



# Terms and Conditions

## **Disclaimer**

Thank you for your interest in working with me. The support I provide is not a replacement for medical input or any other interventions. If you have any concerns about your own or your child's health or wellbeing, please seek advice from your doctor or another appropriately qualified professional.

I will never ask you to leave your child to cry without support, nor will I suggest any approach that isn't grounded in being fully responsive to your child's needs.

I cannot guarantee a particular outcome or time frame for any results.

I am committed to providing guidance that is evidence-based, compassionate, and developmentally appropriate, while respecting your parenting style and supporting healthy attachment. I will never ask you to do anything you're uncomfortable with, or which compromises your values as a family.

By engaging in services with Good Night's Kip, you acknowledge that you are responsible for any decisions made regarding your or your child's health or sleep routines. Good Night's Kip is not liable for any outcomes resulting from your implementation of recommendations provided through this program.

## **Scope of Practice**

When we work together, my role isn't to tell you what to do but to collaborate with you to identify strategies that are both appropriate and manageable for your family. I'll use my ongoing training to share knowledge, offer evidence-based ideas and empower you in your decision making, while you remain in control of what and whether you choose to implement them.

I am training solely as a holistic sleep coach, so I am not qualified to offer specific advice on other areas of health. Any additional concerns should be discussed with an appropriate healthcare professional.



**By choosing to work with me, you agree that:**

1. You will follow safe sleep guidelines
2. You will disclose any relevant medical issues that may affect your child's sleep.
3. You understand that if I have concerns about your child's welfare, I have a duty to report this to the appropriate health or safeguarding services. I will always inform you of this unless the child's immediate safety requires otherwise.
4. You acknowledge that you will provide personal information that must be stored securely. This information will never be shared with any third party.
5. Payment is required in full at the time of booking and must be made before our consultation. Please review the details of each sleep support package carefully to ensure it meets your needs. If you are unsure, please contact me before booking.
6. Your sleep consultation and any written recommendations are tailored specifically to you and should not be shared with others, as they may not be appropriate or applicable to different families

**Support Schedule and Contact Hours**

I will provide support according to the package you have chosen. Where included, a written summary of our consultation—covering the suggestions we discussed—will be sent within 72 hours of your appointment.

WhatsApp support, where included in your package, is available Monday to Saturday between 09:00 and 21:00 (UK time) and Sunday 14:00 – 18:00. I am based in the UK (GMT or BST), and while I aim to be flexible, please do not expect a response to messages, emails, or calls outside these hours. If my availability is different I will be sure to inform you of this.

Following your initial consultation, I offer comprehensive support tailored to the package you have chosen. This may include a scheduled phone call at a mutually convenient time or ongoing communication via email or WhatsApp. It is your responsibility to initiate WhatsApp or email contact, and I will let you know when your follow-up period is coming to an end. You are welcome to communicate as much or as little as you wish during this time. Additional follow-up can be purchased if needed by contacting me. If you do not respond to messages or initiate contact, it will be assumed that you no longer require sleep support.



### **Cancellation/Refund Policy**

For cancellations made less than 48 working hours before your appointment, a 50% refund will be issued. The payment provider applies a processing fee; therefore, any client-initiated refund will be issued minus this fee.

If I need to cancel, I will offer an alternative appointment at a mutually convenient time.

If, after reviewing your sleep diary, I believe that another practitioner or a different approach would better meet your needs, I will provide a full refund.

Support will be delivered as outlined in the package you have purchased. Once services have begun—starting from the initial consultation—they are non-refundable.

### **Privacy Policy**

At Good Night's Kip, your privacy is of utmost importance. All information shared during consultations or through forms is confidential and will not be shared with third parties without your explicit consent, except as required by law.

### **Comments, Compliments and Complaints**

I strive to provide the highest level of service and support tailored to your needs. If you've found our work together helpful and would like to leave feedback please email [katie@goodnightskip.com](mailto:katie@goodnightskip.com) You can also follow me on Instagram **@good\_nights\_kip** for ongoing tips and updates.

If you have a concern or feel dissatisfied with any part of the service within these terms and conditions, please contact me directly at [katie@goodnightskip.com](mailto:katie@goodnightskip.com) so we can work to resolve it.

I am fully insured through xxxxx.