



RMT Music Therapy Service for Children (2025/26)

Payment & Cancellation Policy / Terms & Conditions

Costs for music therapy sessions for children:

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.

Initial Assessment:

When starting to engage in music therapy, we recommend that you commit to an initial assessment, consisting of three sessions. These sessions are an opportunity for the child 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 parent to get information about the child's history, needs and possible presenting concerns. The therapist will feedback after the assessment and also provide a report, summarising the engagement of the child and considering aims and objectives for potential further sessions. After the assessment period the child, parent and therapist decide 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 of sessions:

After the initial assessment period, if you decide to continue, we ask you to commit to attending weekly or fortnightly sessions as our service is set up like a school where you book an ongoing place in the therapist's schedule for your child during term time. It is important to aim for regular attendance during term time, as this will greatly support the therapy process for your child, who will be able to build a routine and anticipate the weekly sessions.

The therapist will be liaising with you about the dates for your child's sessions and to inform you of any forthcoming breaks or holidays. If the therapist has to cancel a session, he/she will notify you in advance and no charge is applicable. There may be an option to attend sessions during the school holidays; if you would like to do so please speak to the therapist about this.

Cancellations:

We do understand that occasionally there may be unavoidable circumstances that prevent your child from attending. **If this is the case please give the therapist plenty of notice by contacting him/her by mobile phone (text) or email or by phoning our office (020 8744 8097) at least 48 hours before the appointment. Missed sessions cancelled less than 48 hours before will be charged as normal.** Sessions cancelled as a result of the therapists' absence will not be charged for.

Ending Therapy:

Each child requires a different amount of time in order to bring about changes in his/her 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 for how long a child may benefit from coming to sessions, and so progress is regularly reviewed at agreed intervals.

The therapist will discuss with you if he/she thinks it may be time for the therapy to finish. Alternately, for a variety of reasons, you may feel that it is time to end your child's therapy and, if this is the case, **it is important that the therapist is given at least four sessions notice**. Please speak with the therapist as in all cases it is important that, as therapy draws to a close, each child 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.

How does payment work?

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 £236.50 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.