



## Terms and Conditions

**Booking an assessment is considered acceptance of and agreement to abide by the following terms and conditions.**

### Definitions

**Client** -person who has requested, arranged, and is paying for the assessment. Aged 18 and over this is assumed to be the person who is being assessed unless specified. Under 18 this is assumed to be the parent/carer/legal guardian of the person who is being assessed

**Assessor** – The person who will carry out the assessment – Lucy Carter

### Payment

**Deposit** – A nonrefundable deposit of **£100.00 for dyslexia and or ADHD and £50 for exam access arrangements** is required when booking an assessment to secure the date.

**Invoice** – After receiving the initial deposit an invoice will be sent for the outstanding amount.

**Payment** – The remaining amount should be paid before the assessment takes place. Reports will not be released until full payment has been received.

- Dyslexia Assessment **£425.00**
- Dyslexia and ADHD for educational purposes (Post 16 only) **£475.00**
- Exam Access Arrangements (by prior agreement with the exam centre/ school) **£150.00**
- Primary School Exam access Arrangements (SATs and/or 11+) **£250**

### Cancellation

Any cancellations should be done **via email to [lancasterdyslexia@outlook.com](mailto:lancasterdyslexia@outlook.com)**

- Cancellations 14 days prior to assessment -full refund (including deposit) will be given.
- Cancellations between 13 - 5 days before the assessment, clients will be charged 50% of the assessment fee, unless rescheduled.
- Cancellations 5 days or less before the assessment date clients will be charged 100% of the assessment fee, unless rescheduled.

Clients are only able to reschedule one appointment before standard cancellation charges apply.

### **Cancellations by Lucy Carter (Lancaster Dyslexia)**

Lucy Carter reserves the right to cancel bookings for reasons of viability, illness, or other unforeseen reasons, or if it is believed there is any reputational risk to the company.

Should Lucy Carter cancel the booking the deposit will be refunded, any additional costs will not be reimbursed (i.e., eye tests)

### **Before The Assessment**

Before diagnostic assessment, detailed background information will be gathered from the client and the assessee. For children under 18 information will be requested from school/college. Follow up phone calls may also be made to support this information.

The client/assessee will be emailed a **Visual Difficulties Questionnaire** and a **Background Information Questionnaire** both must be returned to Lucy Carter 7 days prior to the assessment, failure to do so, may mean the assessment has to be cancelled and standard cancellation charges will apply.

The assessee must have had a standard eye test in the last 2 years – this is essential.

If the assessee intends to use their report for exam access arrangements for GCSE/A Levels or Vocational exams, a Form 8 with part 1 completed must be provided by the school/college prior to the assessment.

### **Assessments**

1. The assessment or lesson will be carried out at an agreed venue or online.
2. If under 18, an adult known by the learner, for example the learner's parent or carer, or a member of school/college staff, is asked to be present in a room nearby for the duration of the assessment, within hearing distance. (Dyslexia assessment- approx. 3 hrs, ADHD will require an additional hour).
3. Lucy Carter will work with the learner with no other person in the same room for the duration of the assessment.
4. If necessary, further follow up tests may be needed. Time and venue for these will be arranged after the initial testing. No further charge will be made for these tests.

### **After the assessment**

The test results, background information and will be analysed and a detailed report produced.

The client will receive a copy of their report within 4 weeks. It is the client's responsibility to share with school/college/university.

An online feedback session of up to 30 minutes is offered after completion of the report. If any additional feedback is required, this is available at a cost of £35.00 per hour.

Further advice may be offered to school or parents/carers at additional cost if necessary and appropriate.

### **Appointment times**

Appointment times should be adhered to. In the event of appointments not being attended on time, the session will end at the pre-arranged time and charged at the same rate.

Lucy Carter – Lancaster Dyslexia reserves the right not to accept a referral, terminate an assessment or not circulate a report if:

- the referral appears to be outside of their area of expertise.
- the client fails to cooperate with the requirements of the assessment procedure in such a way that may compromise the validity of the assessment.
- the client fails to comply with the terms and conditions

### **Code of Ethics**

Lucy Carter is a member of The BDA (The British Dyslexia Association). Please refer to the BDA Code of Ethics which can be found on their website.

### **Complaints**

If you have any concerns about any practice or incident relating to Lucy Carter (Lancaster Dyslexia), please contact Lucy in the first instance for an informal discussion. If this does not solve your concern, you may refer to the British Dyslexia Association complaints procedure, available on request.

### **General**

Lucy Carter reserves the right to alter these terms and conditions. Lucy will, notify you of any changes. Unless otherwise agreed in writing, these Terms and Conditions shall prevail over any other terms of business or conditions put forward by you.



### **Lancaster Dyslexia Customer Privacy Notice**

Lancaster Dyslexia is committed to ensuring the protection and privacy of personal data in accordance with the General Data Protection Regulation (GDPR) and other relevant data protection laws. This policy outlines our approach to data protection and our commitment to compliance with GDPR requirements.

This privacy notice tells you what to expect us to do with your personal information.

#### **Contact Details- Lucy Carter**

Telephone - 07434531934

Email- [lancasterdyslexia@outlook.com](mailto:lancasterdyslexia@outlook.com)

#### **What information we collect, use, and why**

We collect or use the following information to provide services and goods, including delivery:

- Names and contact details
- Addresses
- Date of birth
- Health information (including hearing, eye sight and health conditions)
- Educational Background
- Genetic information

#### **Lawful basis**

Our lawful basis for collecting or using personal information to provide services and goods are:



## Consent

**Legitimate interest:** Lancaster Dyslexia collects information to enable us to carry out diagnostic assessments for dyslexia or other Specific Learning Difficulties.

## Where we get personal information from

- People directly
- Schools, colleges, universities or other education organisations

## How long we keep information

All test papers will be destroyed one month after the completed assessment report has been sent to the client. Reports for children under 18 will be kept until their 25th birthday, for adults over 18, reports will be kept for 7 years.

Completed reports will be password protected and stored in the online cloud storage facility of Office 365, in individual folders.

If you require data to be deleted prior to these dates a written request is required stating the reason for the request, if agreed, the data will be securely destroyed, and the report will no longer be available should it be required in the future.

## Who we share information with

Other relevant third parties:

If an assessment is commissioned by a third party, the report will be shared with them. Depending on your agreement with them, the report will either be sent directly to you or the commissioning organisation will send it to you.

Some tests require online scoring. The Privacy Policy for Riverside Insights, who hold the online scoring information, can be found here [Assessment Privacy Policy \(riversideinsights.com\)](http://Assessment Privacy Policy (riversideinsights.com)).