



# Happy Sleepy Family

Terms and Conditions

**EMMA GEORGE**  
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These terms and conditions can be changed, without notice, and any updates will be updated on my page.

## Happy Sleepy Family Consultation and Sleep Plan Packages

- To book this option, you must make contact with me via the online booking form, through Instagram, or via email and I will send you the required documents, payment information and schedule a date and time that suits both parties, subject to availability.
- You will be sent a questionnaire and a sleep diary to be filled out before the consult call and this enables me to be prepared for the call and properly assess your family's circumstances and needs.
- It is essential that these forms are filled in and sent back to me as soon as possible for us to get you booked in for your consultation call (if applicable).
- Contact will be made on the date and time agreed and 3 attempts will be made by myself if there is no answer. If no contact can be made, the call will be rescheduled.
- A comprehensive Sleep Plan/Your strategies will be sent to you before the consultation and your follow up support can begin anytime following the call (if applicable).

## Sleep Calls

- No initial paperwork is required to be filled in for this option, however for you to get the most out of this option please provide any important details that you feel are necessary for me to know to help you during the call.
- If these details seem in depth and require more time, I will suggest a better option for you.

## Email support

- If you have booked in for email support or the Little Sleepers email only option, please ensure that you have provided all information requested in order for you to get the most out of your support. I strive to give you as much as I can to help you with your sleep situation so the initial information is very important as we will not have the phone discussion.
- If your sleep situation is more complex and needs further analysis, I am happy to discuss an existing client add on price to support you further however I will avoid increasing any cost where possible.

One off Email support includes one email consultation. Please send a summary of your sleep situation after purchase for me to analyse and provide suggestions for.



## WhatsApp Support 1-1

- WhatsApp Support purchased as part of a package is offered Mon-Fri 8-6pm
- Please ensure the first message sent involves all initial relevant information, in bullet point form with clear information on the current situation to make analysis easier.
- Please send messages in text, not in voice, in order for me to analyse the information you provide.

## WhatsApp Support-Group coaching

- Groups will be kept at a maximum of 8 people
- As you are in a group, please do not share other people's information.
- Be kind, support each other, with no judgement.
- Send one message per Q&A session.
- Q&A days are Monday, Wednesday, and Saturday.
- Please submit questions between 8am and 12pm in text form. Questions will be answered between 1pm and 6pm, via text or voice note.
- Monthly booking as you need it.
- Support starts on the 1st of each month, the group will be created and invite sent the last day of the month
- 10% off follow up support

## Group program

- You will be sent separate T&Cs that apply to the program at the time of booking

## Follow up support

- Follow up support can only be purchased following the purchase of a package or after a package is complete. All follow up support is to be initiated by the client.
- Email support is provided between the hours of 9am and 6pm 7 days per week. Emails will be responded to once the sleep plan has been received. If you have follow up support calls included in your package, it is your responsibility to contact me to book those in.
- Follow up WhatsApp support is provided between the hours of 9am and 5pm weekdays.
- If your child becomes ill during the support, we can halt support until your child is feeling better so you can allow your child to re-cooperate. I advise continuing consistency with meals, environmental cues, bedtime routine & the morning wake, where possible.

## Disclaimer

Thank you for considering working with me. My support is for educational and support purposes and 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 you or your child's health or wellbeing. The discussions & advice that I will share is for educational purposes & it is your responsibility to ensure you are following safe practices & guidelines regarding things like co-sleeping, bedsharing, choice of the products you use & how you use them.

## Confidentiality

All correspondence that takes place is confidential and will not be shared with anyone without the permission of the client, however if there are any concerns around child welfare, this information may need to be passed on to appropriate authorities. This will always be discussed with the client in the first instance. Any material provided by Happy Sleepy Family are intended solely for the recipient.

## Guarantees

There is no time frame on when results should be seen, this varies from one family to another. Due to the nature of the service, guarantee cannot be provided, however, results are best shown and heavily reliant on consistency, perseverance and dedication from the client. Coaching with myself is educational, informative and supportive. I do not guarantee a particular outcome or result, or within a particular timeframe.

I will always, provide you with current, evidence-based, compassionate, developmentally and age appropriate, respectful information that fits with your parenting style and does not compromise attachment or responsive parenting. I will not ask you to do anything you do not feel comfortable with, and there will never be a requirement for you to stop breastfeeding or bed-sharing (when applicable) if this is in the best interests of you and your child.

All strategies and plans will be individual to you and following my recommendations, you will be able to choose the path to suit your family.

## Equality & non-discriminatory practice

I promote an inclusive, non-judgmental service, and will not knowingly discriminate against anyone based on their race, sexual orientation, parenting style, disability, cultural beliefs, marital status or religion. If there is anything you would like me to be aware of, please make this clear at the beginning of the consultation.

## Scope of practice

By choosing to work with me, you understand that I will not tell you what to do but will work with you to find a plan that is sustainable for your family. I will make suggestions and provide education and information based on her training and experience. You are responsible for whether you follow the plan and strategies, maintain consistency and the determination to see improvements.

By choosing to work with me or buy my products, you agree that:

1. You will work within safe sleep guidelines.
2. You will disclose any relevant medical problem that may have an impact on sleep.
3. You understand that 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.
24. You understand that you will be providing certain personal details which I am required to keep and will never be shared with any other third party.
5. In the event of you choosing to be invoiced for services, rather than paying online, payment will need to be within 48 hours of the initial consultation, troubleshooting call or contact.
6. Your sleep support is unique to you, and should not be shared with other third parties, as the information may not be relevant to others.

## Cancellation policy and refunds

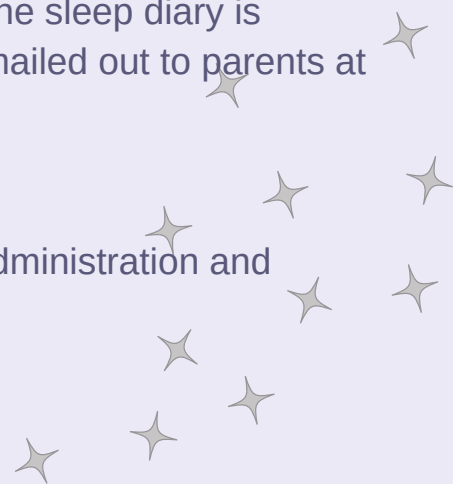
It is your parental right to cancel at any time if you do not feel that sleep coaching is right for you or your child.

### Cancellation Before Coaching Begins

Start date: this is the day of the booked consultation or the day the sleep diary is expected to be returned (usually five days after this has been emailed out to parents at booking).

More than 48 hours before the start date:

You may cancel and receive a refund minus a non-refundable administration and preparation fee.



Within 48 hours of the start date:

50% of the total package fee is non-refundable due to reserved calendar time, preparation work, and limited client availability.

After intake forms or sleep assessments have been reviewed:

No full refund will be issued, as professional analysis and preparation work have already begun.

### **Cancellation after coaching has begun:**

Once coaching support has commenced (including review of forms, written plans, calls, voice support, or messaging support), refunds are generally not provided.

This is because:

Coaching time and availability have been reserved exclusively for your family, significant behind the scenes preparation and analysis occurs before and during support, success depends largely on implementation consistency and factors outside the coach's control. Refunds are not offered based on results of services provided as results very much depends on consistency and circumstances.

However, partial refunds may be considered at the coach's discretion in exceptional circumstances.

If I have to cancel for any reason, I will offer a re-scheduled appointment, which will be mutually convenient for both parties-there will be no charge for rescheduling. If I genuinely feel, after reading your diary, that another approach, with another practitioner would be better suited to your needs, I will express this and give a full refund no matter when the appointment is scheduled.

Every circumstance is different so if your situation changes please do reach out to me to discuss.



## **Follow up & availability**

I will provide the support that is set out in the package you purchased, there is an option for further email support on a weekly basis if needed, or the option of booking a follow up call, if you require further support.

I am happy to help families from anywhere in the world, subject to availability and time differences. I reside in England, BST time. I will be as flexible as I can with international clients but will generally answer calls or inquiries within the hours of 8am and 9pm, UK time.

I am dedicated to providing extensive support, depending on the package purchased and calls may be scheduled at a mutually agreeable time. Email support should be initiated by you, and I will remind you when your follow up package is coming near the end to give you time to ask any questions, or purchase further support, before the support ceases. If you do not answer calls or emails from me, or make contact, then it will be assumed that you no longer need or require sleep support from me.

## **Comments, compliments and complaints**

I strive to provide a high-quality service that meets your needs. If you have enjoyed working with me and feel you and your family have benefitted from her help, please consider sending a review via email or on my google business page.

If you are not satisfied with the service I have provided, within the terms and conditions stated here, then in the first instance, please contact me personally, and I will try to resolve the dissatisfaction.

It is your responsibility to read these terms and conditions before you book a service.

Many Thanks

**Emma**

**Happy Sleepy Family**

