



# 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 £440, with 50% being paid 4 weeks prior to the assessment taking place, and the remaining balance being paid on the day of the assessment. Please note that the report writing process will not begin until the balance has been settled, and it will take up to 4 working weeks to write from this point.

### CANCELLATION

Cancellations should be advised via email ([clare@cheshiredyslexiaservices.co.uk](mailto:clare@cheshiredyslexiaservices.co.uk)) or telephone 07894 940330

- A full refund will be given if cancellation date is more than 14 days before the scheduled event.
- If cancellation is received 14 days or less before the scheduled event, the client will be charged 50% of the agreed fee.
- If cancellation is received up to 5 working days before the scheduled event, the client will not be returned any payment.

The full fee is payable if you do not cancel your booking and do not attend your booking.

Please note a discretionary administration fee of £40 may be made if you request to transfer your booking to a different date less than 14 days prior to the booking date.

### 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 present in a room nearby for the duration of the assessment, within hearing distance.
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.
5. 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.
6. Unless otherwise agreed, 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 may be on the telephone or video call.

### 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.*

