

## Amy Shackleton Sleep - Business Terms

Amy Shackleton Sleep Limited will only undertake business on the following terms and conditions.

These terms are legally binding so please read them carefully.

1. The acceptance of an “On-the-Go Consultation”, In-home Consultation or VIP Consultation (see website for details) or place in a class will be deemed as acceptance of the following terms and conditions.
2. The fee for Amy Shackleton Sleep 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 to 14 days - 25% of final fee payable
5. Amy Shackleton Sleep reserves the right to cancel class or consultation at short notice due to personal circumstances - in this event all class attendees and consultates will be offered a full refund or chance to join another class or reschedule a consultation at a later date.
6. Payment for a class confirms your place on that given class and is non-refundable from the point of booking.
7. Amy Shackleton Sleep advises that all Parents follow the SIDS guidelines when dealing with their child’s sleep. Please refer to [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)
8. All advice given by Amy Shackleton Sleep 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. Amy Shackleton Sleep does not work in a medical capacity and any concerns about your baby’s or child’s medical health should be taken up with your GP or health visitor.
10. Amy Shackleton Sleep does not accept responsibility or liability for sleep training that does not achieve the required result during the support package process.
12. Any medical or feeding concerns about your baby or child should be expressed in the early consultation stages of sleep training so that Amy Shackleton Sleep can address these before putting together a plan.
13. The Sleep Plan will be written and sent through via PDF email format within 48 hours of the initial consultation.
15. Amy Shackleton Sleep advises parents to read the plan carefully before embarking on any changes.
16. Amy Shackleton Sleep follow up email and text service includes text message and email support for clients following their initial consultation for the period agreed (see website) up to a maximum of 20 calls or email (the Support Period). Phone calls are additional except as specified as part of the package.
17. Amy Shackleton Sleep is contactable during the hours of 10am to 8pm during the support period from Mondays to Fridays. During this time messages and emails will be responded to as soon as possible, usually within 24 hours however there may be times

when Amy Shackleton Sleep is with a client or due to personal circumstances cannot reply as quickly as this.

18. The Support Period after a consultation 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 Support Period booked is charged separately.