

Information Guide and 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 & Contract

We will send you this document via DocuSign for your signature. This serves as both an information guide as well as your contract with us. This is a one-time contract 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: On The Waiting List

You may currently be on our waiting list. Sadly, our wait times vary, and we endeavour that you will meet with your therapist as soon as possible!

Step 3: Beginning Sessions

Once we have a therapist available, Nafisa will contact you and this contract will formally begin.

Section 2: Agreed Fees

Item	Price (ex. VAT)	Discount (if applicable)
Individual Session	£60	-
Package 1: Assessment	£250	£20
Package 2: 6 Sessions	£350	£100
Group Session (2 clients)	£80	-
Phone Call Consultation	£45	-
Travel Mileage	First 20 miles included; thereafter £0.45 per mile	

Assessment includes:

1 phone call consultation, 3 individual sessions, and 1 brief follow-up phone call review at close

6 Session Block includes:

Following Assessment, 6 individual sessions, and 1 brief follow-up phone call review at close

Session Length:

Sessions are facilitated as 40-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 - typically around 30 minutes.

VAT:

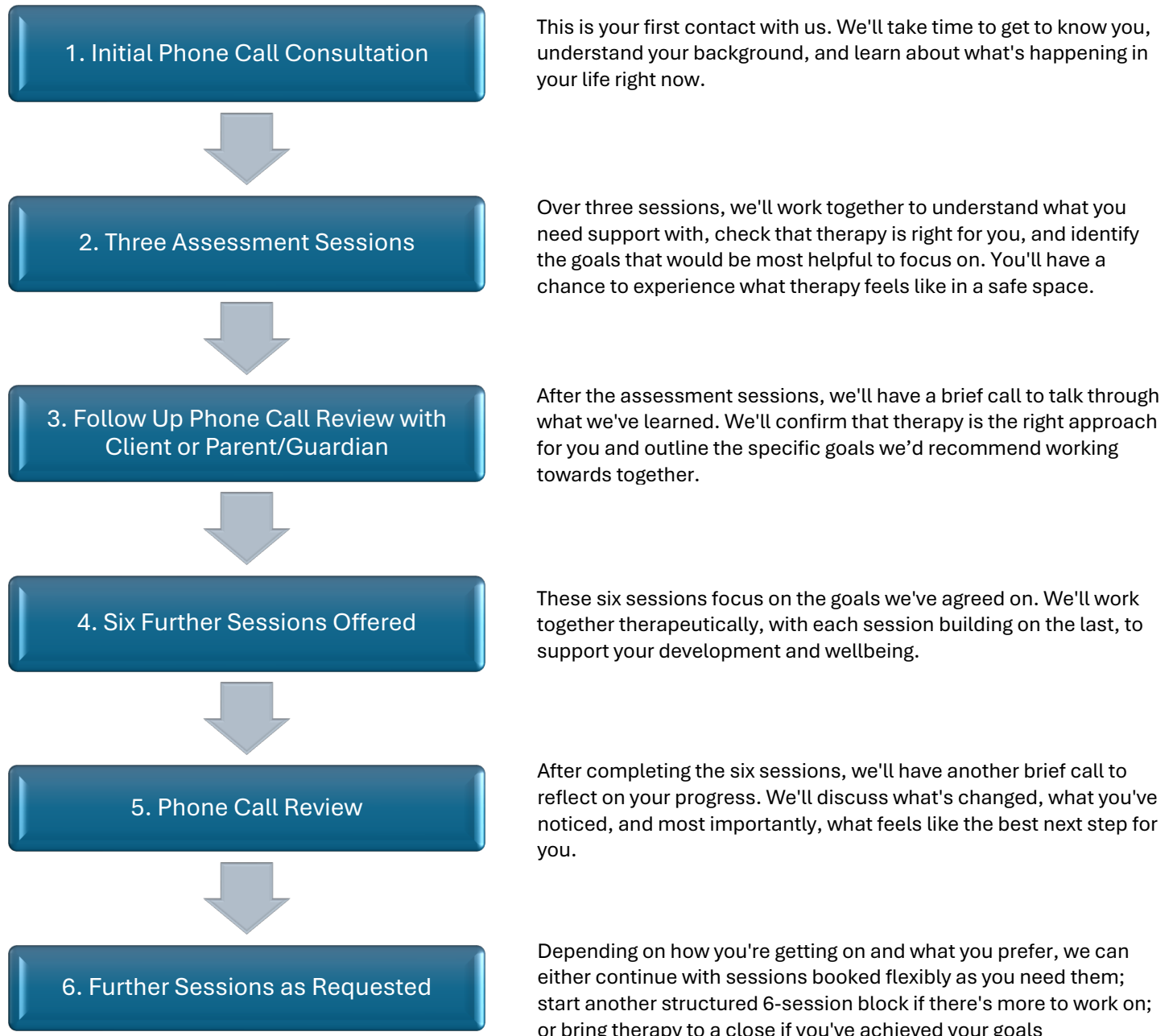
VAT is applicable to some of our services. In Northern Ireland, services provided by registered healthcare professionals, such as Music Therapy and Art Therapy, are exempt from VAT. Other services, including Play Therapy and Counselling, are subject to VAT at the standard rate.

Payment Process

- We will invoice you for sessions ahead of time, aligned with the fees outlined above and as previously sent to you.
- We expect your payment within 7 days of receiving your invoice. For package sessions, payment is required in full prior to commencement of the first session in that package.

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:

- If cancelled within 24 hour's notice, the session **will be charged**.
- If cancelled with greater than 24 hour's notice, the session will **not be charged**.

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, or insurers). 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 treat you and/or the client with warmth, dignity, and respect at every stage
- 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 package sessions not yet attended, a refund will be issued, minus any applicable discount that was applied on the basis of the full package being completed. For example, if you purchased the 6-session block with a £100 discount and attended 3 sessions, the refund will reflect the remaining sessions at the standard individual rate, minus the discount divided equally over the 6.

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 & Signature

By signing below, you confirm that 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>

Name (print): _____

Signature: _____

Date: _____

Make a Melody Representative (print): Stuart Watson

Make a Melody Representative Signature: *S. Watson*