**The slumber works LTD**

T**erms and Conditions- (Page 1 of 2)**

By booking a consultation service with The slumber works LTD I agree to the following Terms and Conditions:

1. I agree to pay the invoice prior to the assessment and consultation date and acknowledge if this has not been received within 24 hours of booking my date will be released and it will be necessary to rebook a new consultation date. I agree to paying 100% of the full fee within 24 hours of booking confirmation

2. I agree should a Post-Consultation review date and time be arranged 24 hours notice is required to reschedule this. In the event of an appointment being missed this will still be taken as one of the support calls as it is possible another client was turned down as a result of this booking being arranged.

3. I understand that in no circumstances will refund be given. This includes the deposit. Suggestions offered are based on information shared at point of Consultation, Logs and follow up Information. Emma will share her knowledge and suggestions for the most appropriate course of action but cannot guarantee success.

4. I understand an additional fee of £50 per child will be added to the invoice should I wish to have support for more than 1 child.

5. I understand that any changes made to my baby or child’s sleep, feeding, routine are suggestions and I as the parent/carer/guardian am responsible for choosing to implement. I understand results are entirely dependent on the commitment from myself as the parent to consistently follow the plan and that no guarantees can be given due to the many factors which impact on sleep and behaviours.

6. I understand goals may not be achieved during the period of working together but that The slumber works LTD will provide a range of tools and suggestions to support me in working towards my aims.

7. I understand my sleep assessment and plan is meant only for my family and may not be shared with a third party

8. I understand any cancellations made after payment, that full payment will still be required.

9. I understand I will be responsible for paying an additional Travel fee for all Home Visits. When travel is by train and taxi these costs will be quoted prior to booking.

10. I agree to disclose any medical condition to The slumber works LTD which my baby/child has as this may influence the suggestions and recommendations made

11. I agree to taking responsibility to follow safe sleeping practices in line with SIDS Guidance. (for more detailed information refer to The Lullaby Trust) If I choose to ignore this guidance I accept full responsibility for this

12. I understand any information given is not intended to be a substitute for professional medical advice, diagnosis or treatment. I agree to seek the advice of a GP or other qualified medical provider regarding medical treatment or conditions.

13. I accept and understand I should be in good physical and mental health and I am capable of following guidance offered by The slumber works LTD as part of their services

14. I understand that The slumber works LTD may temporarily withdraw support should they believe I am not mentally or physically well enough to continue with the programme. In the event this should occur I will be informed in writing of the reason for the decision and any remaining support owed to me will be ‘banked’ until I am in a position to resume support. (within 2 months of starting plan) 15. No financial refund will be given

15. The slumber works LTD (Emma Cousins) disclaims any and all warranties , whether statutory, express or implied. As the parent I voluntarily agree on behalf of myself, successors and assigns to waive and release The slumber works LTD from all claims of liability, loss, damage, injury or other demands for compensation that may be acquired during and following the time and associations with The slumber works LTD.

16. I understand and accept that The slumber works LTD may be unavailable due to personal reasons or work-related appointments. Emma endeavours to answer all enquiries within 24 hours, however during holiday periods, evenings and weekends there may be a delay in response. Evening appointments and weekend support should be scheduled and agreed in advance.

17. The Support Package length starts from day of the Main Consultation unless this is agreed in advance. I understand a set start date must be given at the Consultation should there be a need for a delayed start.

18. I agree to only contact Emma between the hours of 9am - 5pm for follow up support via text or email. Emma will always aim to reply to messages within 24 hours of receipt. Should support be needed outside of these hours then this needs to be pre-arranged and suitable for both parties.

The slumber works LTD *reserves the right to modify these Terms and Conditions or any part of them at any time so please review. Changes and clarifications will take effect immediately.*

***I accept responsibility and agree to the Terms and Conditions as provided prior to booking.***

***T&C’s reviewed on date:***