Therapy4kids Payment Policy

(Jordan and Associates trading as Therapy4kids)
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This policy outlines how Therapy4kids manages client payments to ensure sessions are conducted efficiently, securely, and without interruption. It applies to all clients attending face-to-face, virtual, and telephone appointments, as well as other agreed services, e.g. progress reports, programs.

This policy is designed to make payments straightforward and stress-free, ensuring clients have a clear understanding of how to pay for services provided by Therapy4kids.

1. Card Storage Requirement

All clients are required to securely store their card details on our online payment system, Jane. This enables smooth, automated payments and ensures that appointments can proceed as scheduled.

2. Advance Payment Terms

2.1. Payments for each treatment session will be processed by our system 48 hours before the appointment time.

2.2. Assessments should be paid for at the time of booking to secure the appointment. You will be given 24 hours to make this payment by card payment via our online payment system, Jane. Failure to pay for an assessment within 24 hours of being offered the appointment will result in the assessment slot being released. Card details will be added to the online system when completing intake forms or paying for the assessment.

2.3. Block bookings such as holiday clubs are charged in advance at the time of booking to secure the appointment.

2.4. Any other agreed services (including but not limited to progress reports, letters, programs) will be quoted individually and charged at the time of requesting.

3. Card Security and Stripe

Therapy4kids uses Stripe, a leading global payment processor, to handle all card transactions. Stripe is PCI-DSS Level 1 certified, ensuring the highest level of payment data security.

Therapy4kids does not have access to or store your card details directly; all data is encrypted and managed securely by Stripe.

Appointments cannot go ahead without valid card details being saved in the system.

5. Cancellations and Refunds

Cancellations are governed by the Therapy4kids Cancellation Policy. Clients are encouraged to familiarise themselves with that document to understand notice periods, late fees, and refund eligibility.