

LEARN TO FEED



Terms and Conditions

These terms and conditions set out the expectations for the service user (you) and Learn to Feed. They govern the contract between us and ensure that both parties are protected.

Initial Consultations

Prior to initial consultation:

- You will receive confirmation of the appointment date, time, location and fees via letter, email or text message.
- You will receive a consent form, our privacy policy and our terms and conditions. You may also receive a pre-assessment questionnaire. All forms must be returned prior to the appointment.
- You will receive an invoice for the appointment. Payment must be made before your appointment.

After initial consultation:

- We will recommend whether you and your baby/child will need on-going support and what packages would best suit your and your baby/child's needs.
- If we do not have the necessary skills to provide this support, we will signpost you to the professional who is best able to meet you and your baby/child's needs.
- Initial lactation consultations include a written feeding plan and one week of email follow-up.

Further Consultations

You and your baby/child must have attended an initial consultation with us prior to follow-up appointments, or therapy or be able to provide a recent substantial report. This enables us to plan appropriately for the management and care of you and/or your baby/child.

We will review the need for input at the end of each session or block of therapy.

Lactation follow-up appointments include a written feeding plan and one week of email follow-up.

Telephone Appointments

You do not have to have attended an initial consultation in order to have a telephone appointment. Prior to the telephone appointment:

- You will receive confirmation of the appointment date, time, location and fees via letter, email or text message.
- You will receive a consent form, our privacy policy and our terms and conditions. You may also receive a pre-assessment questionnaire. All forms must be returned prior to the appointment.
- You will receive an invoice for the telephone appointment. Payment must be made before your appointment.

After the telephone appointment:

- We will recommend whether you and your baby/child will need on-going support and what packages would best suit your and your baby/child's needs.
- If we do not have the necessary skills to provide this support, we will signpost you to the professional who is best able to meet you and your baby/child's needs.
- You may receive a written plan following a telephone appointment depending on your and/or you baby/child's needs.

Information Sessions

You do not have to have attended an initial consultation in order to attend an information session. Prior to the information session:

- You will receive confirmation of the appointment date, time, location and fees via letter, email or text message.
- You will receive a consent form, our privacy policy and our terms and conditions. You may also receive a pre-assessment questionnaire. All forms must be returned prior to the appointment.
- You will receive an invoice for the appointment. Payment must be made before your appointment.

After the information session:

- You may be provided with booklets and handouts in relation to the information shared in the session. You should not use or share this content without prior agreement with Learn to Feed.
- You are able to contact us at any time if you would like further support.

IBCLC in Your Pocket

IBCLC in your pocket provides Whatsapp or email support between 7am-7pm on weekdays. You are guaranteed a response within 24 hours after your start time. This service is not provided on Bank Holidays or during annual leave.

You do not have to have attended an initial consultation in order to book *IBCLC in your pocket*. Prior to the start of *IBCLC in your pocket*:

- You will receive confirmation of the start and finish date, time and fees via letter, email or text message.
- You will receive a consent form, our privacy policy and our terms and conditions. You may also receive a pre-assessment questionnaire. All forms must be returned prior to the start date.
- You will receive an invoice which must be paid before your *IBCLC in your pocket* can be activated.

During and after *IBCLC in your pocket*:

- If we feel that you and your baby/child require face-to-face input at any point during the week, we will inform you of this.
- If we do not have the necessary skills to provide this support, we will signpost you to the professional who is best able to meet you and your baby/child's needs.
- You will receive text or email confirmation when your *IBCLC in your pocket* has come to an end.

Training or Workshops

Training packages or workshops are provided as either a pre-made package or bespoke packages based on your needs.

Prior to training / workshops:

- A price will be agreed based on the location, number of people at the training / workshop, length and topic required.
- You will receive a consent form, our privacy policy and our terms and conditions. All forms must be returned prior to the training / workshop.
- You will receive an invoice which must be paid before the training / workshop takes place.
- A list of people (names and email address) attending the training or workshop will need to be provided. This is so Learn to Feed can provide reminders and / or post-training information.

After training or workshop:

- You may be provided with booklets and handouts in relation to the information shared in the session. You should not use or share this content without prior agreement with Learn to Feed.
- You are able to contact us at any time if you would like further support.

Fees and Payment

Fees:

- The most up-to-date fees information can be found at <https://www.learntofeed.com/services>
- Fees are subject to annual increases from the 1st April each year. Increases will not apply to appointments already booked, invoiced, or paid for.
- Appointments may last 15 minutes more or less than your allocated time i.e., if your session is allocated 60 minutes, this session may last 45 minutes or 75 minutes. Fees will not be adjusted in this case. If your session lasts longer than 15 minutes after your allocated time, you may be charged.
- If your appointment ends early for any reason outside of our control, the full session will be charged for.
- As part of the consultation cost, you will be provided with recommendations via email. If you require a report, letter or liaison with other professionals, an additional cost may be charged. Please contact us for the most up to date costs.
- Unless otherwise agreed, any resources provided to you are included as part of the consultation cost.
- Travel may be charged for at a rate of £40/hour after 30 minutes. You will be informed of this charge before the invoice is sent.

Payment:

- Invoices will be sent alongside appointment confirmation.
- Invoices must be paid 24 hours prior to your appointment. If your appointment is booked on the day, invoices should be paid at least 2 hours before your appointment is due.
- For clients working through third parties such as case managers or local authorities, payments can be made following the appointment with prior agreement. Invoices will be sent periodically as agreed. Payments must be made within 1 month of invoice, unless otherwise agreed.
- Bank transfers or cash are accepted. Bank transfers should be made to:

Savannah Senior
Account Number: 61878811
Sort Code: 60-83-71

In the event of non-payment, the following will apply:

- You will be contacted 24 hours before your appointment to remind you of your payment.
- If an invoice is not paid 2 hours before your appointment, your appointment will be cancelled and will only be rescheduled after payment has been received.
- For clients working through third parties such as case managers or local authorities:
 - The third party will be contacted to remind them that the payment is overdue.
 - If an invoice is not paid within 7 days thereafter, the third party will receive written notice that any future appointments are suspended pending outstanding payment.
 - If outstanding payment is not received within 7 days of written notice being provided, we reserve the right to refer the matter to a solicitor and to commence legal action.

Please note that Learn to Feed does not accept private health insurance and you are responsible for all payments. If you would like to claim back from your private insurance after the fact, please let us know and we will provide you with any information you may need.

Cancellations and Non-Attendance

If Learn to Feed needs to cancel an appointment, we will let you know as soon as possible. No charge will occur, and the appointment may be rescheduled at a time that is convenient for both parties.

There may be certain situations in which you need to cancel an appointment at short notice. If you need to cancel an appointment, please contact us as soon as possible. If you cancel an appointment:

- Before 7am on the day of the appointment - you will not be charged, and the appointment may be rescheduled at a time that is convenient for both parties.
- After 7am on the day of the appointment - you will be charged for the consultation in full. The appointment may be rescheduled at a time that is convenient for both parties.

If non-attendance takes place, you will be charged in full. Non-attendance includes:

- If you are not at home when we arrive for your appointment, and you do not inform us of a cancellation.
- You do not attend a virtual consultation within 10 minutes of the starting time, and you have not informed us that you will be late.

Data Protection

Learn to Feed owner, Savannah Senior, and all therapists / consultants working with us are registered with the Information Commissioner's Office (ICO). Our [Privacy Policy](#) can be found on our website for further information.

Safeguarding

All information provided to us and discussions which take place between you and Learn to Feed are confidential and will not be shared to a third party without your permission. However, if Learn to Feed believe there is a safeguarding concern, where you, your baby/child or another person is at risk of harm, we are legal obliged to share this information with relevant professionals.

Liaison with NHS Teams

In the case where an NHS Speech and Language Therapist is involved with your child's care, it is our professional responsibility to notify them of our involvement. It is best practice to share all information regarding your baby/child's care.

Liaison may also need to take place with other NHS professionals such as your or your baby/child's GP, other health professionals or educational staff.

Use of Technology

Email:

- Email is not a 100% secure method of communication. With your consent, it will be used to send reports, letters, invoices and other documents with the stipulation below.
- All documents which contain personal information will be saved in Printed Document Format (PDF) and password protected.
- Documents may be sent to your email through the secure WriteUpp portal which will require 2-step authentication.

Photos/Videos:

- Photos and videos may be sent to us via email or Whatsapp at your own risk.
- Photos and videos may need to be taken as part of your and/or your baby/child's assessment and intervention. These will be securely stored on our systems (see [Privacy Policy](#) for further detail) and be deleted following analysis.
- With your permission and consent, we may retain copies of your photos and/or videos for the purpose of teaching and education. This teaching and education may be provided to health care professionals, student Speech and Language Therapists/Lactation Consultants, parents and education staff. You may withdraw your consent at any time.

These Terms and Conditions are subject to change without notice, if any changes arise, these will be posted on our website.