

Dusk to dawn sleep - Terms and conditions

Dusk to dawn sleep services are undertaken under the following Terms and Conditions (T&Cs). By using the Dusk to dawn sleep website and/or engaging with Dusk to dawn sleep's services, you understand and are agreeing to accept these T&Cs.

Dusk to dawn sleep is compliant with GDPR policies and guidelines with the purpose of protecting the rights to privacy of all citizens. Please also read our privacy policy.

1. I, Hannah, have undertaken extensive training and research into sleep, gaining a qualification through The Parent and Baby Coach sleep school. I am not medically trained; my advice is not a medical diagnosis and should not be treated as such. However, I can support the identification of issues relating to sleep and suggest when medical support may be necessary. You should always seek advice of your doctor or medical professional should you have any concerns about your child's health or specific medical condition.
2. Dusk to dawn sleep strongly advises that all parents follow the SIDS guidelines when dealing with their child's sleep. Please refer to the Lullaby Trust (<https://www.lullabytrust.org.uk>).

Payment

3. The fee for Dusk to dawn sleep services is due in full, in advance of the initial consultation.

Cancellation

4. In the event of an unforeseeable or emergency situation, Dusk to dawn sleep reserves the right to cancel any bookings made, with however short a period of notice as is necessary by Dusk to dawn sleep.
5. If the package is cancelled by you, the client, the following terms and conditions apply:
 - o Less than 48 hours notice: no refund will be given
 - o 48 hours- 7 days notice: 50% refund will be given
 - o 7-14 days notice: 75% refund will be given
6. Dusk to dawn sleep accepts that whilst working with small children there are sometimes situations where consultations or home visits need to be cancelled due to illness. If in the event the client needs to postpone due to illness, Dusk to dawn sleep will endeavour to work with the client to arrange another date and there will be no additional charge or cancellation fee as long as the same service is rebooked within one month.
7. Dusk to dawn sleep reserves the right to cancel workshops at short notice due to personal circumstances – in this event all workshop attendees will be offered a full refund or chance to join another workshop at a later date. Payment for a workshop confirms your place on that given workshop and is non-refundable from the point of booking.

Services

8. Any medical or feeding concerns about your baby or child should be expressed in the early consultation stages of sleep coaching so that I can address these before putting together your plan.
9. Following your consultation, your sleep plan will be sent to you within 48 hours.

10. Parents are strongly encouraged to read their sleep plan carefully before embarking on any sleep coaching/new routines/changes.
11. Dusk to dawn sleep advises that the parents are consistent and stick to the sleep plan provided in order to achieve success. The outcome of the sleep coaching depends highly on parental consistency and therefore by agreeing to undertake the sleep coaching, the parents agree to working alongside Hannah at Dusk to dawn sleep to achieve the best results possible.
12. All my methods are tried and tested and work for the majority of families I work with, however, Dusk to dawn sleep does not accept responsibility or liability for sleep coaching that does not achieve the required results during the support package process. My plans are designed to have the baby/child sleeping well within a specific time frame; however, the parent accepts responsibility for this success after I have finished my time in the client's home, on the phone or the support period has finished.
13. I work closely with clients to ensure that they get the results they would like for their babies and children. In the unlikely event that you don't see the intended progress, I will suggest alternatives which could include investigating medical or dietary issues. If after two months, during which you have followed the agreed plan, there are little to no changes in your child's sleep, then I may recommend that you book your child in to see their GP to ensure there are no underlying medical conditions.

Additional services (follow up support or calls)

14. During the support period, I am contactable during the hours of 9am to 8pm from Mondays to Thursdays and on Fridays and Saturdays, 10am-6pm. I do not work on Sundays. During the support period, messages and emails will be responded to as soon as possible within my working hours, usually within 24 hours, (hopefully sooner). However, there may be times when I am with a client, with my children or due to personal circumstances, cannot reply as quickly as this.
15. The Dusk to dawn sleep follow up email and text service includes unlimited text and/or email support for clients following their initial consultation or home support packages for the period stated in the package information.
16. Additional phone calls are charged at £45 for 30 minutes.
17. The support period is non-refundable and lasts for the designated time post consultation (typically 2 weeks, unless a date has been agreed otherwise). This support period can only be used up to 2 months after the initial consultation. After this time, it is likely that another call will be needed as things may have changed with your little one. Clients must inform Hannah of their start date to activate their support period. If the support period is not used by the client, there is no refund available. Any further text or email support outside of the initial support package booked is charged at £60 (for 7 days of text/email support) or £120 (14 days of text/email support).
18. The use of any of the guidance Dusk to dawn sleep provides is of your own responsibility and at your own risk. In no event shall Dusk to dawn sleep be liable for any damages including, without limitation, incidental and consequential damages, or personal injury/wrongful death resulting from following or inability to follow the guidance.
19. The content Dusk to dawn sleep provides is for personal use only, not to be shared. You will be in breach of our T&C's if you are buying to use for your own financial gain, including that of use within your own sleep support organisation, buying to share with friends or forwarding your own personal sleep plan to another for their own personal use.