

Orchid Education's Diagnostic Assessment Terms and Conditions



Bookings

- Once an assessment date has been agreed, you will receive an invoice and Booking Form. In order to confirm this date, please sign and return the form to suzi@orch-ed.com. The £100 deposit (payment details will be on the invoice) is due within 10 days.
- There is a 14-day cooling off period, after which time the deposit is non-refundable.
- Final balance payments are due on the day of the assessment.
- If you would like to pay in smaller installments, please do let us know and we can make arrangements.
- Please note that the final report and feedback cannot be given until full payment has been made.

Cancellation policy

- All changes and cancellations must be notified by email to suzi@orch-ed.com
- Cancellations made 14 days or more prior to a booked assessment will incur the deposit only.
- Cancellations within 48 hours of a booked session will be charged at 50% of the fee.
- In the case of illness, severe weather or other emergency we will always do our best to reschedule, although this may mean a significant wait until the next available appointment.
- In the event that Orchid Education has to cancel the assessment due to illness, severe weather or any other emergency, we will endeavour to give clients a minimum of 24 hours' notice and to reschedule the assessment as soon as possible. We will refund the deposit if the new dates are not suitable.

Important Requirements

- A valid eye test conducted within the past 12 months is a pre-requisite for the assessment.

- Completion of the parents' questionnaire, school questionnaire, and visual difficulties screening questionnaire are vital prior to the assessment. These need to be returned at least two weeks prior to the assessment so we can prepare for the assessment and to select the correct tests to use.

Report

- Following the assessment, please allow up to 21 days for the report to be sent to you.