



Payment terms and conditions

Your invoice will be sent before your appointment and fees will be due via bank transfer (BACS) at this time to keep the appointment time.

If payment has not been received before your appointment, you will receive an email reminder 2 days before your appointment.

If payment is still not received prior to the appointment, or an agreement on payment is discussed and agreed with The Amber Tree, the appointment will be cancelled.

In the rare case that fees can't be paid prior to the appointment, fees can be paid after the appointment at the discretion of The Amber Tree, on a case-by-case basis.

Payment methods

Bank transfer (BACS). is the preferred method of payment.

Details will be provided within the invoice. We are unable to take card payments at this time.

The reference used for all payments made to the Amber Tree will need to be your unique patient number.

Late payment penalties

In the rare case that an invoice is sent after an appointment, a reminder will be sent weekly if an invoice remains unpaid. If an invoice remains unpaid after 14 days, The Amber Tree has a clear process for requesting overdue invoices. Initially, a further reminder email and/or phone call will be made inviting you to discuss any difficulties you may be having in paying the invoice and offering a payment plan if required.

- We reserve the right to charge interest on late-paid invoices at the rate of 5% per day, under the Late Payment of Commercial Debts (Interest) Act 1998.

- We also reserve the right to suspend our services on giving written notice if payment is unduly delayed, i.e. future appointments/sessions will not be arranged.
- We will refer any outstanding invoice to HM Courts and Tribunals Service to make a 'Civil Money Claim' (start legal proceedings) to receive the amount owed.

We intend to exercise these rights only where it is fair and reasonable to do so.

Cancellations

Fees are normally due prior to the appointment via BAC's.

Please provide at least 3 working days (72 hours) notice for cancellations. Cancellations after this time will be charged the full appointment fee.

Private Medical Insurance

Please note that we do not take payments directly from private insurance providers.

Appointments must be paid for by you in advance and we will provide a receipt which you can give to your insurance company to reimburse your fees. Please check with your insurer before booking that they will reimburse your fees.

Please note you are responsible for all fees to The Amber Tree Clinic Ltd.

Initial and Diagnostic Assessment Fees

- An Initial home or school visit assessment is £950.
 - We will advise if this is required when booking the assessment.
 - This includes all liaison, travel (within North Yorkshire), assessment and report writing.
- An initial online assessment for most conditions is £740.
 - This includes all liaison, assessment and report writing.

- A diagnostic assessment for ADHD is £1830.
 - This involves a full initial assessment, travel and school visit (within North Yorkshire), questionnaire tools, physical health review and provides a full report with recommendations.
 - If the initial assessment has been completed with another service we may be able to offer a discount, depending on the quality of the report received.
 - We will advise if this is possible when booking the initial assessment.

Treatment Fees

- Treatment and reviews are charged at £190 per hour (or part thereof).
 - Most treatment and review sessions are 1 hour.
- Consultation, liaison and professional meetings are charged at £110 per half hour (or part thereof).
- Private prescriptions and requests for letters are charged at £11 per item requested.
- Travel costs are £2.80 per mile if a home or school visit is requested or required.