



## **Terms & Conditions**

Please read these terms and conditions carefully and note that by purchasing a service with me you agree to Marlow Sleep Coach's Terms and Conditions. These terms are legally binding. The Marlow Sleep Coach will only undertake business on the following Terms and Conditions.

1. The acceptance of a Home Consultation or Telephone/Zoom Consultation, Baby/ Toddler package or place on a Workshop or Sleep Clinic will be deemed as acceptance of the following Terms and Conditions.
2. Depending on the package, you will be expected to complete and return the Marlow Sleep Coach Questionnaire at least 48 hours in advance of the initial consultation.
3. The fee for the Marlow Sleep Coach consultation services is due in advance of the initial consultation.
4. If the package is cancelled the following Terms and Conditions apply: Less than 72 hours notice – full amount payable 72 hours to 14 days notice – 50% of final fee payable 15 to 21 days – 25% of final fee payable.
5. The Marlow Sleep Coach reserves the right to cancel consultation services, workshops or sleep clinics at short notice due to personal circumstances – in this event all clients will be offered an alternative date and all workshop attendees will be offered a full refund or chance to join another workshop or sleep clinic at a later date.
6. Payment for a workshop/coffee morning confirms your place on that given workshop and is non refundable from the point of booking.
7. The Marlow Sleep Coach advises that all parents follow the SIDS guidelines when dealing with their child's sleep. Please refer to The Lullaby Trust guidelines.
8. All advice provided by the Marlow Sleep Coach is from previous training, experience and opinion only and should not be treated as a substitute for medical advice from your GP or Paediatrician.
9. The Marlow Sleep Coach does not work in a medical capacity and any concerns about your baby's or child's medical health should be taken up with your GP or health visitor.
10. The Marlow Sleep Coach does not accept responsibility or liability for sleep coaching that does not achieve the required result during the package or support process. The Marlow Sleep

Coach plans are designed to have the infant sleeping well within a specific time frame; however the client accepts responsibility for this success.

11. The Marlow Sleep Coach advises that the parents are consistent with the proposed sleep plan provided in order to achieve success. The outcome of the sleep training depends highly on parental consistency and therefore by agreeing to undertake the sleep coaching, the parents agree to working alongside the Marlow Sleep Coach to achieve the best results possible.

12. Any medical or feeding concerns about your baby or child should be expressed in the early consultation stages of sleep training so that the Marlow Sleep Coach can address these and / or advise accordingly before proposing a plan.

13. Your tailored Sleep Plan will be written and sent through via PDF email format (or a summary email if you have chosen the Newborn package or Restoring Happy Sleep for Children) within 48 hours of the initial consultation.

14. The Marlow Sleep Coach works closely with clients to ensure that you accomplish the results you set out to achieve. In the small number of cases where progress isn't apparent, there is always a reason and the Marlow Sleep Coach will suggest alternatives, including a review of medical and dietary issues.

15. The Marlow Sleep Coach advises parents to read the plan carefully before embarking on any sleep coaching methods or routines.

16. The Marlow Sleep Coach follow up email and text service includes unlimited text and/or email support for clients following their initial consultation for the duration of their package. A 15 minute completion call at the end of the support period is also included in some packages where indicated.

17. Some packages receive a 15 minute completion call at the end of the package period. Any additional calls are subject to a charge of £45/30 minutes.

18. The Marlow Sleep Coach is contactable during the hours of 9am to 8pm from Mondays to Fridays and Saturdays 10am-6pm. During this time texts and emails will be responded to as soon as possible, usually within 24 hours. Please note, however, there may be times when the Marlow Sleep Coach is with a client or due to personal circumstances is unable to reply as quickly as this.

19. The Support Period is non-refundable and lasts for the designated time post consultation (7/14/21 days) unless a date has been agreed otherwise. If the support is not used by the client, there is no refund available. Clients must inform the Marlow Sleep Coach of their start date to activate the support period.

20. Any further support outside of the initial support package booked is charged at £50 (7 days), £85 (10 days) and £120 (14 days).