

BRIGHT VOICES SPEECH THERAPY LTD

Terms & Conditions

Last updated: April 2026

1. About Us

Bright Voices Speech Therapy Ltd ('**Bright Voices**', '**we**', '**us**', or '**our**') is a company registered in England and Wales. We operate the website at www.brightvoicesspeechtherapy.com and provide a referral and coordination service connecting families with qualified, self-employed Speech and Language Therapists.

If you have any questions about these terms, please contact us at: help@brightvoicesspeechtherapy.com

2. Accepting These Terms

By using our website or booking a session through Bright Voices, you confirm that you have read, understood, and agree to be bound by these Terms and Conditions. These terms apply to all visitors to our website as well as families who use our services.

If you are booking on behalf of a child, you confirm that you have parental responsibility for that child and are authorised to enter into this agreement.

3. Use of Our Website

3.1 Permitted Use

You may use our website for lawful purposes only. You agree not to use it in any way that is unlawful, harmful, fraudulent, or that could damage the reputation of Bright Voices Speech Therapy Ltd.

3.2 Intellectual Property

All content on this website — including text, images, logos, graphics, and design — is owned by or licensed to Bright Voices Speech Therapy Ltd. You may not reproduce, distribute, or use any content from this website without our prior written permission.

3.3 Website Availability

We aim to keep our website available at all times but cannot guarantee uninterrupted access. We reserve the right to suspend or withdraw the website at any time without notice for maintenance or other reasons.

3.4 Third Party Links

Our website may contain links to third party websites. These are provided for your convenience only and we are not responsible for the content, accuracy, or practices of any third party sites. Visiting a linked site is at your own risk.

3.5 Information on This Website

The information on our website is provided for general purposes only and does not constitute clinical advice. If you have concerns about your child's speech, language, or communication development, please consult a qualified Speech and Language Therapist or your GP. Accessing information on this website does not create a therapeutic or clinical relationship.

4. Our Service

4.1 What We Provide

Bright Voices matches families with suitable Therapists based on the child's needs, location, and Therapist availability. We coordinate bookings, handle payments, and provide an ongoing point of contact for any queries or concerns.

4.2 What We Do Not Provide

Bright Voices is a referral and coordination service and does not directly deliver clinical therapy. The clinical relationship is between you, your child, and the Therapist assigned to you. Bright Voices is not responsible for the clinical decisions made by your Therapist, which are governed by the Therapist's own professional obligations to HCPC and RCSLT.

4.3 Therapist Qualifications

All Therapists on our platform are required to hold:

- Current HCPC registration as a Speech and Language Therapist
- Current RCSLT membership
- An Enhanced DBS (Disclosure and Barring Service) certificate

We verify these requirements before a Therapist works with any family. It remains your right to ask your Therapist for evidence of their registrations at any time.

5. Bookings and Payment

5.1 Making a Booking

Bookings are made through the Bright Voices website. Once a suitable Therapist has been identified and availability confirmed, we will contact you to arrange your first session. Bookings are confirmed only once full payment has been received.

5.2 Payment in Advance

All sessions must be paid for in advance. We collect payment by card online before your session is confirmed. Your Therapist will not attend a session for which payment has not been received. This policy protects both families and Therapists and helps us maintain a reliable, professional service.

5.3 Block Bookings

We offer the option to pay for a block of sessions in advance. Block bookings offer continuity of care and may be discussed with us at the point of referral. Please note:

- Block bookings are non-refundable once therapy has commenced, except in the circumstances set out in clause 6.3
- Unused sessions in a block may be transferred to a different Therapist if your original Therapist becomes unavailable
- Block bookings do not expire, provided the child remains within our 0–18 age range

5.4 Session Fees

Session fees are set by Bright Voices and will be clearly communicated to you before you confirm your booking. Fees may be reviewed from time to time; any change in fees will be communicated to you with reasonable notice and will not apply to sessions already paid for.

6. Cancellations and Refunds

6.1 Cancellation by You

We ask for a minimum of **24 hours' notice** before the scheduled session time. Where less than 24 hours' notice is given, the full session fee may be charged at the Therapist's discretion. We will always handle cancellations with understanding in the case of genuine emergencies.

6.2 Cancellation by the Therapist

In the rare event that your Therapist needs to cancel a session, we will contact you as soon as possible to reschedule. If a session cannot be rescheduled within a reasonable timeframe, you will receive a full refund for that session.

6.3 Refunds

Refunds will be issued where a session is cancelled by the Therapist and cannot be rescheduled, where Bright Voices is unable to provide a suitable Therapist, or where you cancel with more than 24 hours' notice. Refunds will be processed to the original payment method within 10 working days.

7. Consent, Safeguarding, and Privacy

7.1 Consent to Treatment

By booking a session, you give consent for the named Therapist to carry out speech and language therapy assessment and/or intervention with your child. You will be asked to complete a separate consent and case history form before the first session. You have the right to withdraw consent at any time by contacting us in writing.

7.2 Safeguarding

The safety and wellbeing of all children is our highest priority. All Therapists working through Bright Voices are required to follow our Safeguarding and Child Protection Policy. If a Therapist has a concern about a child's welfare, they are legally and professionally obligated to report this to the appropriate authority without prior notice to you. This is a legal requirement, not a reflection on you or your family.

7.3 Privacy and Data

We take your privacy seriously. Any personal information you share with us will be handled in accordance with UK GDPR and our Privacy Policy, which is available at www.brightvoicesspeechtherapy.com. We will never sell your data or share it with third parties for marketing purposes.

8. Therapist Relationship

All Therapists working through Bright Voices are self-employed professionals and are not employees of Bright Voices Speech Therapy Ltd.

Important: All payments for therapy sessions must be made through Bright Voices. You must not make private payment arrangements directly with your Therapist. If you would like to continue working with a Therapist, any future sessions must be booked through Bright Voices.

9. Complaints

We want every family to have a positive experience with Bright Voices. If you have a concern about any aspect of our service, please contact us in the first instance at help@brightvoicesspeechtherapy.com. If you have a concern specifically about a Therapist's clinical practice, you may also contact the HCPC directly at www.hcpc-uk.org. Our full Complaints Policy is available on request.

10. Limitation of Liability

Bright Voices takes reasonable care to ensure all Therapists on our platform are suitably qualified and registered. However, we cannot accept liability for the clinical decisions made by Therapists, as these fall within their individual professional responsibility regulated by HCPC.

We are not liable for any indirect or consequential loss arising from use of our website or services. Nothing in these terms limits our liability for death or personal injury caused by negligence, fraud, or any other matter that cannot be excluded by law.

11. Changes to These Terms

We may update these Terms and Conditions from time to time. Any changes will be posted on our website at www.brightvoicesspeechtherapy.com and, where material, communicated to you directly. Continued use of our website or service after notification of changes constitutes your acceptance of the updated terms.


12. Governing Law


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

Contact Us

If you have any questions about these Terms and Conditions, please get in touch:

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Registered in England and Wales