

Standard Terms & Polices

Keep things simple and prompt

Fit 2 Learn CIC is a small, flexible social enterprise. We try hard to meet our client's needs and not to over-complicate things.

When we work with businesses, of any kind, we require payment within 7 days of invoice. We will not continue working with your organisation if getting paid is excessively complex.

When we work with individuals, we require payment within 7 days of our invoice, unless you have already negotiated payments in instalments.

We are all human, our lives and circumstances change. Our priority is to get therapy sorted in the most expedient manner possible, so if something changes and you are struggling, please let us know promptly so that we can work together to find solutions.

Our objective is to get written reports back to clients within 7 days of an assessment meeting.

Posting equipment

When we send out equipment by post we use special next day delivery that tracks the parcel and requires the package to be signed for. This ensures that expensive equipment does not get lost in the post. We expect equipment to be returned in the same manner and the tracking number to be shared with us. If equipment is lost in the post and it has not been sent by special delivery or has not been properly addressed the client will be liable for the cost of replacing the equipment.

Breakages

We try our very best to ensure that all equipment is in good working order when it arrives with you. In return we ask you to look after our equipment in the manner it deserves i.e. it is expensive electronic equipment. Materials do naturally deteriorate over time and wear and tear is normal use of the equipment and we will bear the cost of that. However, occasionally equipment gets badly damaged at a clients premises in which case the client is responsible for the cost of the repairs and will be invoiced accordingly.

Period of equipment hire

Equipment is generally hired for a 14 day period. Clients are expected to start using equipment on the day that it arrives and return it promptly.

The equipment needs to be returned promptly so that it can be serviced and passed on to other clients. Also, if it is not being used it is a cost to the business. If clients delay for a period of 7 days then they will be charged a weekly charge of £100 for each additional week or part of a week that they have the equipment.

Terms of Service

- Fit 2 Learn CIC seek to work cooperatively with clients to inform them of strategies that they can use to maintain their physical and cognitive health at minimum cost.
- It is up to the client to ensure that they engage safely with any activities that we suggest.
- Clients are expected to keep up to date with other normal health checks and it is their responsibility to do so.
- Fit 2 Learn therapy is a process. It only works if people engage diligently, in a calm, safe environment.
- First contact with Fit 2 Learn CIC is usually a free consultation to discuss the issue the client wishes to address
- Non-clients can engage with free on-line activities, notes and suggestions at their own liability.
- When we train individuals or organisations the objective is to make them independent. It is their responsibility to use their knowledge and skills to build expertise in the real world.
- We encourage people of all ages to bring a friend with them to the assessment process, so that they can fully process everything. We also support our work with comprehensive notes and reports.

Reservations Policy for the equipment rentals.

As far as possible we try to supply equipment to meet clients needs. That is not always possible if there are breakages or other clients are slow in returning equipment.

Fit 2 Learn run a simple queuing system if they do not have sufficient stock in to meet clients' needs.

As soon as equipment is available you will be notified and upon your confirmation it will be sent out.

Cancellation Policy.

We ask clients to let us know as soon as possible if they need to cancel an appointment. There will be no financial penalty as long as we have incurred no costs.

If we have travelled, then clients will be charged the travel costs.

Refund Policy.

Clients generally pay when services have been delivered, so refunds are unusual.

If a book has been sent, but not delivered, we will send out another book.

In circumstances where no-one is sure that a client will engage with sound therapy then we usually ask the client to give it a go for a few days before paying the invoice.

If the client just cannot engage then we cancel the invoice, and the equipment should be promptly returned.

If the equipment is not working, we will generally replace the equipment.

If clients for some reason are not satisfied with our service, they must notify us promptly in writing, by hand or electronically, we will do our best to address the matter appropriately.