



TERMS & CONDITIONS – EXPERT WITNESS SERVICES & MENTAL CAPACITY ASSESSMENTS

1. Letter of Engagement (LOE)

The Letter of Engagement (LOE) is drawn up based on discussion between the referrer and the appointed clinician. It sets out the work to be undertaken, the associated costs, and these terms and conditions.

The LOE must be signed and returned before the first appointment takes place, and before any assessment or treatment is carried out. Psychology Chartered Ltd reserves the right to cancel an arranged appointment if the signed LOE has not been received; in that event, no report will be dispatched.

The LOE is not a request for an upfront fee. It is an agreement of the services to be provided and confirmation that the costs given will be met when the corresponding invoice is raised. The LOE outlines the maximum estimated costs for the service requested, providing transparency and confirming commitment to meet the subsequent invoice(s); Psychology Chartered will only charge for actual work undertaken, so the eventual cost may be less than the estimate.

Any queries about the services being offered or the fees charged must be raised before the LOE is signed.

Any changes to the services subsequently requested must be agreed with Psychology Chartered Ltd and confirmed in either a revised or additional LOE, which must likewise be signed by the referrer/payee. Additional services will be itemised in a separate LOE, which must be signed and returned before the additional services begin.

The referrer is responsible for providing information regarding the invoice payee, if different, including any references, and remains responsible for the settlement of the account.

Psychology Chartered Ltd does not accept instructions via Premex.

Psychology Chartered Ltd reserves the right to cease providing services if invoices are not settled in a timely manner, in line with the current payment terms set out below.

2. Fees and Charges

All fees are as set out below and are subject to the annual review described in Section 5.

Item	Charge
Hourly rate for Expert Assessment, Reporting & Associated Work	£320.00 per hour (no VAT applied).
Travel time	£160.00 per hour.
Room Hire Fees	Charged at cost price and indicated specifically in Letter of Engagement
Travel expenses	55p per mile for car travel, or reimbursement of standard-class public transport fare.
Court attendance	£1,280.00 per half day, plus VAT and travel time/expenses (as below). Cancellations with less than 48 hours' notice are charged at the full rate.

3. Cancellation Policy

Appointments cancelled with less than 48 hours' notice will be charged in full, together with any work undertaken in preparation for the appointment, unless extenuating circumstances are proven. This applies equally to attendance at conference, meetings and court attendance.

4. Records and Report Preparation

- Records and the Letter of Engagement must be received by Psychology Chartered Ltd at least six weeks before the date of assessment.
- The time quoted for review of records is an estimate only. Records deemed directly relevant to neuropsychology by the assessor will be comprehensively reviewed, although this necessitates review of documents to identify these. However, the referrer might provide specific prioritisation of documents in their instructions, in which case and these will typically be followed, otherwise the instructing party will be informed.
- If the time required to review records is likely to significantly exceed the estimate, the referrer will be informed before the work is undertaken.
- A comprehensive review of all submitted records may be requested at the point of submission; this may incur an additional fee and, where records are substantive, may extend the report preparation period.
- All outstanding records for inclusion in the report must be submitted within seven days of the client assessment date. Records received after this point are unlikely to be included, and processing of late records will typically incur an additional charge.

5. Annual Fee Review

Psychology Chartered Ltd's fees are subject to annual review, with any change in fee structure taking effect from 1 June. Work carried out up to and including 31 May will be honoured at the previously agreed rate; work carried out on or after 1 June will be charged at the revised rate. Referrers will be informed of any rate changes in advance.

6. Payment Terms

Invoice terms are 14 days from the invoice date, in sterling only. Payment outside this timescale is accepted only by prior agreement, which will be confirmed on the Letter of Engagement.

Medico-legal reports and capacity assessments will not be released — in complete or draft form — until full, cleared-funds payment has been received. Invoices for medico-legal reports are issued when the report is completed.

Under the Late Payment of Commercial Debts (Interest) Act 1998, statutory interest of 8% will automatically begin to accrue on the 31st day after the invoice date.

The client is liable for all costs incurred in the recovery of the debt, including but not limited to legal fees, administration time, and court costs.

Methods of payment

Payments may be made by BACS or cheque. Please use the invoice number as the reference for all payments.

BACS payment details

- Bank: Lloyds Bank
- Account name: Psychology Chartered Ltd
- Sort code: 30-93-97

- Account number: 38755260
- Reference: Invoice number

Cheque payments

Cheques should be made payable to Psychology Chartered Ltd. Please write the invoice number on the reverse of the cheque and send it to the address provided on the invoice.

7. Data Security

Documents containing personal information that are sent by email will be transmitted using secure email services, such as Switch Egress or Leapfile.