



Terms and Conditions

Saintly Sleep Coaching will only undertake business providing the following Terms and Conditions have been met. These terms are legally binding so please read them carefully before proceeding with your booking.

1. The acceptance of a phone or home consultation or a space in a workshop will be deemed as acceptance of the following terms and conditions.
2. The fee for Saintly Sleep Coaching 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 the final fee payable
 - 7 to 14 days' notice: 25% of the final fee payable
4. Saintly Sleep Coaching accepts that whilst working with small children there are sometimes situations where consultations need to be cancelled due to illness. If this is the case, Saintly Sleep Coaching will endeavour to work with the client to arrange another date and there will be no charge or cancellation fee so long as the same service is rebooked for another date.
5. Saintly Sleep Coaching 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 the option to book onto the same workshop at a later date.
6. Payment for a workshop place confirms your place on that given workshop and is non-refundable from the point of booking.
7. Saintly Sleep Coaching advises all parents follow the SIDS guidelines when dealing with their baby or child's sleep. Please refer to the [Lullaby Trust](#).
8. All advice given by Saintly Sleep Coaching is from previous experience, training or opinion and should not be treated as a substitute for medical advice from your GP or paediatrician.
9. Saintly Sleep Coaching does not work in a medical capacity and any concerns about your baby's health should be taken up with your GP or Health Visitor. Saintly Sleep Coaching has training in dealing with and recognising reflux and CPMA and so will be able to advise possible management strategies including speaking to medical professionals in the first instance.

10. Saintly Sleep Coaching does not accept responsibility or liability for any sleep coaching that does not achieve the required result during the support package process. Saintly Sleep Coaching's plans aim to have the baby or child sleeping better within a certain time frame, however the parent accepts responsibility for this success after the plan has been communicated.
11. Saintly Sleep Coaching advises that parents are consistent and stick to the sleep plan provided in order to achieve the best possible outcome. By agreeing to undertake the sleep training, the parents should agree to work alongside the sleep consultant to achieve the best results possible. It will work - it just takes time and consistency!
12. Any medical or feeding concerns about your baby or child should be communicated in the early stages of the sleep training consultation process so that Saintly Sleep Coaching can address these whilst putting a plan together.
13. Saintly Sleep Coaching advises parents to thoroughly read through the whole sleep plan before embarking on any sleep training.
14. Saintly Sleep Coaching works closely with clients to ensure that you get the results you would like for your babies and children. However in a very small number of cases you may not see the desired results with the plan. There is always a reason for this and Saintly Sleep Coaching will suggest alternatives and look into medical and dietary issues with you. During this process, you will need to work closely with Saintly Sleep Coaching and be willing to try any suggested changes.
15. Saintly Sleep Coaching WhatsApp and email follow up service includes unlimited text and email support for clients following their initial consultation. Phone calls are additional aside from the 15 minute call specified within the support package.
16. Saintly Sleep Coaching is contactable between the hours of 8am and 8pm, 7 days a week. Messages and emails will be responded to as quickly as possible and within 24 hours. However, due to personal circumstances there may be times where a response may take longer.
17. The support period 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. Clients must notify Saintly Sleep Coaching of their start date to activate the support period.
18. Any further support outside of the support package can be booked at an extra cost per one-week period.
19. All support packages include a 15 minute follow up call which can be used at any point within the support period if needed. Any additional calls or calls that go over the 15 minutes will be charged at £20/15 minutes.