

I SEE THE MOON



TERMS & CONDITIONS

PLEASE READ THESE TERMS & CONDITIONS PRIOR TO YOUR CONSULTATION, OR PURCHASE OF DIGITAL PRODUCT.

DISCLAIMER

Thank you for considering working with me. I endeavour to provide educational and informative support which is bespoke to the family I am working with. I cannot guarantee a particular outcome or result, or within a particular timeframe.

I always seek to provide you with current, evidence-based, compassionate, developmentally and age appropriate, respectful information that suits your parenting style and family dynamics, and does not compromise attachment or responsive parenting. I will not ask you to do anything that you do not feel comfortable with it or anything that goes against your parenting instincts. You are responsible for whether you choose to implement any suggestions offered.

My support is not a substitute for medical, nutritional, lactation, psychological, therapeutic care, and it is also not a substitute for counselling, diagnosis, treatment or any other type of medical care. Please consult your doctor or other suitably qualified professional if you have any concerns regarding yours or your child's health or wellbeing.

I CONFIRM THAT:

- I am accredited at level 6 through OCN in Holistic Sleep Coaching
- I will provide a pre-consultation sleep diary and/or questionnaire
- I will undertake a sleep consultation of between 45 - 90 minutes depending on the sleep package chosen by you.
- Where relevant I will provide a full, written summary within 48 Hours of the consultation
- I cannot guarantee a particular outcome or result, within a particular timeframe.

BY CHOOSING TO WORK WITH ME, YOU AGREE THAT:

Payment made is solely for the time and expertise I provide, and although I always want to see families achieve the results they desire, I can't guarantee this.

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.

You understand that you will be providing certain personal details which I am required to keep. All information is stored safely and GDPR compliant and will not be shared with any other third party.

Your sleep support is bespoke to you and your family and should not be shared with other third parties, as the information may not be relevant.

If you require further support and guidance once our initial package has come to an end, this will need to be purchased in the form of additional call/s or package/s.

If you do not answer calls or emails, or initiate contact, then it will assume that you no longer need or want sleep support, this situation will not warrant any refund.

I will be recommending that all my clients follow the safer sleep guidelines as recommended by the [Lullaby Trust](#). Parents can make their own informed choices however I cannot recommend anything that goes outside of these guidelines.

You will make every effort to carry out the sleep plan consistently as mutually agreed at the time of consultation.

By entering into an agreement to consult, the client agrees to pay the specified fee at least 24 hours prior to the consultation time, and discuss any concerns with the sleep coach in the first instance.

CANCELLATION POLICY

Cancellations

If you wish to cancel then that is no problem at all and it is your parental right to do so. However, my time is limited, and I want to be available to support as many families as I can in the time that I have.

So, for cancellations made more than 92 hours (4 days) before your consultation, there is no charge, however If you have sent in your sleep diary for analysis then there will be a 25% cancellation fee and you will be refunded the remaining balance. (This scenario supersedes the timeframe in above).

For cancellations made between 92 hours (4 days) and 48 hours (2 days) prior to the appointment, a 50% refund will be issued

For cancellations made after 48 hours (2 days) before your consultation, no refund will be issued.

If I have to cancel a consultation, I will offer an alternative time and date which will be mutually convenient to both parties.

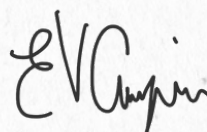
Rescheduling

Life with little ones can be unpredictable, so I totally understand if you need to reschedule your consultation. Where possible, please provide at least 48 - 24hrs notice. This is so I can ensure I can help as many people as possible. Appointments can only be rescheduled once without charge. If you do need to reschedule again, a £20 admin fee will be required prior to re-booking. Re-schedulling will be subject to my availability.

If, after reading your sleep diary, I genuinely feel that a different approach with an alternate practitioner would be more in your interests, then I will issue a full refund, regardless of how soon the appointment is.

REFUND POLICY FOR DIGITAL PRODUCTS & COURSES

All sales of digital products offered by I See The Moon are final and non-refundable. Once a digital product has been purchased and delivered, no refunds will be issued. It is the responsibility of the purchaser to ensure compatibility and satisfaction with the product before completing the purchase.



E.V. Campani
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