

Small Talk Therapy: Terms and Conditions

Effective date: October 2024

Welcome to Small Talk Therapy, a provider of speech-language therapy services. By accessing or using our website, you (the person who uses our website and/or contacts Small Talk Therapy) agree to comply with and be bound by the following terms and conditions. Please read these terms carefully. If you do not agree with any part of these terms, you must not use our website.

1. Acceptance of Terms

By accessing this website, you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions and our Privacy Policy.

2. Changes to Terms

We (Small Talk Therapy) reserve the right to modify these Terms and Conditions at any time. Changes will be posted on this page with an updated effective date. Your continued use of the website after any changes signifies your acceptance of the new terms.

3. Use of the Website

You agree to use the website only for lawful purposes and in a manner that does not infringe on the rights of, or restrict or inhibit the use of this website by any third party. You are responsible for ensuring that any information you provide is accurate and current.

4. Professional Services

Small Talk Therapy provides speech therapy services conducted by qualified professionals. These services are intended for informational, therapeutic and educational purposes only and should not be considered a substitute for professional medical advice, diagnosis, or treatment.

5. Pricing Plan

Our costs include GST. The session charge (30, 45 or 60 minutes with your therapist) includes one session (SLT, child & parent/carer/teacher; either in person or teletherapy). We do not charge for time spent planning your session, preparing resources, keeping written records, brief email liaison with parents, appointment scheduling, client-specific research, or peer reviews. An assessment report is prepared for every new client and charged separately to the session fee. This is a one-time-only charge. This may include information about your child's background, ability and needs, details of assessment findings and an intervention plan. With your prior agreement, your therapist may prepare and charge for written advice/programs, referrals,

progress or discharge reports and liaison with other professionals (emails, phone calls, planning for & attending meetings). There is no travel charge for clients who attend our clinic. When we drive to your location, we charge travel costs. This is calculated to and from your therapist's clinic or office location. The rate includes vehicle mileage (IRD rate) and therapist's travel time. Travel will be charged for visits cancelled after your therapist has started driving to you. Clients are welcome to reschedule or cancel appointments with at least 24 hours' notice, free of charge. Cancellations within 24 hours of the session start time, for any reason including illness, incur a 100% (full) charge. Invoices are sent via email. Payment is required within 7 days of the invoice being sent. We accept payments via online banking and credit card. Payments that are 3 weeks late incur a late payment fee of 10% of the total outstanding balance. If the account remains unpaid it will be passed on to a third party for debt recovery. The client has full liability for all debt collection fees and legal fees incurred in recovering the outstanding amount owing.

Click [here](#) to view our Pricing Plan.

6. Engaging with our service

By making a booking for a child under your care, you confirm that you are authorized by the child's legal guardian to do so, and you agree to these terms and conditions.

You agree to ensure that you and all children under your care attending an appointment under a booking made by you comply with all health and safety and other rules and regulations applicable to our premises.

7. Intellectual Property

All content on this website, including text, graphics, logos, and images, is the property of Small Talk Therapy or its content suppliers and is protected by copyright and trademark laws. You may not reproduce, distribute, or otherwise use any content without our prior written permission.

8. Third-Party Links

Our website may contain links to third-party websites for your convenience. We do not endorse these sites and are not responsible for their content or availability.

9. Disclaimer of Warranties

The information provided on this website, including resources and tips related to speech therapy, is for informational purposes only and is provided "as is" without any representations or warranties of any kind, either express or implied. We do not guarantee the effectiveness of any treatment or therapy methods discussed on this website.

10. Limitation of Liability

To the fullest extent permitted by law, Small Talk Therapy shall not be liable for any indirect, incidental, special, or consequential damages arising from your use of this website or our services, including but not limited to any outcomes related to speech therapy.

11. Indemnification

You agree to indemnify and hold harmless Small Talk Therapy, its affiliates, and their respective officers, directors, employees, and agents from any claims, losses, damages, liabilities, costs, or expenses arising out of your use of the website or any services provided.

12. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of New Zealand. Any disputes arising out of or in connection with these terms shall be subject to the exclusive jurisdiction of the courts located in New Zealand

13. Contact Information

If you have any questions about these Terms and Conditions, please contact us at:

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