultations, training, report requests, communications, liaison activities, or any other professional service provided by Amanda Salter trading as Achieve Rehab constitutes acceptance of these Terms and Conditions. This includes all fees, payment obligations, cancellation charges, data protection arrangements and debt recovery procedures.

Where services are commissioned by an employer, insurer, solicitor, case manager, school, or other instructing organisation, that organisation shall be deemed to have accepted these Terms and Conditions upon instruction, booking, or continued engagement with services.

Treatment Sessions

Sessions can vary between 45 minutes – 2 hours. Additional time may be required for preparation, record keeping, administration, professional correspondence, liaison, meetings, report writing and related professional activities, which are chargeable at the standard hourly rate where applicable. Session frequency, duration and mode of delivery will be determined according to clinical need and mutual agreement.

Engagement with Therapy

Occupational Therapy is a collaborative process. Outcomes depend on attendance, participation, communication and engagement with agreed recommendations and interventions. Amanda Salter cannot guarantee specific therapeutic, vocational, educational, rehabilitation or employment outcomes. Repeated cancellations, non-attendance, failure to engage with agreed interventions, or failure to respond to reasonable communication may result in services being reviewed, suspended or discontinued.

Member of



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<https://www.achieve-rehab.co.uk/>

Fees

A standard rate of £90 per hour applies to professional activities including assessment, treatment, administration, liaison, report writing, training, research and professional correspondence. Assessment and training costs may vary depending on complexity and service requirements and will be agreed in writing where applicable. Equipment, assistive technology, resources, subscriptions or third-party services are not included unless otherwise agreed in writing.

Travel

Travel time and mileage are chargeable for journeys to and from the agreed location, up to one hour from Buckinghamshire. Mileage is charged at £0.65 per mile and travel time at £60 per hour. Virtual sessions are available where appropriate.

Payment of Fees

Payment is due within 14 days of the invoice date unless otherwise agreed in writing. Payment must be made by bank transfer.

Late Payment and Recovery Costs

Where payment is overdue, interest may be charged in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 at 8% above the Bank of England base rate.

Amanda Salter reserves the right to:

- Recover all reasonable costs incurred in recovering outstanding sums, including administrative time, legal fees, debt recovery charges and additional administration resulting from late payment; Any interest, compensation, recovery costs, or administrative charges resulting from late payment may be added to future invoices.
- Apply reasonable administrative charges where payment delays result in additional work, including reminder notices, repeat invoicing and account management;
- Suspend, postpone or withdraw services until outstanding balances have been paid in full.

These charges may be applied without further notice once payment becomes overdue.

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Cancellation Policy

Appointments cancelled with 24 to 48 hours notice will incur a 50% charge. Appointments cancelled with less than 24 hours notice will incur the full fee where the appointment cannot reasonably be reallocated. Failure to attend without notice will be treated as a cancellation with less than 24 hours notice. Repeated cancellations, non-attendance, delayed responses to scheduling requests, or failure to engage with services may result in review, suspension or discharge from therapy. If the therapist cancels a session, no fee will be charged and the appointment will be rearranged at the earliest mutually convenient opportunity.

Data Protection

All personal data is processed in accordance with UK GDPR and applicable data protection legislation. Information is stored securely in accordance with professional, regulatory and legal requirements. Confidentiality will be maintained unless disclosure is required because of safeguarding concerns, risk of harm, legal obligation or professional requirements.

Professional Responsibility

Amanda Salter provides services in accordance with the standards expected of a registered Occupational Therapist and relevant professional regulations.

Recommendations are based on information available at the time of assessment and professional clinical judgement. Amanda Salter cannot guarantee specific outcomes and shall not be liable for losses arising from failure to follow recommendations or circumstances outside reasonable control.

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