

Carnaby Autism Support Limited

Terms and Conditions

These Terms and Conditions of Business are between Carnaby Autism Support Limited ("Us/We/Our") and the Client engaging our services or the recipient of services ("You")

1. Our Obligations:

We are a private, non-urgent autism diagnostic service, specialising in autism diagnosis, pre and post diagnostic support.

We provide a service for children over the age of 5 years, adolescents and adults.

We provide a comprehensive autism assessment that will provide you with a detailed report of our findings confirming that either you are on the autism spectrum or that you are not on the autism spectrum. An assessment does not mean that you will be automatically diagnosed with an Autism Spectrum Disorder or any other related condition.

We are not obliged to accept you as a client if we reasonably believe that the service you are requesting is not the right service to support you. We do not have to give any reason why we may not accept you as a Client and can at any time cease to work with you, if we consider it is no longer appropriate for us to do so. In the extremely unlikely event, we decline your request for assessment we may direct you to your GP for onward referral elsewhere.

2. Your Obligations

You agree that:

You will supply full and accurate information to us when asked.

You will notify us of any changes to your circumstances and health, particularly if any change may affect your safety or suitability for this or any other assessment you may have requested.

You will notify us promptly in the event you need to cancel or reschedule any appointments that we have made.

You will complete a Client Registration form prior to any assessment appointment in a timely and transparent manner. Please note that an appointment date and time cannot be booked until this information is received from you, fully completed and the initial deposit received.

You agree to complete and return to us before the appointment date all relevant documentation requested by Carnaby Autism Support and any clinician, consultant or administrator who may request any such information to progress your assessment; these

may include reports from other professionals, healthcare records and any medication. This will ensure that we have all required information to support the assessment process.

3. Cancellation and Lateness

We understand that sometimes it is necessary to cancel appointments. If you need to cancel your appointment for any reason then we ask that you give us a 7 days' notice.

If you are unable to attend your appointment, you agree to let us know at the earliest opportunity. Carnaby Autism Support operates a tiered cancellation policy.

If you wish to cancel your appointment, you must email or call us at least 7 days before the appointment scheduled time or you will be charged.

Email: enquire@carnabyautismsupport.co.uk

Booking cancellations made less than 7 days before the scheduled appointment time will not be eligible for any refunds and will be charged for the full 100% of the appointment fee.

In the unlikely event we have to cancel the appointment for any reason we will endeavour to reschedule as quickly as possible at no cost to you.

We provide the best possible service to all our Clients, we ask you to contact us if you are unable to attend your appointment on time. We will make all necessary arrangements to ensure the appointment can still go ahead as far as reasonably possible. We will try to accommodate you as best as we can, but you may be asked to reschedule your appointment.

If you are more than 30 minutes late for your appointment without letting us know, we may consider you to have failed to attend, in which case, you will not be eligible for a refund.

4. Fees and Payment Terms

Our standard fees are communicated to you at the time of enquiring and further upon booking an appointment. In the event your Assessment becomes more complex due to information not available at the time of our original estimate, we reserve the right to amend the costs of the Assessment and will communicate any change in costs to you at the earliest opportunity.

All appointments and services with Carnaby Autism Support are chargeable and payment will be required to be made in full by the Client subject to the terms and timescales stated on the invoice

Payment in full is required a minimum of 7 days before the initial assessment appointment, follow up and any additional appointments.

Please be aware your appointment is at risk should payment in full not be received, and cancellation terms may apply.

You will be given an invoice via email prior to your appointment. The full amount is required to be paid in full to secure the assessment appointment.

If payment of our fees is made by a third party on your behalf (e.g. parent/guardian/employer, insurer), you shall procure that such third party complies with these standard terms.

In the event that any appointment does proceed without full payment having first been received from you or your funder (which would only be in exceptional circumstances) then all of the balance of any fees owed must be paid immediately and we reserve the right to take such action as may be necessary to recover any sums due to us.

5. Access

Our clinics are located in London, Norfolk and West Yorkshire. Whilst it is our intention to visit you for the purposes of any assessment, there may be occasions where this is not possible due to your circumstances. We will work with you, as far as reasonably possible, to make arrangements for a suitable location to ensure the assessment is in private, peaceful and secure surroundings.

If you, or those attending any appointment with you, have any mobility issues, it is your responsibility to inform us in order that we can make any necessary adjustments to any service we provide.

6. Non-Client Instructions

If you are not a Client but have engaged us on behalf of a Client or have otherwise paid any sum on behalf of a Client you agree that you will be bound by all of the provisions of these terms including without limitation the payment of cancellation fees.

7. Confidentiality and Consent

We shall manage your personal data in accordance with all relevant legislation including GDPR.

By using our services, you consent to us storing and processing your data in accordance with our Privacy Policy, Data Protection and GDPR policies which will be provided at your request.

All of your information will be held in strictest confidence. No such information will be divulged to any third party without your expressed written consent, such as sharing your assessment report with your GP.

There are some exceptional circumstances where we may be legally required to disclose your personal information, for example, if you disclose information to us that you may pose either a serious risk to yourself or another person, or information regarding acts of terrorism or serious crime, or where we are legally required in accordance with child protection legislation to report safeguarding/child protection concerns. By accepting these terms, you acknowledge that we are legally obliged to do this.

8. Children, Young People and Consent

By law, healthcare professionals only require one person with parental responsibility to consent for them to undertake assessment or treatment. However, we will endeavour to make reasonable effort to ensure consent from both parents with parental responsibility is in place.

People over 16 are entitled to consent to whether they wish to engage with any appointment or assessment. Children under the age of 16 can also consent to their involvement if they are believed to have sufficient intelligence and maturity to understand and make decisions about their involvement. This may extend to the person refusing assessment treatment, refusing to allow disclosure of their records to third parties (including family members) and refusing to allow us to communicate with the Client's parents without their consent. You acknowledge that we will be subject to such obligations of confidentiality in this respect and that we shall have no liability in the event we are required to comply with such obligations at the direction of the client.

9. Client Service Standards

We endeavour to provide an efficient, transparent and thorough service. It is never our intention to cause upset or concern with any matter. However, we do accept that, on occasion, things may not go to plan. In this unlikely event please send any concerns in writing to:

Dr Steven Carnaby
Carnaby Autism Support
Meadow View, Sandy Lane,
Thurlton, Norwich.
NR14 6QX.

If the standard of service we have provided is not to your satisfaction we would like to hear about it to be able to remedy your concern and ensure our service can improve.

We value your custom, opinions and feedback.

10. Liability

We accept liability only for the action of all persons in our direct employ where such actions arise directly as a result of such employment.

Nothing in these terms shall limit or exclude our liability for death or personal injury caused by our negligence or any other liability which is not legally permissible to exclude. Subject to this we shall under no circumstances whatever be liable to you for any indirect or consequential loss and our total liability to you in respect of all other losses under these terms shall not exceed the fees paid by you in the year in which the loss arose.

We shall not be liable to you as a result of any delay or failure to perform our obligations as a result of an event beyond our reasonable control including without limitation act of God.



We have affected a Public and Employers Liability insurance policy to indemnify against costs incurred in respect of proven acts for which we can be held liable in law.

11. Miscellaneous

These terms constitute the entire agreement between Carnaby Autism Support Limited and you, our Client.

Any variation of these terms shall only be binding when agreed by us and sent to you by email or written form. You cannot vary these terms.

In the event that such variations have been so agreed, then those variations shall form part of our agreement.

In the absence of a signed Contract your ongoing use of our services expressly states you are bound by these Terms and Conditions.

The content of our website is general information. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose.

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