



## TERMS AND CONDITIONS

*For the purpose of these Terms and Conditions, “we”, “us”, “our” and the website [www.sleepightbaby.co.uk](http://www.sleepightbaby.co.uk) (the “website”) refer to Sleep tight Baby sleep consulting, sole trader. The “client” refers to the parent/guardians with whom this contract is made.*

*By using this website or working with a Sleep tight Baby consultant, you acknowledge and agree that you have read, understand and accept these Terms and Conditions. You also acknowledge that you are at least the age of majority in the country of your residence and that you are the parent or legal guardian of the child/children concerned.*

*We reserve the right to modify these Terms and Conditions, or any part of them, at any time, so please review them frequently. Changes and clarifications will take effect immediately upon their being posted on the website.*

### **Privacy**

Your privacy is very important to us. Any information (written, verbal or imagery, including your personal details) which you provide to us is confidential and will not be shared with any third party. Neither will your information be posted on the website, either anonymously or otherwise, unless you give us your fully informed consent to do so. We may, however, disclose your personal information if we are required by law to do so in the case that such information may put the parent/guardian/caregiver, child/children or other involved party at risk of harm.

We are responsible for the personal information under our control and ensuring that it is accurate and complete. If you would like to access, correct, amend or delete any personal information we have about you, register a complaint, or simply want more information, please contact [Rebecca@sleepightbaby.co.uk](mailto:Rebecca@sleepightbaby.co.uk).

## Links and Products

From time to time, we may post links to other websites on [www.sleeptightbaby.co.uk](http://www.sleeptightbaby.co.uk), or within your *Personalised Sleep Plan*. Such links are provided for your reference only. We may also make suggestions about types of products that you may wish to research for your child/children. These are purely suggestions and do not constitute recommendations. We are not responsible for examining or evaluating the content or accuracy of any third-party materials or websites, or for any other materials, products, or services of third parties.

When you click on any third-party links, you may be directed away from our site. We are not liable for any harm or damages related to your purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. We encourage you to carefully review any third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

## Copyright

No part of the website or any documents received from *Sleep tight Baby* may be reproduced, republished, or transmitted in any form or by any means for commercial use, mechanical or electronic, including photocopying and recording, or by any information storage and retrieval system, without permission in writing from the publisher. All information supplied by *Sleep tight Baby* either verbally, written or implied remains the property of *Sleep tight Baby* at all times. Written permission is required to reproduce, record, publish or advise verbally any details of any *Personalised Sleep Plan*, notes, advice offered or consultation transcript or summary in any format whatsoever. This includes but is not limited to any details published on any blogs, forums, or similar boards. Any information supplied by *Sleep tight Baby* is confidential. Any passing of any information to anyone is strictly forbidden and subject to International Copyright Laws.

## Medical Advice

The services that *Sleep tight Baby* provide are not intended to replace or supplement the medical advice that you receive regarding your child/children. You agree that none of the advice that *Sleep tight Baby* provides shall be considered medical advice nor should the advice be relied upon by you as medical advice. You should always seek the advice of your medical practitioner. Therefore, you should consult with your GP or other health-care professionals if you have any healthcare related questions or before embarking on a new sleep programme for your child/children. You must declare any medical issues that your child/children has during the initial consultation with *Sleep tight Baby*, including diagnosed and suspected issues, as well as any physical or psychological symptoms of relevance/note/concern. If a medical problem appears or persists, do not disregard or delay seeking medical advice from your GP or other qualified healthcare provider, prior to alerting *Sleep tight Baby* as soon as possible. If you or your partner or any other involved party has any medical issue which may have bearing on sleep work with your family (such as, but not limited to, mental health issues, chronic pain, chronic fatigue etc.), this must be declared during your initial consultation with *Sleep tight Baby*.

Accordingly, *Sleep tight Baby* expressly disclaims any liability, loss, damage, or injury caused by information provided to the client.

### **Payments, documentation, refund and cancelation policies**

All payments and return (via email) of a signed copy of this Terms and Conditions document must be made within 48 hours of booking a date for your first paid for consultation (or 48 hours prior to your first paid for consultation, whichever is sooner) or your appointment will be reallocated. This ensures that each client is scheduled in as efficiently as possible.

The 'Sleep history questionnaire' (Complete Support and Quick Fix packages) or 'Expectations and questions document' (Expecting parents package) must be completed and sent to your *Sleep tight Baby* consultant no later than 48 hours before your first scheduled paid for consultation, otherwise your appointment will be reallocated and rescheduled.

All payments are due in advance and *Sleep tight Baby* does not offer refunds or partial refunds on any payments, except in very exceptional circumstances as agreed by the *Sleep tight Baby* consultant.

Appointments (excluding follow up support) rescheduled less than 48 hours in advance will incur, except in very exceptional circumstances as agreed by the *Sleep tight Baby* consultant, a £25 cancellation fee. This fee must be paid before the appointment can be rescheduled. If you need to reschedule an appointment, including follow up support, please contact your *Sleep tight Baby* consultant by text message.

### **Your written consent**

We (the undersigned) understand that the services offered by *Sleep tight Baby* are voluntary. We will consult our GP or other health-care professional if we are concerned about any risks to our own or our child's/children's health or well-being. We acknowledge that it is our responsibility to follow instructions for any service provided or purchase we make, and to seek help from *Sleep tight Baby* if we have any questions. We knowingly and voluntarily agree to waive and release *Sleep tight Baby*, its employees and representatives from any and all claims of liability or demands for compensation that we may acquire during our time working with *Sleep tight Baby*. We have fully and completely read and understood all of the above statements and as such agree to the Terms and Conditions.

**Your child/children's name/s and date/s of birth** \_\_\_\_\_

**Parent/guardian 1: Name and relationship to child** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

**Parent/guardian 2: Name and relationship to child** \_\_\_\_\_

**Signature** \_\_\_\_\_ **Date** \_\_\_\_\_