



RMT Music Therapy Service for Adults (2025/26)

Payment & Cancellation Policy / Terms & Conditions

Costs for music therapy sessions for Adults

RMT is a charity and its music therapy service operates independent of external subsidy and is required to cover all its costs through income from fees charged for services. Fees are based on the actual costs to provide the music therapy services, including staffing costs plus costs of room hire, equipment, administration and travel (if applicable). In some cases, RMT is able to offer a reduction in fees, and is also happy to advise on applications to external funders. For details, please contact us on musictherapy@richmondmusictrust.org.uk

For up-to-date fee information, please check the [Music Therapy Fees](#) page on our website.

A small fee increase will be applied at the end of the financial year, usually around 2-4% to keep step with increased staffing costs.

Our service is set up in a similar way to a school, where you book an ongoing place in the therapist's schedule, which will remain reserved for the client for the duration of therapy. Regular attendance will greatly support the therapy process and therapeutic benefit and outcomes, as the client will be able to build up a routine and positively anticipate the sessions.

If a client is not able to attend a session or would like to access via video link please let the therapist know by phoning the office phone (020 8744 8097) or email/phone the therapist directly.

Initial Assessment:

When starting to engage in music therapy, we recommend clients commit to an initial assessment, consisting of 3 sessions. These sessions are an opportunity for the client to experience the music therapy setting, get to know the therapist and get a sense of whether further music therapy sessions might be enjoyable and beneficial. The assessment process also includes an initial phone call or meeting with the referrer / carer to get information about the client's history, needs and possible presenting concerns. The therapist will feedback after the assessment and also provide a report, summarising the engagement of the client and considering aims and objectives for potential further sessions. After the assessment period the client, referrer and therapist make a decision whether to commit to regular sessions (weekly or fortnightly), which usually take place at the same time and with the same therapist, unless otherwise requested.

Scheduling Sessions:

After the initial assessment period (usually 3 sessions), we ask the client (after consultation with care staff & care manager) to make a commitment to attending weekly or fortnightly sessions, which will be scheduled throughout the year, excluding those times when the therapist is on annual leave or public holidays. Usually a break will occur during the Easter period, Summer holidays and during the Christmas period. Your therapist will liaise with you regarding session dates and let you know of any forthcoming breaks in sessions.

Cancellation policy:

Our cancellation policy differs depending on where sessions are taking place. Please select the cancellation policy relevant to you / your client:

Sessions at RMT music therapy base

Richmond Music Trust is committed to charging for all sessions scheduled and a full charge will be made for sessions missed as a result of the client being unwell or transport / staffing difficulties. Sessions cancelled by the therapist will not be charged for.

Sessions at Community locations (Outreach Service)

We do understand that occasionally there may be unavoidable circumstances that sessions will have to be cancelled. If this is the case, please give the therapist at least 48 hours of notice before the appointment by contacting him/her by mobile phone (text) or email). Sessions cancelled less than 48 hours before will be charged as normal.

Ending therapy:

Each client requires a different amount of time in order to bring about changes in their capacity for communication and in their emotional world and behaviour. This can range from a few months to a few years. It is difficult to predict at the beginning how long a client may benefit from coming to sessions and so progress is regularly reviewed at agreed intervals.

The therapist will discuss with you if they think it may be time for the therapy to finish. Alternately, for a variety of reasons, you may feel that it is time to end the client's therapy so please discuss this with the therapist. In all cases it is important that, as therapy draws to a close, the client is prepared for its end. Preparing properly for an ending will preserve the progress made and allows the therapist to work with possible emotions evoked by the ending. **If for any reason therapy needs to come to an end, it is important that the therapist is given at least 4 sessions notice.**

Invoicing / Payment:

We will invoice clients on a **monthly** basis, unless otherwise agreed. Please advise us what works best for your administration / finance department. Please also let us know whether you would like to receive **invoices in the post or by email** (please supply the relevant contact details on the referral form).

Payments can be made in the following ways:

- **BACS:** (RMT bank account details will be listed on the invoice)
Please include the invoice number as reference for the transfer so the payment can be allocated correctly.
- **Cheque**
Please make cheques payable to 'Richmond Music Trust' and write the invoice number on the back so the payment can be credited to your account.
- **Standing Order:**
We can calculate a monthly amount to spread the cost of MT sessions over 12 equal payments. Standing Orders are based on 43 sessions per year and work out as £243.67 per month. If the therapist has not been able to offer all 43 sessions a refund will be given at the end of the year.

You will receive a statement at the end of each month listing all outstanding invoices.

Contact details for payment queries:

Head of Music Therapy: Andreas Rosenboom
andreasr@richmondmusictrust.org.uk
020 8744 8097 (Music Therapy Office)

General Office
admin@richmondmusictrust.org.uk
Phone: 020 8538 3866 (General Office) – option 2

If you have any further questions regarding the information provided in this document, please contact Andreas Rosenboom, Head of Music Therapy.