



Terms and Conditions- General

- The key element to instilling healthy sleep habits is consistency, I ask that you commit to being consistent in the methods that I will be suggesting, so that we are on the right track to great results. Please be honest about your struggles and if you cannot commit to a certain technique, please tell me so that we can tailor a different approach to your situation. Honesty During this process is key.
- I will be as time efficient as possible in my responses and advice, I would appreciate if you could do the same with me, this ensures that you are using the right techniques and strategy and not inadvertently instilling any new possible sleep crutches. I also understand the nature of the situation and if you are having trouble finding time to communicate then let me know.
- I will send you an intake form which you fill in with your child's details, the specific problems you are facing and the goals that you wish to achieve during this process. Please be as detailed and honest as possible when completing this form. The more details the better as it will assist me in helping you and providing accurate advice.
- Once I have returned your sleep plan and you begin implementing it, I will provide follow up support via phone or email every 2 days. This support will continue as per your chosen consultation or until you feel the problems have been rectified.
- During this follow up period, I will ask that you send me a sleep log of your child's eating, sleeping and awake habits. This will be a full 24 hour log with times and details of any notes you can provide. This is an integral part of the process and I need the commitment from you that these will be completed and sent to me every day, or every 2 days. These logs will be my data that I use to alter my advice or encourage you to persist when I can see improvements.
- I am covered by my professional liability insurance and it is for this reason that I must practice safe SIDS recommendations and follow all health and safety protocols. If you are unable to follow these guidelines then unfortunately I will not be able to provide you with guidance around the specific sleeping arrangement.
- I will be available for you to contact during the week, but I unfortunately do not work on weekends. I will get in contact with you on Friday and give you some points and strategies to work on over the weekend, we can then touch base on Sunday evening/Monday morning to discuss how you went.
- Weekend correspondence can be arranged in a consult for an extra fee.
- Before we begin the sleep training process we need to acknowledge if you are truly ready for this commitment. If you are ready and willing, I am confident we can work together on some of your goals. If you are perhaps not ready for this process, including the commitment level then please discuss this with me openly. We can decide if we postpone the plan until you are ready, or if we can tweak the plan to suit your current situation more accurately.

Terms and Conditions- Sickness

- If your child happens to get sick or ill before we have had our consult, it is best that we postpone the plan until your child is feeling better
- If your child gets sick during the follow up period, we will aim to support your child through the sickness (if a mild case such as a cold). In mild sicknesses, this does not alter the follow up period and timing.
- If your child is extremely sick or hospitalised during our follow up, we will place the plan on hold and resume (with the remaining follow up period) once your child is better.
- Understandably sicknesses cannot be predicted and how they are handled will be based on a case by case basis and is up to the discretion of Baby Slumberland Co. to decide how the consultation/follow up is handled. Baby Slumberland Co. will attempt to be fair and provide the best support for you and your child during this time.



Terms and Conditions- Payments

- Home Consultations
 - A 50% deposit will be payable once your intake form has been received and the sleep assessment is completed.
 - The remaining 50% is payable the day before the consultation.
- Email/Phone Consultations
 - Payment for these consultations will need to be paid in full the day before our consultation/start date
- Groups
 - Group sessions will be payed either before the consult or on the day of the session
- If payment is not received based on these terms, then the Baby Slumberland Co. reserves the right to postpone the consultation until payment has been made. .
- Payments are accepted via PayPal and direct transfer.

Terms and Conditions- Cancellations

- If a consult is cancelled less than 48 hours before a scheduled consultation, then 50% of the total fee will be refunded.
- If a consult is cancelled 48 hours before a scheduled consult, then 100% of the total fee will be refunded.

Terms and Conditions- Privacy

- Whilst working with Baby Slumberland Co. your privacy will be protected and no specific personal details will be shared of you or your child without your explicit permission
- If I do ever discuss your case, on social media or otherwise, your name, your child's name and any identifying qualities will not be used
- I may also use your case as a point of reference with other clients, to help them assimilate with your challenges, if this is the case, your name, your child's name and any identifying qualities will not be used.

By accepting these terms and conditions, I agree with the terms as listed within this document above, as well as the following statements.

I agree to follow safe sleep practices in line with SIDS recommendations

I agree to check with my GP or Paediatrician if my baby has any medical conditions that may prevent/affect the sleep training process

I agree to disclose any medical conditions to Baby Slumberland Co. that my baby has

I agree to the information surrounding my baby to be used in case studies by Baby Slumberland Co. **No identifying information will be used and names will be changed**

By accepting these terms and conditions, I agree with the terms as listed within this document above as well as the following statements.

I agree to pay the invoice within 7 days or additional fees will be added to the bill

In the event of outstanding invoices, customers are liable for interest on the invoice amount from the schedule consultation date until the time in which payment in full is received

In the event of outstanding invoices, Baby Slumberland Co. will refer the balance to a collection agency. Any collection costs incurred from the collection agency will be the responsibility of the customer.

I agree to pay the invoice prior to the consultation and recognise that if payment is not made, then the consult will be postponed until payment is received.

I acknowledge that my sleep plan is tailored specifically for my baby and is not to be shared with others or a third party

Cancellations less than 48 hours prior to consultation date will only be refunded 50% of the fee. Prior to 48 hours 100% will be refunded

Baby Slumberland Co. is a Certified Infant and Child sleep Consultant that provides knowledge and education on a child's healthy sleep habits, we provide a broad range of suggestions and guidance for your child's nutrition, feeding and sleeping habits. This advice is general in nature and should not be a substitute for professional Medical advice. Always seek the advice of a qualified healthcare professional before undertaking any a new health care regimen. Baby Slumberland Co. offers guidance towards healthy sleep habits and can only make suggestions for change, you the parent are responsible for any decisions relating to your child's health and general wellbeing and what you choose to implement from this program.

By agreeing to a consultation with Baby Slumberland Co. you agree to these terms and conditions contain herein.