



Terms and conditions

The terms and conditions of Motorvate Therapies Ltd are explained below to ensure service users understand the Occupational Therapy services to be carried out, costs involved, time scales set for payments and how data is collected, stored, and protected.

Insurance and registration

Motorvate Therapies Limited is insured with Balens Insurance Ltd

Our therapists are

- Members of the Royal College of Occupational Therapist
- HCPC registered
- Hold enhanced Disclosure Scotland certification
- Hold professional membership with Sensory Integration Education
- Undertake mandatory training in, basic life support, child protection, infection control, information governance and manual handling

Professional Fees

Service	What that Includes	Fee
Initial Discussion	Up to 30-minute conversation by telephone to determine whether the service provided by Motorvate is right for you. Therapy advice will not be provided. Alternative provider details may be provided	Complimentary.
Pre-assessment face to face or zoom session	If it is not clear what service your child may require you may be asked to attend a pre-assessment appointment. This will last up to but no longer than one hour. No report is provided for this session. If it is decided between us that a fuller assessment is required, then the fee for full assessment will be reduced accordingly or signposting to another service.	£100

Short Sensory Assessment	Includes developmental questionnaire and sensory profile questionnaire plus face to face session (1 hour) which includes sensory integration clinical observations and free play (for observation). Report with recommendations. Programme of intervention would be an additional cost	£300
Full Sensory and Motor Assessment NB. This is the most popular package	Includes developmental questionnaire and sensory profile questionnaire plus face-to-face session (1-2 hours) which includes sensory integration clinical observations, standardised motor assessment. Full report with recommendations. Programme of intervention would be additional cost	£500
Full Sensory, Motor and Developmental assessment	Developmental Questionnaire and interview with parent/carer. Includes sensory processing, Sensory attachment, Standardised motor skills assessment, visual perception, Visual motor integration Handwriting, developmental milestones assessment and free play. Full report with recommendations Carried out over 2 separate sessions. Particularly suitable for Looked after young people where early years info requires more investigation/time (although not exclusively)	£750
Handwriting assessment	Developmental Questionnaires. Standardised Handwriting assessment and clinical Observations (sensory Integration) 1 hour Includes report.	£300
Additional Reports	School reports, Child's plan paperwork, PIP completion, summary reports, sensory diet	£70 per hour
Tribunal reports	Specialised statements, witness appearance	£90 per hour
Intervention sessions	Regular intervention (once weekly or fortnightly) 45-minute face to face session	£70 per session (block payments available on request)
Home programme set up (in addition to intervention session cost. First appointment only)	Monthly/6 weekly session with review of programme.	£140 initial set up session £100 review and update of programme

Group sessions	Motor skills group	£8 per session payable in a block.
Observation visit	Visit to school or home	£70 per hour plus travel time (£35 per hour) and fuel 45p per mile (HMRC rate)
Home or school program	Compiling of individually written program emailed to parent/school Generic Program	£70 per hour £35
Consultation	Formal Phone consultation, face to face (without young person) or school consultation (without child present)	£70
Informal Support	Informal calls/emails. There may be a necessity for the support to become a consultation (above) if planning specific strategies or regular long calls are required.	£70 per hour
Training	Training is bespoke and therefore training prices can vary.	Half day Training (up to 3.5 hours) £450 Full day training (up to 6 hours) £850 Twilight training: (up to 2 hours) £300 Travel see below Hotel costs: if not possible to travel on day of course.
Travel		£35 per hour 45p per mile (HMRC rate)
Cancellation	Up to 7 days before Within 7 days but 24 hours before Less than 24 hours	No charge 50 % of session Full cost

- Assessment costs range depending on what is required. By completing the required documentation and returning it, you are entering into a contractual agreement for full or partial assessment by one of our Motorvate Occupational Therapists. The travel time and fuel costs are an addition

Payment

Payment is accepted by cash or bank transfer. Payment should be made on receipt of invoice or 72hrs before confirmed assessment date. Late payment will be considered after 15 days and an additional fee of 10% will be added.

Reports

The charge for an assessment report is reflected in the overall price of assessment. Additional reports and recommendations can be requested, including educational and legal related documentation. This will vary depending on the level of detail required.

Cancellation policy

Once you have made an appointment with us it means that we have reserved time in our schedule exclusively for you.

To avoid a cancellation fee, please provide cancellation notice at least 7 days prior to your appointment.

You can cancel or reschedule an appointment by emailing us at info@motorvatetherapies.co.uk and we can discuss your personal circumstances and rebooking options.

Cancellation	Charge
Cancellation made 7 days prior to appointment date	No charge
Cancellation made within 7 days of appointment date	50% of session fee
Cancellations made less than 24 hours prior to appointment	100% of session fee

If Motorvate Therapies need to cancel an appointment, a new appointment will be scheduled without penalty to the client, subject to availability.

Data Collection

Motorvate Therapies Limited is committed to processing data in accordance with its responsibilities under the General Data Protection Regulations (GDPR). Information is only used in accordance with this statement

General provisions

1. This policy applies to all personal data processed by Motorvate Therapies Limited
2. The Data Controller* shall take responsibility for Motorvate Therapies Limited ongoing compliance with this policy.
3. This policy will be reviewed at least annually.
4. Motorvate Therapies Ltd. is registered with the Information Commissioner's Office (ICO) as an organisation that processes personal data.

Name and contact details of the Data Controller

Name: Susan Doogan

Email: Susandoogan@motorvatetherapies.co.uk

The information we collect will be done lawfully:

1. All data processed by Motorvate Therapies Ltd. will be done for one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests ([see ICO guidance for more information](#)).
2. Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
3. Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent will be clearly stated and systems in place will ensure such revocation is reflected accurately in Motorvate Therapies Ltd. systems.

How and what information is collected

Motorvate Therapies Limited shall ensure that personal data is adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.

We may collect the following information via email, telephone call, in person or by questionnaires or forms:

- Name
- Date of Birth
- Contact details (address, phone, email)
- Parent/legal guardian details
- School details
- Healthcare professional or local authority reports/documentation

- Photographs/ videos

Staff and therapists will only process personal data for:

- Internal record keeping
- Recording initial assessments
- Provisions of ongoing therapy services and interventions
- Sharing information with relevant parties when necessary

Your rights

- You have the right to withdraw your consent to any further processing at any time
- You can request details of personal information we hold about you
- We will give you the opportunity to opt out of future marketing whenever we send you marketing material, or you can opt out at any time by contacting us at info@motorvatetherapies.co.uk

How long your information is kept for

The regulation states that information should be kept for “no longer than is necessary for the purposes for which the personal data are processed” (Information commissioner’s office., 2021. *The Principles* [online]. Available from: [The principles | ICO](#))

Motorvate Therapies Limited will retain personal data for 7 years for adults and 7 years following their 18th birthday for children, unless upon review it is deemed necessary to retain it for a longer period.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we will store data securely using modern software systems and clear procedures limiting personnel access - to ensure the safeguarding and security of the information we collect.

Motorvate Therapies will continue to meet GDPR obligations in relation to the security of processing, recording, risk assessing and notifying the ICO of personal data breaches

Audits and Inspections

Motorvate Therapies Limited will comply with audits and inspections, providing all necessary information and always cooperating with supervisory authorities (such as the ICO).

Right to Complain

If you have a concern about our information practices, you have a right to complain. You can do so by contacting the Information Commissioner's Office on 0303 123 1113 or by visiting www.ico.org.uk