



EQUALLY DIFFERENT
THERAPY

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Unpaid Invoices Policy

Equally Different Therapy' term and conditions state that consultation fees must be settled in full before the appointment date. The invoice will normally be generated within 24-48 hours of the appointment. Ongoing therapy fees are invoiced prior to appointment dates and must be settled before the session. Specialist assessment fees require a 25% deposit to confirm the appointment and the remaining balance paid in full in advance of the assessment. The assessment will not go ahead if not paid in full.

As such there should not ever be an unpaid invoices. Should this ever occur, an email reminder will be sent for the invoice to be paid in full within seven days.

If invoices remain unpaid according to the above then the following steps will be taken:

Equally Different Therapy will send a further e-mail reminder after 21 days (or more) including a copy of the original invoice.

After 30 days (and two e-mail reminders) Equally Different Therapy will send a formal letter (by recorded delivery) outlining that interest is being applied to the debt and compensation in line with Government Legislation, include a copy of the original invoice, list the dates of the previous reminders and ask for immediate payment.

After 14 days (or more) from sending the formal letter, Equally Different Therapy will send a further formal letter (by recorded delivery) outlining that unless payment is made within 5 working days we will be issuing a Statutory Demand OR proceeding to Court action, include a copy of the original invoice and list the dates of the reminders and ask for immediate payment and state that no further reminders will be sent.

After 7 days (or more) from sending the second formal letter, Equally Different Therapy will proceed with a Statutory Demand OR Court action if payment has not been received without further notice.

Sarah Wellaway Published January 2024, to be reviewed January 2027