Logo, company name

Description automatically generated

ASD DIAGNOSTIC CLINIC TERMS & CONDITIONS

This website is owned and operated by The Butterfly Room who are completely dedicated to your total satisfaction. If you have any suggestions or comments or if you need to contact us, please email us at [laura@thebutterflyroom.org](mailto:laura@thebutterflyroom.org), or use the details below.

Butterfly Room

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**You must not:** (a) reproduce, duplicate, copy or otherwise exploit The Butterfly Room or any of its images or material for any commercial purpose; (b) modify any material or items supplied by The Butterfly Room or (c) redistribute The Butterfly Room material.

**Payment Terms**: Once your suitability for the ASD Diagnostic Clinic has been confirmed, we will issue you an invoice through Paypal prior to your assessment taking place.

Payment must be paid in full within 72 hours prior to your appointment taking place, failure to make payment prior to your scheduled appointment date will result in your appointment being cancelled. Charges will apply, please see table below.

We accept payment via debit card, credit card or via Paypal Credit.

If you wish to use Paypal Credit, please be aware that any Credit Agreement you enter in to is between yourselves and Paypal Credit and not with The Butterfly Room, we therefore strongly advise that you read and understand their terms and conditions before applying.

**Please ensure that you read, understand and agree to our specific ASD Diagnostic Clinic Payment Terms and Conditions which outline our payment terms in further detail.**

**Cancellation by us -**We reserve the right to cancel the contract between us if:

* Our member of staff becomes unavailable due to illness or otherwise and we are unable to cover your appointments/services with another member of staff.
* You do not pay your invoice in full prior to your scheduled assessment/diagnostic clinic.

**Events beyond our control -** We shall have no liability to you for cancelations that are caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lock-outs and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident.

**Cancellation by you –** you reserve the right to cancel your ASD Diagnostic appointment at any time prior to your appointment taking place.

Full refunds will only be given where cancellation is received at least 48 hours prior to your scheduled appointment.

Cancellations resulting from failure to pay in full, or cancellations received with less than 48 hours notice, will be subject to the following charges –

Between 24 hrs and 47 hrs a £400.00 refund will be given

Between 12 hrs and 23 hrs a £240.00 refund will be given

Under 12 hrs **no** refund will be given

Failure to pay your invoice in full, within 72 hours prior to your appointment, will be subject to cancellation and an admin fee of £25.00.

We reserve the right to take further action to recover any monies owed to us, and you (the client) will be liable for any costs The Butterfly Room incurs as a result of us having to take further action. Further action can include instructing a debt collection agency and/or legal action.

**Privacy Policy –**The Butterfly Room does not disclose any of our client’s information to other companies at any time. However, disclosures in the public interest, based on the common law, are made where this is essential to prevent a serious and imminent threat to public health, national security, the life of the individual or a third party or to prevent or detect serious crime.

**Confidentiality -**All information held by The Butterfly Room is strictly confidential unless you give us permission to share with other health professionals or the safety of your child is at risk.

Terms and conditions are subject to change.

I hereby confirm that I have read, understood and agree to adhere to these terms and conditions as outlined.

Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Signed \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please ensure that you return a signed copy of these terms and conditions to [diagnostics@thebutterflyroom.org](mailto:diagnostics@thebutterflyroom.org) prior to your initial phone consultation taking place.