



Diagnostic Assessment Services Payment Policy for The Dyslexia Garden

Purpose: This policy outlines the terms and conditions for dyslexia assessment services provided by Becky Glenn at The Dyslexia Garden.

Scope: This policy applies to all clients who book and utilise dyslexia assessment services provided by Becky Glenn.

Definitions:

- **Client:** The person or persons who request, arrange, and pay for the dyslexia assessment service.
- **Learner:** The person receiving the assessment.
- **Service:** Any dyslexia assessment, consultation, or related service provided by Becky Glenn.

Policy Statement: Becky Glenn is committed to providing clear and transparent information regarding fees and payment processes to ensure a professional and straightforward relationship with clients.

Fees:

1. **Assessment Fee:**
 - The current fee for a full diagnostic dyslexia assessment is £650.
 - This fee includes the assessment, the preparation of a detailed report, and a follow-up discussion to review the findings and recommendations, if requested.
2. **Consultation Fee:**
 - Fees for additional consultations or advisory services will be discussed and agreed upon prior to the provision of services.
 - Any additional costs will be communicated to the client in advance.
3. **Fee Reviews:**
 - Fees for services will be reviewed annually in September. Clients will be notified of any changes in advance.

Payments:

1. **Balance Payment:**
 - The balance of the assessment fee is due before the final written report will be released.
2. **Payment Methods:**
 - Payments can be made by cash, bank transfer, PayPal.
 - Clients will receive payment instructions on the invoice.

Cancellation and Refunds:

1. **Client Cancellations:**

- Clients have a 14-day cooling-off period from the date of booking to cancel the service without any penalty.
- 2. Cancellation After Cooling-Off Period:
 - If a client cancels the service less than 5 working days before the scheduled assessment date, a 25% of the total fee will be charged.
 - If a client fails to attend the appointment without prior notice, the full agreed fee will be charged.
- 3. Rearranging Appointments:
 - Clients may rearrange the assessment date after the cooling-off period.
- 4. Cancellations by Becky Glenn:
 - If Becky Glenn cancels the booking for any reason, clients will be notified as soon as possible and an alternative date will be offered.

By accepting this policy :

Please be aware that it may not always be possible for a formal diagnosis of a specific learning difficulty to be made as the result of an assessment.

Policy Review:

- This policy will be reviewed annually to ensure it remains effective and fair to both clients and the assessor.
- Any updates to the policy will be communicated to clients in a timely manner.

Contact Information:

- For any questions or further information about this policy, please contact Becky Glenn at The Dyslexia Garden.

Date of Policy: July 2025

Next Review: July 2026

By adhering to this policy, Becky Glenn ensures transparent and fair financial practices, fostering a professional and trustworthy service environment