

Information, Terms and Conditions, & Contract

We are delighted you have reached out and agreed to attend therapy! This guide outlines what to expect when working with us and our key contractual expectations. Don't worry if you are still on the waiting list – this contract doesn't come into effect until you have started sessions!

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Section 1: Getting Started

Step 1: This Document

You will have read this document while completing the online Referral Form. We will also send you this document upon receiving your Referral and before taking your first payment. By agreeing at point of referral, and by further transferring your payment, this serves as your contract with us that:

- Sets out clear expectations for everyone
- Allows us to securely transfer confidential information
- Means you won't need to sign a new contract if you extend sessions

Step 2: Arranging a Date and Time for your Appointment

We will determine which clinic is most suitable for you and work with you to determine the most suitable time and start date.

Step 3: On The Waiting List

If our clinic is currently full, we will aim to expand our clinic offerings to avoid time on the waiting list.

Step 4: Beginning Sessions

Once we have a date and time organised, we look forward to you meeting with our therapist.

Section 2: Agreed Fees

Item	Price
Individual Session	£60
Block of 3 Sessions	£180
Block of 4 Sessions	£240
Block of 5 Sessions	£300
Group Session (2 clients)	£80
Phone Call Consultation	£45

Booking in Blocks:

Sessions are billed at the standard £60 per-session rate and are booked in blocks of 3, 4, or 5 sessions, as set out in the table above.

Block Payments:

Full payment for a block is required in advance of the first session in that block. Blocks are billed as a single upfront payment covering all sessions within it

Session Length:

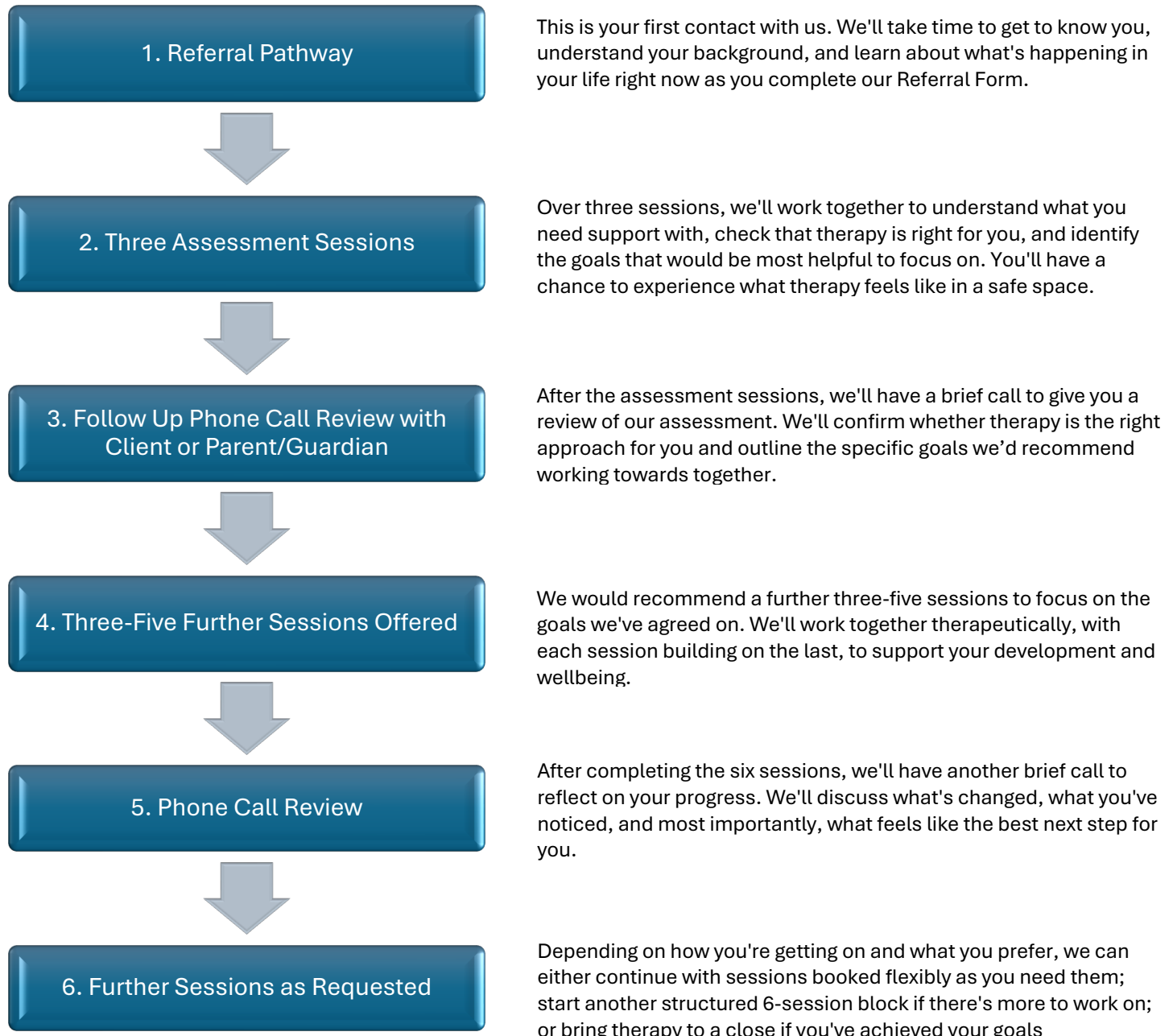
Sessions are facilitated as 30-minute sessions, though the exact duration may vary depending on the needs of the individual client. For example, sessions with younger clients may be shorter, we will go based upon the needs of the client in the here-and-now of the session. A 30-minute length is chosen to suit attention span and sensory regulation needs.

Payment Process

- We will invoice you for sessions ahead of time, aligned with the fees outlined above and as previously sent to you.
- Payment is required in full prior to commencement of the first session in that block

Section 3: Our Model

At Make a Melody, we deliver consistent, warm, and high-quality therapy to every client. You'll receive the same excellent support regardless of which therapist you work with or where you are in your journey. Here's how we work with you, from your first contact through to ongoing support.



Section 4: Key Contractual Expectations

If our therapist needs to cancel:

- Cancellations must be made at least one week in advance, where possible. We will let you know by phone call. These sessions will not be charged for.

If you need to cancel:

- All sessions are paid for in advance and we unfortunately have to uphold that these are non-refundable in the event of cancellation or non-attendance (DNA), regardless of notice given.
- This policy allows us to keep our clinics sustainable and our fees accessible. Where possible, please give us as much notice as you can if you need to cancel, we will do our best to offer an alternative date within your current block, though this cannot be guaranteed.

Confidentiality & Data Protection

- All client information is held confidentially within a secure, GDPR-compliant clinical notes system. Information will not be shared outside our organisation except where required by Northern Ireland law, with your explicit written consent, or where necessary to protect the safety of the client or others (e.g. with GPs, medical professionals). Where possible, we will notify you in advance and share only the minimum information necessary.
- Clinical records are retained for a minimum of 7 years following the end of treatment, or until the age of 25 for minor clients, whichever is later. Records are securely destroyed thereafter. You may request access to your personal data at any time by contacting Nafisa at nafisamohyudin@makeamelody.co.uk.

Your Responsibilities to Our Therapists

- We ask that you treat our therapists with courtesy and respect at all times. Abusive, threatening, or discriminatory behaviour will not be tolerated and may result in sessions being ended immediately, without refund.
- Please provide accurate and honest information about the client's needs, health background, and any relevant changes in their condition. This allows our therapists to provide the most appropriate and safe care.
- Please give our therapists access to the client at the agreed session time. If access arrangements change, let us know as early as possible.

Our Commitment to You

- We will provide qualified, experienced therapists who deliver sessions in line with professional standards. If we need to make any changes to agreed arrangements, we will give you as much notice as possible and work with you to find a suitable alternative.

Section 5: Liability, Indemnity & Termination

1. Scope of Service

The therapy services provided by Make a Melody are intended to offer therapeutic support and are not a substitute for medical, psychiatric, psychological, or emergency care. While our therapists are qualified professionals committed to providing high-quality support, we are unable to guarantee specific therapeutic outcomes.

2. Emergency Situations

Our therapists have a professional duty of care to all clients. In situations where a therapist reasonably believes that a client or another person is at serious or immediate risk of harm, confidentiality may be lawfully breached in order to contact emergency services or other relevant authorities. In such circumstances, Make a Melody will not be liable for any consequences arising from the disclosure of information made in good faith to protect the safety of the client or others.

3. Referrer Indemnity

Where this agreement is entered into by a referrer, representative, or guardian on behalf of a client, that person confirms they have the authority to do so and that all information provided to Make a Melody is accurate and complete to the best of their knowledge. The referrer or representative agrees to indemnify Make a Melody against any claims, losses, or liabilities arising from inaccurate, misleading, or incomplete information provided at any stage of the referral or engagement process.

4. Professional Indemnity Insurance

Make a Melody holds appropriate professional indemnity insurance in respect of the therapy services it provides. Details of our insurance coverage are available upon request. All therapists working under the Make a Melody banner are required to maintain their own professional registrations and to practise within the ethical guidelines of their respective professional bodies. Each subcontracted therapist will have their own professional indemnity insurance.

5. Force Majeure

Make a Melody shall not be liable for any failure or delay in performing its obligations under this agreement where such failure or delay results from circumstances beyond its reasonable control, including but not limited to illness, bereavement, natural disasters, pandemic, severe weather, civil unrest, or failures of third-party services. In such circumstances, Make a Melody will notify you as soon as reasonably practicable and will endeavour to reschedule affected sessions.

6. Limitations of Liability

To the fullest extent permitted by applicable Northern Ireland law, Make a Melody's total liability to you in connection with services provided under this agreement shall not exceed the total fees paid by you for the specific sessions to which any claim relates. We shall not be liable for any indirect, consequential, incidental, or special loss or damage, including loss of earnings or anticipated savings, arising out of or in connection with this agreement, even if loss/damage was foreseeable.

7. Dispute Resolution

If you have a complaint or concern about the services provided, we ask that you first raise it informally with Nafisa at nafisamohyudin@makeamelody.co.uk. We will acknowledge your concern within 5 working days and aim to resolve it within 28 days.

If the matter remains unresolved, either party may request a formal review, which will be conducted in writing. Make a Melody is committed to handling all complaints fairly, confidentially, and promptly.

Should the dispute remain unresolved following the formal review, both parties agree to attempt resolution through a mutually agreed mediator before initiating any legal proceedings. The costs of mediation will be shared equally unless otherwise agreed. Nothing in this clause prevents either party from seeking urgent legal relief where necessary.

8. Termination

You may end this agreement at any time by notifying Nafisa in writing. Sessions already invoiced and attended will remain payable. For block sessions not yet attended, a 50% refund will be issued; this allows us to continue to pay our staff team of therapists and ensure the sustainability of the clinic.

By Make a Melody

We reserve the right to terminate this agreement where a client or referrer has acted in a manner that is abusive, threatening, or discriminatory toward our therapists, or where continuing sessions would not be in the clinical best interests of the client. Where possible, we will give reasonable notice and, where appropriate, assist in signposting to alternative services.

Questions?

If you have any questions about this guide or contract, please contact **Nafisa** at nafisamohyudin@makeamelody.co.uk and she'll be happy to help.

We're looking forward to working with you!

Section 6: Agreement

At point of Referral, you will have selected 'I agree' to these terms and conditions, and once your payment is transferred, this becomes your contract with us. Before you select 'I agree' and before you proceed with payment, please make sure you have read and agree to the terms and conditions and privacy notice outlined in this Information Guide and Contract, and that you have reviewed the full details at the links provided below.

<https://www.makeamelody.co.uk/terms-and-conditions>

<https://www.makeamelody.co.uk/privacy-notice>

<https://www.makeamelody.co.uk/safeguarding-pathways>

Make a Melody Representative (print): Stuart Watson

Make a Melody Representative Signature: 