

# terms + conditions

Charlotte Billingham  
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My support as a holistic sleep coach is not a substitute for medical care or advice. Should you have any concerns around your child's health, please seek the advice of your child's doctor, qualified medical practitioner or other qualified professional.

When working with children's sleep holistically, I will never ask you to leave your child alone to cry or to limit your responsiveness to your child. No specific outcome is guaranteed as all babies are individual human beings and there can be no guarantees in that respect.

I will not ask you to do anything you are not comfortable with as a family, or which goes against your values.

## Scope of practice

I will not provide you with a fixed 'to-do' list in respect of your child's sleep. I will instead use my ongoing training with The Holistic Sleep Coaching Programme to inform my sleep suggestions and work *with* you to optimise your child's sleep. You may take from my suggestions what you feel will best work for your family.

I am trained as a holistic sleep coach only and therefore I am not qualified to give specific advice on any other aspect of health which may concern you. Any other concerns or queries should be addressed separately by an alternative practitioner and if I feel it would be beneficial to seek the support of an alternative practitioner (such as a tongue tie specialist, or lactation consultant) as part of my recommendations, I will state this during our consultation.

I am fully insured through Westminster Insurance.

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## **By choosing to work with me, you agree that:**

- 1.You will work within safe sleep guidelines ([www.lullabytrust.org.uk](http://www.lullabytrust.org.uk))
- 2.You will disclose any relevant medical problem that may have a bearing on sleep
- 3.You understand that if I am concerned for the welfare of your child, I have a duty to report this to the relevant health and/or safeguarding service in your local area. This will always be with your knowledge except in cases where the immediate safety of the child takes priority
- 4.You understand that you will be providing certain personal details which are required to be kept. All information will never be shared with any other third party.
- 5.Payment should be made in full prior to our consult and is required at the point of booking. Please pay special attention to the descriptors for each sleep support package to ensure the level of support you are booking is suitable. If you have any questions, please make contact with me prior to booking
- 6.The sleep consultation and any written sleep suggestions are bespoke to you, and should not be shared with other third parties, as the information may not be relevant or suitable.

## **Cancellation / refund policy**

For cancellations less than 48 working hours prior to the appointment, a 50% refund will be issued. I use Stripe to accept payment, who charge a fee to process the payment, therefore all refunds initiated by the client will be minus this fee.

If I have to cancel, I will offer an alternative appointment which will be mutually convenient to both parties.

If, after reading your sleep diary, I feel that a different approach with an alternate practitioner would be more in your interests, then I will issue a full refund.

I will provide support as set out in the package you have purchased. If applicable as part of your support package, I will send a written summary of the consultation, with the suggestions discussed in the meeting, within 72 hours of the appointment.

All services are completely non-refundable once commenced, from the point of initial consultation.

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## Comments, compliments and complaints

I pride myself on my professional, reassuring and gentle approach to your family's sleep and should you wish to leave positive feedback following working together, you can do so via Google Reviews by searching 'Sleepy Moon Babe'. These are valuable to other parents looking for sleep support.

In the unlikely event of you having a complaint during or following us working together, please contact me directly at [sleepymoonbabe@gmail.com](mailto:sleepymoonbabe@gmail.com) and we will work to resolve the matter as promptly as possible.

## Confidentiality

As part of the sleep support I offer, it is necessary to gather certain information in order for my sleep suggestions to be truly personal and bespoke to your family's situation. This information will be kept confidential, and stored in line with appropriate statutory requirements and guidance.

Please note that from time to time changes to these terms and conditions may be necessary, where the terms and conditions are amended during the course of sleep support, I will ensure you are notified.

**Please indicate that you have read and agree to these terms and conditions at the point of making your booking.**

# privacy policy

- I, Charlotte at Sleepy Moon Babe use your personal data to create and manage any accounts, bookings, purchases, inquiries and to keep in contact with you for these purposes.
- Some data is used to send email marketing. You can withdraw this consent at any time.

## What does this policy cover?

This policy describes how The Little Person Sleep Guide uses the data I handle in relation to my clients.

It also describes your data protection rights.

## What information do I collect?

- Your name
- Email address
- Your phone number

## How do I use this information, and what is the legal basis for this use?

I process this personal data for the following purposes:

- This is dependent on our level of involvement but it can be used to set up and manage your client account, to communicate about bookings and services you are receiving, to send through email purchases and/or freebies.

## What rights do I have?

You have the right to ask for a copy of your personal data; to correct or delete any information.

## How long will you retain my data?

I process the majority of your data for as long as you are an active client. I will retain information held to maintain statutory records inline with appropriate statutory requirements or guidance.