

# Sleep Solutions Conditions



## Are you ready for change?

It is important for me that you are fully committed to the process of changing your baby's sleep habits. This will take time, patience and consistency.

- I acknowledge that in the beginning, teaching my baby correct sleeping habits requires strong levels of commitment. I am prepared for 1-3 weeks of hard work while the new skills are being taught and my partner or support person is on board with these changes.
- I acknowledge that in the beginning of the sleep training process I will need to be organised in my daily life and minimal commitments so I can focus 100% on teaching my baby to sleep better.
- I acknowledge that I may need support in the early days of sleep training.
- I acknowledge that I will need to be consistent throughout the sleep training process and follow the guidelines of the sleep training method I have chosen.

## Disclaimer

Changes to your baby's sleep and solid intake that may be suggested are at your discretion, of which you are responsible for choosing to implement.

The information provided on this website or by Sleep Solutions is not intended nor is implied to be a substitute for professional medical advice. The Client must always seek the advice of a GP or other qualified health care provider with any questions regarding a medical condition or the health and welfare of their baby or child.

Sleep Solutions will use all reasonable efforts to include up-to-date and accurate information during consultations and on our website, but makes no representations, warranties or completeness of the information provided.

Sleep Solutions shall not be liable for any loss or damages (including direct or indirect loss, or special or consequential loss) resulting from the Client's access to, or inability to access, this website, or from the Client's reliance on any information provided on this website or by the consultant.

This website or Sleep Solutions may provide links or references to other sites, but Sleep Solutions will have no responsibility for the content of such other sites or references and shall not be liable for any damages or injury arising from their content. Any links to other sites or references are provided merely as a convenience to the users and clients.

# Terms of Service

When booking a consultation with Sleep Solutions, the Client agrees to these Terms of Service:

"Sleep Solutions" is the trading name of Sleep Solutions. In these Terms of Service 'we', 'us' and 'our' refers to "Sleep Solutions".

general

## GENERAL

- The Client agrees to follow safe sleep practices in line with SIDS recommendations. [Click here for more information](#)
- The Client understands the safety guidelines on co-sleeping.
- The Client will disclose any medical conditions that their child has to Sleep Solutions
- The Client will not disclose any of the information they receive from Sleep Solutions to a third party, without Sleep Solutions' prior permission.

## PAYMENT

- Full payment for all packages and follow-up support is required prior to consultation starting. Once payment is received in full the Client will receive acknowledgement of payment by Sleep Solutions. In-home visits and phone consultations will be confirmed once payment has been made.

## TRAVEL

- Travel costs within Wanaka are included in the package price. For travel outside of Wanaka there will be additional travel charges (request a quote).

## CANCELLATIONS

- Cancellations made more than 48 hours prior to a consultation will receive a full refund.
- Cancellations made less than 48 hours prior to a consultation will receive a 50% refund.
- If cancellation of a personalised sleep plan package is made following a full sleep consultation, and a sleep plan has been sent, no refund will be offered.
- If a cancellation of generic sleep plan is cancelled after the plan is sent there will be no refund

## FOLLOW UP SUPPORT

- Additional follow-up support can be purchased within three months of your consultation (ask for a quote).
- A fair use policy applies with respect to text message support. Texts will be answered between 7am and 7pm.

## OTHER

- Sleep Solutions adhere to and follow all WHO breastfeeding guidelines. [Please click here to read more.](#)
- Sleep Solutions adhere to and follow all of the American Academy of Pediatrics safe sleeping guidelines. [Please click here to read more.](#)
- Sleep Solutions does not offer any medical advice, services or treatment to any client. If you have concerns relating to a medical or nutritional issue we urge you to contact your GP or pediatrician immediately.