



Baby Matters will only undertake business on the following terms and conditions. These terms are legally binding so please read them carefully.

1. The acceptance of a Phone or Home Consultation, place on a workshop or Day/Night Sleep Thief Support package in your home will be deemed as acceptance of the following terms and conditions.
2. There is a 50% non-refundable deposit fee for all of Baby Matters services, due at the time of booking and in advance of any service / support.
3. If the package / consultation is cancelled the following terms and conditions apply:
 - Less than 48 hours' notice – full amount payable
 - 48 hours to 7 days' notice – 50% of final fee payable
 - 7 to 14 days – 25% of final fee payable
4. Baby Matters accepts that whilst working with small children there are sometimes situations where consultations or home visits need to be cancelled due to illness. If this is the case, Baby Matters will be happy to offer their next earliest available slot, and there will be no charge or cancellation fee as long as the same service is being booked for a later date (within 8 weeks). This is only applicable to one cancellation / rescheduling without cancellation fee or loss of deposit. Each additional rebooking will incur a £200 fee.
5. Baby Matters reserves the right to cancel services at short notice due to personal circumstances – in this event Baby Matters will offer their next available slot to the client, as soon as it is possible to do so.
6. Payment of deposit for a service confirms you have engaged our services and the deposit is non-refundable from the point of booking.
7. Baby Matters advises that all Parents follow the SIDS guidelines when dealing with their child's sleep. Please refer to www.lullabytrust.org.uk
8. All advice given by Baby Matters is from previous experience, training and opinion only and should not be treated as a substitute for medical advice from your GP or Paediatrician.
9. Baby Matters does not work in a medical capacity and any concerns about your baby's or child's medical health should be taken up with your GP or health visitor. Baby Matters have extensive experience dealing with Reflux and CMPA, so will be able to advise on diagnosis and possible management strategies.

10. Baby Matters does not accept responsibility or liability for sleep training that does not achieve the required result during the support package process. Our packages / plans are designed to have the baby/child sleeping well within a specific time frame; however the parent accepts responsibility for this success after the sleep consultant has finished their time in the client's home. Where cases of illness arise, Baby Matters reserves the option to stop the process at any time until the child is well enough to continue.

11. Baby Matters advises that the parents are consistent and stick to the sleep plan provided in order to achieve success. The outcome of the sleep training depends highly on parental consistency and therefore by agreeing to undertake the sleep training, the parents agree to working 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 expressed in the early consultation stages of sleep training so that Baby Matters can address these before putting together a plan. Likewise any health conditions of the parents that directly impact baby should be disclosed to Baby Matters before we commence to work together.

13. The Sleep/Weaning/Routine/Potty Training/Behaviour Plan will be written and sent through via PDF within 48 hours of the initial consultation.

14. Baby Matters work closely with clients to ensure that you get the results you would like for your babies and children. In the small number of cases that you don't see progress with the plan, there is always a reason and we will suggest alternatives and look into medical and dietary issues with you. During this process, you will need to work with Baby Matters closely and be willing to try other things.

15. Baby Matters advises parents to read the plan carefully before embarking on any sleep training/new routines/behavioural changes.

16. Baby Matters follow up email and text service includes unlimited text support for clients following their initial consultation on the day they are implementing changes. A further week of email support is also included in your aftercare support. At the end of your support package you will have the option of a final 30 min wrap up call. Additional phone calls are aside from the 30-minute call as specified as part of the package. Each additional phone call will incur a £35 charge per 30 mins.

17. Baby Matters is contactable during the hours of 8am to 8pm during the support period from Mondays to Thursdays, Fridays and Saturdays 9am-6pm. During this time messages and emails will be responded to as soon as possible, usually within 24 hours however there may be times when Baby Matters is with a client or due to personal circumstances cannot reply as quickly as this.

18. 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.

19. Any further support outside of the package booked is charged at £100 per week, or £350 for one month of unlimited support.

20. Your balance payment must be paid within 7 days of receiving your final invoice from Baby Matters (unless a payment plan has been agreed and arranged in advance). Late payments will incur a 10% interest charge of the total outstanding, per week.

21. Baby Matters charge time and a half on weekends (Friday and Saturdays), and Bank Holidays, Christmas Day and Boxing Day are charged at Double Time.

22. Please provide a comfortable place for your Baby Matters consultant to rest while your baby sleeps (with a pillow and cover).