

Payment, Cancellation & Refund Policy

Individual Payments:

- Individual payments are to be paid in advance of the first session date, unless otherwise agreed, via bank transfer (BACS). Payments must be received by CCS no later than 14 days prior to the therapy session. Please refer to the payment details below.

Block Payments:

- Block payments, as agreed before privately funded sessions commence, are to be paid in advance of the first session date, unless otherwise agreed, via bank transfer (BACS). Please refer to the payment details below.

Additional Payments:

- Additional payments can be included within the block payment as an additional cost or invoiced separately. For example, review/ending consultations, travel expenses, or a full end report at the end of the play therapy contract.
- Additional payments will need to be made 14 days in advance of the consultation date.

Late Payments:

- A late payment fee of 10% of the outstanding invoice will be charged if not made 14 days prior to the therapy session/consultation and without agreement by CCS.

Cancellation and Disengagement:

- It is the parent/carer's responsibility to inform CCS of any cancellations. This can be made by telephone, but must be confirmed via email to therapeuticservices@ccsadoption.org
- Cancellation of a session requires a 72-hour notice period. Missed consultations and late cancellations (including those of sessions) will be charged normally. This includes cancellation due to illness.
- If the child refuses to come to the session for a one-off reason on the day, then payment will still be required.

Refunds:

- If the child disengages from the therapy and/or continually refuses to engage in the sessions (more than 3 sessions in a row), the therapist will discuss a suitable action plan with the parent/carer.
- Generally, if the child continues to refuse to come to sessions, for a total of 5 consecutive sessions, then therapy sessions will cease, and any remaining payments will be refunded within 30 days to the parent/carer.
- If the parent/carer withdraws their consent for the sessions, an ending session will be planned for the next session date. Following the end session, the parent/carer or school will be refunded for any remaining balance prepaid.

Payment Details:

- These will be shown on your invoice.