

Assessment Booking Terms

These terms apply to dyslexia assessments arranged through rightmind.life. Please read them before making payment.

Assessment Fees

The total assessment fee is **£600**.

A **£150 booking and administration fee** is payable to rightmind.life to secure the appointment. This forms part of the total cost and covers the gathering and organisation of background information, liaison with the client and assessor, appointment administration and room arrangements.

The remaining **£450** is paid directly to the assessor in accordance with the payment instructions provided.

The appointment is secured once the £150 fee has been received and written confirmation has been issued.

Background Information

Clients are asked to complete and return the required questionnaires and background information within the timescale provided. Delays may affect the assessment arrangements or completion of the assessment process.

Changing an Appointment

Please contact rightmind.life as soon as possible if you need to change your appointment.

Client-requested changes involve additional administration and are subject to the following fees:

- **More than seven calendar days before the appointment:** £50 rescheduling fee.
- **Seven calendar days or fewer before the appointment:** £100 late rescheduling fee instead.

The late rescheduling fee also reflects any room cancellation or rebooking costs and the difficulty of filling the original appointment at short notice.

The applicable fee must be paid before a replacement appointment is confirmed. Alternative dates are subject to assessor and room availability. Exceptional circumstances may be considered individually.

Cancellations

Please notify rightmind.life as soon as possible if you wish to cancel.

As administration begins and costs may be incurred once the booking is confirmed, the £150 booking and administration fee is not automatically refundable. Any refund will take account of the work already completed and any reasonable, non-recoverable costs or losses incurred.

Any payment made directly to the assessor will be subject to the assessor's own cancellation terms.

If We Need to Reschedule

It is rare for rightmind.life or the assessor to need to reschedule an assessment. Should this become necessary, no rescheduling fee will be charged and an alternative appointment will be offered as soon as possible.

If a suitable alternative cannot be agreed, any payment made to rightmind.life will be refunded.

Acceptance of These Terms

By paying the £150 booking and administration fee, you confirm that you have read and accepted these terms and ask rightmind.life to begin the booking and administration work immediately.

If you exercise any applicable statutory cancellation right after this work has begun, a reasonable and proportionate amount may be retained for work already completed and non-recoverable costs incurred.

Your statutory rights are not affected.