



Zoë OT Online



TERMS AND CONDITIONS

Terms and Conditions

The below terms and conditions are written in plain English trying to avoid "legal sounding" jargon or unnecessary formalities. If you are unclear on any aspect please contact us so I can clarify it for you and hopefully improve clarity for others as well from your feedback. If you are unclear others will be as well so I'm grateful for your contribution.

Pricing



In-person Face to Face sessions with the child

30 min face to face session (25 mins +5): **€50**

45 min face to face session (35 mins +10): **€75**

60 min face to face session (45 mins +15): **€100**



Online Parent Coaching (half-rate)

30 min parent coaching online session: **€25**

45 min parent coaching online session: **€37.50**

60 min parent coaching online session: **€50**

Online Child Sessions

I much prefer to work face-to-face with children but this isn't always possible. I want to support you wherever you are. Please speak with me if you feel this is what you need. It is not always possible to work with the child directly for online sessions. Some are too young or too "busy" or too distracted. We can try to offer child online sessions (with adult support in the nearby background) but if it doesn't suit I may be able to teach YOU what to do under a parent coaching model and coach you to deliver the activities your child would benefit from to progress.

Since the majority of my clients have ADHD, sitting still at a desk is a challenging way to approach therapy and difficult (not enjoyable and a power struggle) for the child. If the treatment need is purely for handwriting or a short specific piece of work it is more appropriate and therefore something I am more willing to do with the support of an adult who knows the child well.

For Reflex integration work I am willing to work with parents to guide you in how to help your children.

The price is the same as for in-person face-to-face sessions.

Session timing and communication:

The session time is broken up into the time spent directly with the child and also an admin time allowance which I use to record details of what we did and my reflections on what would be best to do next time. (Eg a 60 min session is 45+15). I try to include a handover to a parent at the end of each session if it is possible, either in person or on the phone/via WhatsApp messaging. The handover may include topics such as progress, suggestions of work that could be practiced at home, techniques, and recommendations. Of course, if you feel there is anything I should be updated on please do contact me as well.

Please ensure you have signed the communications waiver so I can make video/photo recordings during sessions to share examples with you. More details of what photos/videos might be helpful to record are described in that waiver. You do not have to sign the waiver.

Please ensure you have connected with me via WhatsApp (my preference) so I can communicate easily with you. If you prefer an alternative app for communication please let me know.

Travel time locally

Travel to homes/schools are included in the session cost if within 6km of Zehlendorf S-bahn station in Berlin, Germany. This includes most of Zehlendorf, Clayalle, Stegliz, Kleinmachnow, Wannsee, Dahlem, Stahnsdorf, etc, to the south side of the city of Berlin. Outside of this (e.g. Berlin Zone A) there may need to be a travel charge made for time to reach you and parking unless I am in the area already in which case the travel will be waived.

Travel is charged by time rather than km, at half session rate (0.84c per min).

Resources for therapy

Most resources I use in the course of therapy sessions will be included in the price unless a specific tool or resource is considered beneficial in which case the purchase and cost of this item would be agreed with you beforehand so you know clearly that there will be an additional cost if you agree to it. There are no other hidden costs.

Payment

Cash or bank transfer are my preferred methods of payment after you receive your invoice. Please ensure payments are made promptly after the invoice is received (within 10 days at most).

Qualifications, Registration, and Claiming for costs through your Health Insurance

I am registered as an "Occupational Therapist" and covered by insurance for the UK and Europe as well as various other nations globally.

I cannot work with you if you are a resident in the USA or Canada.

You can search for my professional registration validity on the Health Care Professions Council (UK) by going to the site below and adding my name (Zoe Brewer).

<https://www.hcpc-uk.org/>

Since I am not registered as an "Ergotherapeutin" in Germany you are not able to claim on German state health insurance packages (TK / AOK etc). If you hope to get your costs reimbursed by private insurance packages this is sometimes possible. You will need a referral from your doctor and you will need to check if your particular insurance company covers "Occupational Therapy". I can not liaise with your insurance company for you or claim directly from them. Please be certain that you can cover the payments for my services directly and on time whether your medical insurance covers it or not.

Complaints

I very much hope you are happy with the quality of my work and service. In the event that you felt disappointed with my services please reach out to me directly so we can identify the problems and resolve any concerns.

I work with families and children, our working relationship is very important to me.

Cancellations and Sickness

To avoid being charged unnecessarily, please advise me at least 24 hours before the session if you/your child are unable to attend the appointment. If you need to cancel on the day of the appointment please notify me via Whatsapp as I do not see emails while out and about visiting clients. I appreciate that with children we often don't know until the morning if they are unwell so please just let me know as soon as possible when you become aware that they are unfit to attend. If you are unsure the night before, I would appreciate a heads-up via Whatsapp message and we can check in first thing in the morning. If you are unsure about bringing them, feel free to check in with me. Some older kids are able to wear a mask or manage their hygiene and I might be happy to continue with the session if they are fit enough to attend school. However, before a holiday when clients are taking flights, I tend to be extra cautious for everyone's sake and would be more likely to request that you don't come. I will not charge you if this is the case. However, if there has not been any communication 4 hours before the session (or for early morning sessions by the time I set off in my car for the session) then I will have already prepared and I will need to make a charge. I don't want to have to charge unnecessarily. Let's work together with a sensible approach.

Assessment

If Assessment is required we can discuss what the most appropriate style or tool of assessment would be and what charges might apply before commencing. A standardized assessment (BOT-2) is possible or a shorter observation-based assessment and formal written report. Written reports or letters always require an additional charge.

School or other team meetings etc

I am willing to attend meetings to contribute my observations and opinions. The price would be as for face-to-face or online depending on your chosen location.

I am also available to liaise on the phone with psychiatrists and other practitioners for a cost. If it is just a quick phone call (10 mins) there will be no charge made. If more time is required I will charge as per online sessions. Please check with the other party as to whether it is a very brief call or more likely to require 30 / 60 mins. Most professional exchanges need 30 mins to get to anything meaningful. If less time is needed I will adjust the charge to the lowest possible.

By requesting I liaise with other professionals serving your child you are agreeing to me invoicing me for the necessary time speaking with them online/phone (charged at online coaching rate). I am always respectful of your time/money so it is kept as succinct as possible.

Please contact me if you have further questions or would like to clarify anything in the above terms and conditions.

Warm regards,

Zoë Brewer

Bsc (Hons) Occupational Therapy, MRCOT