



## Sweet Dreams Sleep Coaching Limited Terms and Conditions

### Payment of Fees and Booking terms

Fees for services are as detailed on the Sweet Dreams website [www.sweetdreamssleepcoaching.co.uk](http://www.sweetdreamssleepcoaching.co.uk), bookable via the websites 'book online' facility.

Your booking is not confirmed until I receive acknowledgement that you have read and agree to these Terms and Conditions by return to [emily@sweetdreamssleepcoaching.co.uk](mailto:emily@sweetdreamssleepcoaching.co.uk). Until then your booking remains provisional.

You may rebook further sessions/support with Sweet Dreams Sleep Coaching Ltd to provide any additional follow up support as needed, in addition to your original package. Further support sessions or service bookings are subject to the same terms and conditions as this original agreement.

### Changes/Cancellations

If any services are cancelled after payment has been made, refunds are limited to any unearned payments, minus a £20 processing fee, up to one week before the scheduled booking or end date of the coaching package. Between 1 week and 48 hours prior to your booking/package end date, 50% of your payment would be refunded. Between 48 hours and 24 hours prior to your booking, 25% of your payment would be refunded. If you cancel your booking fewer than 24 hours before your scheduled consultation or package start date – except for extenuating circumstances such as the death or serious illness of a member of your immediate family – there will usually be no refund. If you need to reschedule, please give as much notice as possible, ideally at least 48 hours in advance. Every effort will be made to accommodate your request, and transfer your booking to an alternative date and time.

The exception to these cancellation terms is in the case of overnight bookings, which have separate terms as laid out in the contract agreed between both parties upon confirmation of booking.

### Acts of God

If an 'Act of God', such as a fire, flood, earthquake, pandemic or other natural calamity causes my services (either in person or remotely) to have to be cancelled, Sweet Dreams Sleep Coaching Ltd will require payment only for the time actually already spent sleep coaching or working with you. Sweet Dreams Sleep Coaching Ltd will at all times follow government and WHO advice on whether it is safe to continue working or not, in this situation.

### Disclaimer, Acknowledgement, and Waiver of Liability

By reading and agreeing to these terms, you understand that you and your family's use of the services, sleep advice, overnight support and workshops offered by Sweet Dreams Sleep Coaching Ltd are voluntary, and that any injuries, accidents, or other complications resulting from your participation are your responsibility and no liability of Sweet Dreams Sleep Coaching Ltd.

You acknowledge and agree that it is your responsibility to follow instructions for any service provided or advice given to you, to seek help from Sweet Dreams Sleep Coaching Ltd if you have any concerns or questions, and to seek medical advice should you have any concerns about your child's health.

### Health Concerns and Medical Conditions

Both parties (Sweet Dreams Sleep Coaching Ltd, and yourselves) will work together on the understanding that my role will be that of a professional Sleep Coach (Consultant) and you agree that none of the advice that Sweet Dreams Sleep Coaching Ltd provides shall be considered medical advice nor should it be relied upon by you as medical advice.

You understand that you should always seek the advice of your GP, Health Visitor or Midwife and should consult with any of these, or your child's Paediatrician if they have one, if you have any healthcare related questions or concerns generally, before embarking on a new sleep program, or if you are concerned about any risks to your baby/child's health or well-being that may result from your participation in Sweet Dreams Sleep Coaching Ltd's

services. If a medical problem appears or persists, do not disregard or delay seeking medical advice from your GP or other qualified healthcare provider.

You agree to disclose any medical condition to Sweet Dreams Sleep Coaching Ltd that you know, or suspect your child has. Failure to do so could affect your child's health and well-being.

You agree to follow safe sleeping practices in line with SIDS recommendations. For further information on this and best practice guidelines on how to make sure you keep your baby safe, please visit <https://www.lullabytrust.org.uk/safer-sleep-advice/>.

### **Guarantees of Results**

Results of your sleep coaching are entirely dependent on the commitment from you (and any other caregivers) to consistently follow the bespoke sleep advice given to you by Sweet Dreams Sleep Coaching Ltd. There can be no full guarantee of positive results, as many things can impact sleep at various times, including but not limited to: reflux or food allergies, temporary illness, teething, inconsistent sleep environment, reinforcement of unwanted sleep associations, developmental changes, growth spurts, and neurological developments and differences including undiagnosed (or known) additional needs. However, the assessment process and sleep advice is comprehensive and tailored to your child's needs and family parenting styles. Following the advice given, unless there are underlying unidentified medical issues, should always improve your child's sleep drastically, if followed consistently.

### **Confidentiality**

During the course of my work with you it is possible that I could become privy to information about your family, career or personal situation. It is understood that this information would remain completely CONFIDENTIAL at all times and never disclosed to anyone without written consent, or a court order. In a similar manner I expect my clients to retain confidentiality also and not to share, duplicate (except for personal use), or plagiarise any documents that I send to you, and to keep these for your families personal use only, and that of any caregivers.

### **Response Times**

Sweet Dreams Sleep Coaching Ltd will endeavour to answer to emails, text correspondence and phone calls within 24 hours, but usually within 12 hours maximum, except for Sundays. During the support period as part of your package, I will endeavour to respond to you within 12 hours, or as immediately as possible during the hours of 9am -7pm, usually within less than 6 hours.

**Please acknowledge that you have read and agree to these Terms and Conditions by return to [emily@sweetdreamssleepcoaching.co.uk](mailto:emily@sweetdreamssleepcoaching.co.uk)**