

Terms and Conditions

Slumbertots will only undertake business on the following terms and conditions. These terms are legally binding so please read them carefully.

1. The acceptance of a Phone or Home Consultation, place on a workshop or support package in your home will be deemed as acceptance of the following terms and conditions.
2. The fee for the Slumbertots Consultation services is due in advance of the initial consultation.
3. If the package is cancelled the following terms and conditions apply:
 - Less than 48 hours notice - full amount payable
 - 48 hours to 7 days notice - 50% of final fee payable
 - 7 or more days - £30 admin fee
4. Slumbertots accepts that whilst working with small children there are sometimes situations where consultations or home visits need to be cancelled due to illness. If this is the case, Slumbertots will endeavour to work with the client to arrange another date and there will be no charge or cancellation fee as long as the same service is being booked for a later date.

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5. In order for the sleep plan to be relevant and accurate, the sleep plan needs to be implemented within 90 days of the sleep consultation. Strategies and circumstances may change as children grow, and so it is important to implement the plan within these timescales. If the plan cannot be started within 90 days, Slumbertots may charge an additional fee to re-write the sleep plan.
6. Payment for a workshop confirms your place on that given workshop and is non-refundable from the point of booking.
7. Slumbertots advises that all parents follow the Safe Sleep guidelines when dealing with their child's sleep. Please refer to www.lullabytrust.org.uk
8. All advice given by Slumbertots is from previous experience, training and opinion only and should not be treated as a substitute for medical advice from your GP or Paediatrician.
9. Slumbertots does not work in a medical capacity. Any concerns about your child's medical health should be taken up with your GP or health visitor.
10. Slumbertots does not accept responsibility or liability for sleep training that does not achieve the required result during the support package process. Slumbertots sleep plans are designed to have the baby/child sleeping well within a specific time frame; however the parent accepts responsibility for this success after the sleep consultant has finished their time together.

11. Slumbertots advises that the parents are consistent and stick to the 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 training, the parents agree to working alongside Slumbertots to achieve the best results possible. It will work - it just takes time and consistency.
12. Any medical or feeding concerns about your baby or child should be expressed in the early consultation stages of sleep training so that Slumbertots can address these before putting together a plan.
13. The Sleep Plan will be written and sent through via email within 48 hours of the initial consultation.
14. Slumbertots works closely with clients to ensure that you get the results you would like for your babies and children. In the small number of cases that you don't see progress with the plan, there is always a reason and Slumbertots will suggest alternatives and look into medical and dietary issues with you. During this process, you will need to work with Slumbertots closely and be willing to try other things.
15. Slumbertots advises parents to read the plan carefully before embarking on any sleep training/new routine changes.

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16. Slumbertots follow up service includes unlimited email and Voxer support for clients following their initial consultation or home support packages and 3 support calls to be used in the 2 weeks working together.
17. Slumbertots is contactable during the hours of 9am to 6pm during the support period from Mondays to Saturdays. During this time emails and Voxer messages will be responded to as soon as possible, usually within 24 hours however there may be rare occasions when, due to personal circumstances, Slumbertots cannot reply as quickly as this.
18. The Support Period is non-refundable and lasts for the designated time post consultation unless a date has been agreed otherwise. If the support is not used by the client, there is no refund available.
19. Any further support outside of the initial support package booked is charged at £50 per week.
20. All support packages receive 3 support calls during the follow up support period if needed. Any additional calls are subject to a charge of £35 per 30 minutes.
21. If Slumbertots does not hear from you within 30 days of the initial consultation, it will be assumed that follow up support is not required and everything is going well.