



# TERMS AND CONDITIONS

Please read these terms and conditions prior to our consultation or the purchase of a guide, and if consulting with me, indicate that you have read and accepted them on the sleep diary which has been sent to you.

## **Disclaimer**

Thank you for considering working with myself. My support 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 well-being.

## **Guarantees**

Consulting with myself is educational, informative and supportive. I do not guarantee a particular outcome or result, or within a particular timeframe. I will never use cry-it-out, or modified versions of it. I will always endeavour to 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) as long as this is in the best interests of you and your child.

## **Equality and non-discriminatory practice**

I promote an inclusive, non-judgemental service, and will not knowingly discriminate against anyone on the basis of 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**

When working together, you understand that I will not simply tell you what to do, but we will work together to find a solution that is suitable and sustainable for you and your family. I will use my training and experience to educate and make evidence based suggestions. You are responsible for whether you decide to implement any techniques proposed.

**Lucy Bagwell**

**07766 652646**

**Website:**

**[www.secondstarsleep.com](http://www.secondstarsleep.com)**

**Email:**

**[lucy@secondstarsleep.com](mailto:lucy@secondstarsleep.com)**



I am a certified holistic sleep coach and so by working with me you agree that we are consulting in regards to sleep and wellbeing alone. Any other concerns or queries should be addressed separately by an alternative practitioner.

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

1. You will work within safe sleep guidelines
2. You will disclose any relevant medical problem that may have a bearing on sleep
3. You understand that if 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
4. You understand that you will be providing certain personal details which are required to be kept. All information will never be shared with any other third party.
5. Once we have agreed to work together you will be invoiced prior to the full consultation (or relative alternative depending on package). Payment must be made in full 24 hours prior to our consultation. In the case of the troubleshooting email package, payment must be made prior to me writing up your plan.
6. Your sleep support is bespoke to you, and should not be shared with other third parties, as the information may not be relevant.
7. In the case of the troubleshooting call, this is not a substitute for a fully comprehensive sleep package. I will do my best to brainstorm your concerns with you but I will not be analysing a full sleep diary and questionnaire.

**Cancellation / refund policy**

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. For cancellations made more than 48 working hours before, or for re-scheduled appointments due to illness etc there is no charge. For cancellations less than 48 working hours prior to the appointment, a 50% refund will be issued.

If I have to cancel, I will offer an alternative appointment which will be mutually convenient to both parties.

If, after reading your sleep diary, I feel that a different approach with an alternate practitioner would be more in your interests, then I will issue a full refund, regardless of how soon the appointment is.

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### **Follow up and availability**

I will provide support as set out in the package you have purchased. If applicable, I will send a written summary of the consultation, with the suggestions discussed in the meeting, within 48 hours of the appointment.

In regards to any follow on WhatsApp support, this will be available Monday to Saturday 9AM – 8PM. I will not be available on Sundays. I reside in the UK, on GMT or British Summer Time (GMT+1). I will endeavor to be flexible but will not generally answer emails or calls outside of 9am-8pm UK time.

I provide extensive support following an initial consultation. Depending on which package you have chosen, this support may be a scheduled phone call at a mutually agreeable time, or emails/WhatsApp. WhatsApp/Emails will be initiated by you, and I will let you know when your follow up package is drawing to a conclusion. I will let you lead the communication in regards to how much or little you choose to communicate. You can purchase additional follow up if required, though this is rarely necessary. If you do not answer calls or emails, or initiate contact, then it will be assumed that you no longer need or want sleep support.

### **Purchasing E-guides and courses**

Due to the nature of a download sale, all sales are final.

Once you have access to any digital content purchased, you no longer have the right to cancel that purchase or claim a refund, as the product is unable to be returned.

### **Comments, compliments and complaints**

I endeavor to deliver the highest level of service and support to assist your specific needs. If you have enjoyed working together and benefited from my help I would be extremely grateful for a testimonial. You can either send this directly to myself at [lucy@secondstarsleep.com](mailto:lucy@secondstarsleep.com), leave a google review ( <https://g.page/r/CVVrIrk-QUWCEAg/review> ) or leave a message on the Second Star to the Right Sleep Facebook page. Also please follow me on Instagram ([@secondstartotheright\\_sleep](https://www.instagram.com/secondstartotheright_sleep)) if you would like updated content, helpful tips and ideas moving forward.

In the unlikely event of you having a complaint and that were not satisfied with the service within the terms and conditions stated here, then please contact me directly at [lucy@secondstarsleep.com](mailto:lucy@secondstarsleep.com) and we will try to resolve the matter.

**I am fully insured through Holistic Insurance.**

**Lucy Bagwell**

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