

**Contact details:** [louise@dyslexiadevon.co.uk](mailto:louise@dyslexiadevon.co.uk)

### **Payment**

Thank you for booking an assessment.

You will have been informed of the fee when placing this booking. We require a £100 deposit to secure an assessment. You will be able to pay this via BACs and these details will be emailed to you. The remainder of the fee is payable 48 hours **before** the assessment.

### **Cancellation policy**

All changes and cancellations must be notified in writing to: [louise@dyslexiadevon.co.uk](mailto:louise@dyslexiadevon.co.uk)  
Cancellation charges will be applied as follows:

- Cancellation up to 48 hours before a booked session - deposit only
- Cancellation within 48 hours of a booked session = 100% of the fee.

### **Rescheduling**

In the case of illness or severe weather, the deposit is non-refundable, but we always do our best to reschedule.

### **Cancellation by the Assessor**

If severe weather or any other emergency results in the cancellation of a session, the Assessor will endeavor to give clients a minimum of 24 hours' notice and to reschedule the assessment as soon as possible.

### **Privacy Policy**

- We are committed to protecting your data. Please see the privacy policy on our website.

[www.dyslexiadevon.co.uk](http://www.dyslexiadevon.co.uk)

- Following the assessment and the compilation of the final assessment report the test papers will be stored securely for 12 months after which time they will be destroyed.
- Your final assessment report will be held by us for 7 years along with your background questionnaire and booking form.
- Duplicate reports can be requested during this time at a fee of £20.
- After 7 years we will be unable to provide a copy.

### **Disclaimer of Diagnostic Guarantee**

Please be aware that despite our best efforts and expertise, we cannot provide an absolute guarantee of a definitive diagnosis.

### **Timescales**

Reports can take up to 21 working days to complete.

### **Requirements**

A valid eye test conducted within the past 12 months is a prerequisite for the assessment.

Completion of both the parents' questionnaire and school questionnaire are mandatory prior to the assessment. Failure to provide these documents may result in the cancellation of the assessment.

We retain the right to cancel or reschedule the assessment if the aforementioned documents are not made available within the specified timeframe.

Assessor Signed: Date:	
Client Signed: Date:	