



# Cheshire Dyslexia Services

Cheshire Dyslexia Services  
Covering Chester and Surrounding Areas

Email: [Clare@CheshireDyslexiaServices.co.uk](mailto:Clare@CheshireDyslexiaServices.co.uk)

Website: [www.cheshiredyslexiaservices.co.uk](http://www.cheshiredyslexiaservices.co.uk)

## Terms & Conditions

### DEFINITIONS

**“Client”** The person or persons who request, arrange and pay for the service. This is assumed to be the person who makes initial contact with Cheshire Dyslexia Services.

**“Learner”** This is the person receiving tutoring or assessment from Cheshire Dyslexia Services.

### PAYMENT FOR ASSESSMENTS

The cost of a full dyslexia assessment is £460, with 50% being paid within 2 weeks of booking the assessment, and the remaining balance being paid 2 weeks prior to the assessment date. Please note that assessments will be cancelled if payment dates are not met.

### CANCELLATION

Cancellations should be advised via email to: [Clare@cheshiredyslexiaservices.co.uk](mailto:Clare@cheshiredyslexiaservices.co.uk)

- Due to the admin, preparation and time that goes into each assessment, well before the assessment itself, the 50% deposit is non-refundable.
- Please note an administration fee of £40 will be chargeable if you request to transfer your booking to a different date less than 28 days prior to the assessment. The rescheduled date will be dependent on availability at the time of contact.

### CANCELLATIONS BY CHESHIRE DYSLEXIA SERVICES

We reserve the right to cancel bookings for reasons of viability, adverse weather conditions, illness, or other unforeseen reasons, or if it is believed there is any reputational risk to the company. In such circumstances, a full refund will be issued.

### CODE OF ETHICS

Our assessor 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.

### ASSESSMENTS

1. Before the dyslexia diagnostic assessment, detailed background information will be gathered from parents and the school through questionnaires. This is essential information which is used to inform the assessment. Follow up phone calls may also be made to support this information.
2. The assessment or lesson will be carried out at an agreed venue.
3. An adult known by the learner, for example the learner's parent or carer, or a member of school staff, is asked to be on site for the full duration of the assessment. This is up until age 18.
4. A member of Cheshire Dyslexia Services will work with the learner with no other person in the same room for the duration of the assessment or lesson – unless agreed prior to assessment.
5. If felt necessary by the assessor, 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.
6. Unless otherwise agreed in writing, a report will be written within four weeks of the assessment. It will be sent to the client who are then advised to share it with the school. Your assessor will be available to discuss the report at a time arranged for any follow up questions. No extra fee will be charged for this discussion. This will be completed via telephone call at a mutually agreed time.

### COMPLAINTS

If you have any concerns about any practice or incident relating to Cheshire Dyslexia Services, please contact us in the first instance for an informal discussion. If this does not solve your concern, you may refer to the complaint procedure on the BDA website.

### GENERAL

Cheshire Dyslexia Services reserves the right to alter these terms and conditions. We will, however, 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.

*Registered with PATOSS, The BDA  
and SASC.*

