

Booking and consent form

1-1 literacy intervention

Please fill in your details, read the terms from page 3, then tick and sign on page 2.

1 Your details

Parent or carer's name			
Email		Telephone	
Child's name			
Preferred pronouns			
Date of birth		Age	
Home address			
School name and address			
School year (NCY)		SENDCo's name	
SENDCo's email or telephone			

2 Anything I should know?

For example, your child's health, any other needs or diagnoses, or anything that helps them feel at ease.

3 Consent

Please tick each box you agree to.

- ☐ I explicitly consent to Yorkshire Wolds Dyslexia Service collecting, processing and securely storing sensitive personal information about my child's learning profile, educational history and performance during the intervention.
- ☐ I consent to Natalie discussing my child's progress with school staff or the SENDCo.
- ☐ I consent to Natalie looking at my child's work from home or school.
- ☐ I would like sessions to start within the 14-day cancellation period. I understand that if I then cancel, I will pay for any sessions already delivered.
- ☐ I have read and agree to the terms and conditions (version 1.1, 26 September 2026), from page 3 of this form.

4 Signature

Print name

Signature

Date

Terms and conditions: 1-1 literacy intervention

Yorkshire Wolds Dyslexia Service · Version 1.1, 26 September 2026 · The full terms for all services are at yorkshirewoldsdyslexiaservice.co.uk/terms

These terms explain how booking, paying for and working with Yorkshire Wolds Dyslexia Service works.

Yorkshire Wolds Dyslexia Service is run by me, Natalie Fisher, in Pocklington, East Yorkshire. You can contact me at natalie@ywds.co.uk.

For everyone

These apply whichever service you book.

Our agreement

- Our agreement starts when you return the signed booking and consent form and I confirm a date for the assessment or the first session.
- The agreement is between me and the parent or carer who signs the form.
- Work for schools, such as staff consultancy and training, is agreed separately with the school in writing.

Paying

- All fees are paid by bank transfer. I will send you an invoice with the bank details.
- If a payment is not made, sessions will not go ahead until it is.
- I may change my prices. I will give you at least one month's notice, and a price change never applies to a block you have already paid for.

Your right to cancel in the first 14 days

- You have 14 days from the start of our agreement to cancel it for any reason. You will get a full refund of anything you have paid.
- If you would like the assessment or sessions to start within those 14 days, please tick the box on the booking form. If you then cancel within the 14 days, you pay only for what has already been delivered.
- To cancel, email me at natalie@ywds.co.uk. I will refund you within 14 days.

If I need to cancel

- If I have to cancel an assessment or a session, for example because I am ill, I will tell you as soon as I can.
- You will not be charged for it. I will offer you a rearranged date or a refund, whichever you prefer.

Safeguarding

- I hold an enhanced DBS certificate and am on the DBS Update Service.
- If I am worried about a child's safety or wellbeing, I will follow safeguarding procedures. This may mean sharing information with the school's Designated Safeguarding Lead or children's services, sometimes without asking you first, where the law requires it.

Your information

- I look after your and your child's information in line with UK data protection law (UK GDPR).

- Records are kept in secure, password-protected cloud storage. I keep them for six years after I last work with your family, then securely destroy them.
- The [privacy notice](#) explains what I collect, why, and your rights.

Insurance and liability

- I hold professional indemnity insurance.
- I am not responsible for losses that could not reasonably have been foreseen when we made our agreement.
- Nothing in these terms limits my responsibility for death or personal injury caused by my negligence, or anything else that the law does not allow me to limit. These terms do not affect your legal rights as a consumer.

Complaints

- If you are unhappy with any part of my service, please tell me first so I can put it right. Email natalie@ywds.co.uk and I will reply within 14 days.

Changes to these terms

- I may update these terms from time to time. If I do, I will tell you before the change applies to you. It will not apply to a block of sessions you have already paid for.
- These terms are governed by the law of England and Wales.

1-1 literacy intervention

What the intervention is

- For children and young people aged 7 to 16: weekly, hour-long, in-person sessions using the Dyslexia Action Literacy Programme (DALP).

Fees

- £50 per hour. Sessions are paid for in blocks of six weekly sessions (£300 for six one-hour sessions).
- You can pay each block in two instalments: the first a week before the first session of the block, and the second after the third session.

Cancelling, missing or arriving late

- Please give me at least **48 hours' notice** if you need to cancel a session. Cancellations with less than 48 hours' notice are charged at the full session rate. This includes cancellations because your child is ill.
- If the school cancels or can't host a session, for example because of a trip, exam, INSET day or closure, there is no charge and I will rearrange the session.
- With at least 48 hours' notice, I will rearrange the session or carry the payment forward to a later session.
- If your child is late, the session still ends at the usual time and is not extended.
- If you are more than 15 minutes late and I have not heard from you, the session will not go ahead and is charged in full.
- Please tell me about planned holidays in advance, giving notice equal to the length of the holiday.

Where sessions take place

- Sessions usually take place in school during the school day. Where that isn't possible, we can agree another place, such as your home.
- **In school:** sessions depend on the school agreeing to them and providing a suitable quiet room. I follow the school's visitor and safeguarding procedures.
- **At home or another place:** a parent, carer or another responsible adult you have named must be in the building for the whole session.

Stopping the intervention

- You can stop at the end of any block of six sessions. Please tell me before the next block is due to start.
- If you want to stop part-way through a block, please give me 48 hours' notice. I will refund any sessions you have paid for that have not yet taken place.
- I may end the agreement if fees are not paid, or if I can no longer provide the service. If I do, I will refund any sessions you have paid for that have not yet taken place.

What to expect

- The DALP is evidence-based, but there is **no guarantee** that your child will make academic progress.
- Literacy development depends a great deal on other things, such as school attendance and practice at home. Any co-occurring difficulties may also affect progress.
- I will keep you updated on what we are working on and how sessions are going.