

Booking Terms & Conditions

Version 1.6 • Effective 5 October 2026 • Please read before paying a deposit. Paying the deposit confirms that you accept these terms.

1. About us and these terms

- 1.1** Shine Bright Clinic is operated by Shine Bright Clinic Limited, 3 Landscape Road, Churchtown, Dublin, D14 WC65 ("the clinic", "we"). These terms apply to every booking made with us, whether online through our booking page or by email.
- 1.2** Our service is a specialist neurodevelopmental clinic for children and young people, led by a Consultant Child and Adolescent Psychiatrist. We offer ADHD, autism and cognitive assessments, treatment for ADHD, and transfer of care for children with an existing ADHD diagnosis. Assessments are provided in person at the clinic; ADHD assessments may be held online by arrangement. The age range for each assessment is shown in the fees table.
- 1.3** For ADHD, dual and full assessments, you answer a few screening questions as part of booking (clause 3). We may decline a booking, or refer a child on to another service, where our clinical team considers that another service would be more appropriate. Where this happens before an assessment takes place, the deposit is refunded in full.

2. Fees

Service	Fee
ADHD assessment, ages 4–18 (two-hour in-person appointment with the consultant, rating scales, physical measurements, the written report, and the initial medication consultation where medication is recommended)	€2,000
Autism assessment, ages 2–18	€2,500
Dual ADHD and autism assessment, ages 4–18	€4,000
Full assessment (dual assessment with cognitive assessment), ages 6–16	€5,000
Transfer of Care (one-hour consultation for a child with an existing ADHD diagnosis and report)	€700
Medication review or titration appointment (after the initial medication consultation)	€120

- 2.0** A deposit of 50% of the fee is payable at booking; the remaining 50% is due 48 hours before the appointment.
- 2.1** Fees are for a medical service and are exempt from VAT. A receipt for the full fee is emailed once it has been paid, and may be used to claim tax relief on medical expenses.
- 2.2** Fees may be revised from time to time. The fee that applies to your booking is the fee shown when you paid your deposit.

3. Booking, deposit and balance

- 3.1** You book directly into an available appointment. The slot is held once the 50% deposit has cleared. Appointments must be booked at least seven days ahead.
- 3.1a** For ADHD, dual and full assessments, you answer a few screening questions as part of booking. For autism assessments, you complete a short details form instead.

- 3.1b** If nothing in your answers needs a clinical view, we confirm your booking and email you the forms we need before the appointment within one working day. If anything does, our consultant reviews it as quickly as possible; we then either confirm the booking or explain why another service would suit your child better, in which case the deposit is refunded in full.
- 3.1c** For Transfer of Care, you first send us your child's diagnostic report through our booking page. This is free and doesn't book an appointment. Our consultant reviews it, and if Transfer of Care is right for your child, we email you a link to book the consultation, with the 50% deposit payable at booking. If it isn't, we tell you why and suggest a next step.
- 3.2** The remaining 50% is due 48 hours before the appointment. We send a secure payment link seven days before. If the balance has not been paid by the appointment, it is payable on arrival before the assessment begins.
- 3.3** Medication reviews are paid in full at the time of booking.
- 3.4** Card payments are processed securely through Halaxy, our booking and records system, and its payment provider.

4. Cancelling, rescheduling and non-attendance (assessments and Transfer of Care)

- 4.0** To cancel or move an appointment, email hello@shinebrightclinic.ie. Appointments can't be changed online.

If you	Then
Cancel or reschedule 7 or more days before the appointment	Your deposit is refunded in full, or you may move to the next available slot at no cost.
Reschedule between 48 hours and 7 days before	One reschedule to the next available slot at no cost.
Cancel between 48 hours and 7 days before	Half of your deposit is refunded and half is retained.
Cancel with less than 48 hours' notice, or do not attend	Your deposit is retained. A new deposit is required to rebook.
Arrive more than 20 minutes late	The appointment is treated as non-attendance, because a two-hour assessment cannot safely be shortened. We will phone you at 7:10am if you have not arrived.

- 4.1** If your child is unwell on the day, tell us as early as you can. On the first occasion we will reschedule without penalty.
- 4.2** If we have to cancel an appointment (for example because of clinician illness), we will phone you, offer the next available slot as a priority, and refund your deposit in full if you prefer.

5. Cancelling medication reviews

- 5.1** Medication reviews and titration appointments (€120) cancelled with at least 24 hours' notice can be rescheduled without charge. Those cancelled with less than 24 hours' notice, or not attended, are charged in full. The initial medication consultation is included in the assessment fee.

6. Questionnaires and forms

- 6.1** Once your booking is confirmed we email you the forms we need before the appointment: an online form for you to complete and sign, rating scales for you and your child's teacher (and, for some young people, one of their own), and school forms to pass to the teacher. Which forms you receive depends on the assessment and your child's age. For Transfer of Care, the form includes the medication consent, which you sign and our consultant co-signs.
- 6.1a** We remind you a week before the appointment, and we telephone you 48 hours before if anything is outstanding. We do not cancel appointments because forms are missing, but the assessment cannot be completed properly without them and missing forms slow the day.
- 6.2** We also give you school questionnaires and a school information form, and ask for copies of your child's annual school reports. You are responsible for passing the school forms to your child's school. We do not contact schools without your written consent; in rare cases, and only with that consent, our clinical nurse specialist may observe your child at school. School questionnaires are not needed for the appointment to go ahead, but a diagnosis cannot be confirmed and the report cannot be issued until they have been received.
- 6.3** If teacher questionnaires have not been returned within 6 weeks of the appointment, the consultant will decide whether a provisional opinion can be issued or whether the report must wait.

7. The report

- 7.1** The written report is issued within 10 working days of the date on which all questionnaires, including the school questionnaires, have been returned. We will keep you informed of progress.
- 7.2** The report is sent to you and to your child's GP. Where information for school is appropriate, we prepare a letter or report and give it to you to share with the school as you choose.

8. Refunds

- 8.1** Refunds are made to the card used for payment, normally within 5 working days. We do not make cash refunds.

9. Consent, information and conduct

- 9.1** An assessment cannot take place without a completed consent form signed by a legal guardian, and your child's GP details. Our Privacy Notice explains how we use your child's information.
- 9.2** A parent or guardian must accompany the child to every in-person appointment and remain on the premises throughout. For an online appointment, a parent or guardian must be with the child at the same location; a young person may choose to speak to the clinician on their own for part of the call.
- 9.3** We ask everyone attending to treat our staff and other families with courtesy. We reserve the right to end an appointment where behaviour is abusive or threatening.

- 9.4** We have legal duties under the Children First Act 2015. Where we have a concern for a child's safety or welfare we are required to act on it, and this may involve sharing information with Tusla or An Garda Síochána.

10. Contact and office hours

- 10.1** Our office hours are Monday to Friday, 9am–5pm. Questions about your child's care should be sent to hello@shinebrightclinic.ie, or, for families attending our medication clinic, medication@shinebrightclinic.ie. We aim to reply within 24 hours. We do not operate an emergency line. Outside office hours, please contact your GP out-of-hours service, or in an emergency call 112/999.

11. Complaints

- 11.1** If you are unhappy with any part of our service, please tell us. Our complaints procedure is available in the clinic and on our website. We aim to acknowledge complaints within 2 working days and respond in full within 20 working days.

12. General

- 12.1** We may update these terms from time to time. The version in force when you paid your deposit applies to that booking.
- 12.2** These terms are governed by the law of Ireland.

Shine Bright Clinic Limited • Booking Terms & Conditions v1.6 • Questions about these terms: hello@shinebrightclinic.ie