

Hampshire Feeding Clinic

Terms and Conditions

Last updated: 30 May 2026

1. About Us

Hampshire Feeding Clinic is a specialist independent Speech and Language Therapy service led by a Highly Specialist Speech and Language Therapist registered with the Health and Care Professions Council (HCPC) and the Royal College of Speech and Language Therapists (RCSLT).

We provide specialist assessment and intervention for feeding and swallowing difficulties (dysphagia) for both paediatric and adult clients across Hampshire and surrounding areas, delivered via home visits.

2. Scope of Services

Hampshire Feeding Clinic offers the following services:

- Feeding and dysphagia assessment
- Therapy and intervention programmes
- Home visit appointments
- Written reports and correspondence (where agreed)

All services are provided in accordance with HCPC Standards of Proficiency and RCSLT professional guidelines. Engagement of our services constitutes acceptance of these Terms and Conditions.

3. Appointments

3.1 Booking

Appointments are confirmed in writing (by email) following an initial enquiry. A booking is only confirmed once you have received written confirmation from Hampshire Feeding Clinic.

3.2 Cancellation Policy

We require a minimum of 24 hours' notice to cancel or reschedule an appointment.

- Cancellations made with less than 24 hours' notice will be charged at the full session rate.
- Failure to attend an appointment without notice will be charged at the full session rate.
- Hampshire Feeding Clinic reserves the right to cancel or reschedule appointments where necessary. We will provide as much notice as possible and will not charge for appointments cancelled on our part.

We understand that emergencies happen. Exceptional circumstances will be considered at our discretion on a case-by-case basis.

4. Fees and Payment

4.1 Fee Agreement

Fees are agreed at the time of booking and confirmed in writing. Hampshire Feeding Clinic reserves the right to review fees periodically. Any changes will be communicated with reasonable notice before your next appointment.

4.2 Payment Terms

- An invoice will be issued following confirmation of your appointment.
- Payment is due no later than 24 hours before the appointment.
- Failure to pay by the due date may result in the appointment being cancelled.
- Accepted payment methods will be confirmed at the time of booking.

4.3 Travel

For home visits, a travel charge may apply for distances beyond 15 miles from our base address. This will be confirmed in writing before your appointment. No travel charges will be applied without prior agreement.

5. Clinical Matters

5.1 Scope of Practice

All clinical advice and recommendations are made within the scope of practice of a qualified and registered Speech and Language Therapist. Hampshire Feeding Clinic does not provide medical diagnoses and cannot replace the care of a registered medical practitioner.

5.2 Outcomes

While we are committed to providing high-quality, evidence-based therapy, clinical outcomes cannot be guaranteed. Progress will depend on a range of individual factors which will be discussed openly with you throughout the therapeutic process.

5.3 Safeguarding

Hampshire Feeding Clinic has a duty to act in the best interests of all clients, particularly children and vulnerable adults. Where there is a concern about the welfare or safety of a client, we are obligated to act in line with current safeguarding legislation and may be required to share information with relevant authorities without your consent.

6. Confidentiality

All clinical and personal information is held in strict confidence in accordance with HCPC standards and UK data protection law. Information will not be shared with third parties without your consent, except in the following circumstances:

- Where there is a risk to the safety or welfare of the client or another person
- Where we are required to do so by law
- Where sharing is necessary for the continuation of your care, and you have given consent

Please refer to our separate Privacy Policy for full details of how your personal data is collected, stored, and used.

7. Limitation of Liability

Hampshire Feeding Clinic will always provide services with reasonable care and skill. However, to the fullest extent permitted by law, we shall not be liable for any indirect or consequential loss arising from the provision of, or failure to provide, services.

Nothing in these Terms limits liability for death or personal injury caused by negligence, or for any liability that cannot be excluded by law.

8. Website

The content on the Hampshire Feeding Clinic website is provided for general information purposes only. It does not constitute clinical advice and should not be relied upon as a substitute for professional assessment or treatment.

Hampshire Feeding Clinic accepts no responsibility for the content of any third-party websites linked to or from our site.

9. Changes to These Terms

We reserve the right to update these Terms and Conditions at any time. The current version will always be available on our website, with the date of the most recent update clearly shown.

10. Governing Law

These Terms and Conditions are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

11. Contact

If you have any questions about these Terms, please contact us via the details provided on our website.