

## HushaBoo Terms and Conditions .

### **Deposits and Payment of Fees**

Fees for services are as detailed on the HushaBoo website.

#### Deposits

When booking a night nanny service before the baby's arrival, a deposit of 20% **of any block booking** will be required to secure the booking. Night nanny bookings of more than 2 nights per week for more than 6 consecutive weeks, will receive a 10% discount. The final balance is required once the baby has arrived and dates are confirmed.

For night nanny bookings post birth, a deposit of £150 is required to secure the booking. This deposit will be deducted off your 1<sup>st</sup> invoice. HushaBoo will invoice at the end of each week thereafter.

#### Payments

**Night nanny services** will be invoiced on a monthly basis under a payment plan unless prior arrangements have been agreed at booking stage between HushaBoo and yourselves.

When booking a **Sleep Consultation Package**, payment in full is required prior to the date of your consultation. Failure to do so may result in your consultation being cancelled.

You may book further sessions/support with HushaBoo to provide any additional follow-up support as needed, in addition to your original package. Further support sessions or service bookings are subject to the same terms and conditions as this original agreement.

All invoices will be sent via email.

#### Late Payment Fees:

Failure to settle an invoice within 30 days of the due date is subject to a £50 late payment fee.

## Changes/Cancellations

If any services are cancelled after payment has been made, refunds are limited to any unearned fees.

### Cancellation Charges (excluding courses\*\*):

- Between 2 weeks and 1 week prior to your booking, 50% of your deposit or payment would be refundable in the case of cancellation.
- Between 1 week and 24 hours prior to your booking, 25% of your deposit or payment would be refundable in the case of cancellation.
- Less than 24 hours before your scheduled consultation or overnight booking - except for the death or serious illness\* of a member of your immediate family - there will be no refund.
- If you need to reschedule, you must give notice at least 48 hours in advance. Every effort will be made to accommodate your request.

### \*COVID-19

Face to face consultations and overnight stays may need to be cancelled, sometimes at short notice, by either yourselves or by HushaBoo due to COVID-19 and the government guidelines. Under the following circumstances, you are entitled to a full refund of any monies paid:

- You, or someone in your household is feeling ill and showing symptoms of coronavirus. Please follow the government self-isolating guidelines.
- You or someone in your household tests positive for coronavirus. Please follow the government self-isolating guidelines.
- Your sleep consultant/night nanny or someone in her household is feeling ill and showing symptoms of coronavirus.
- Your sleep consultant/night nanny or someone in her household tests positive for coronavirus.
- You or someone in your household have been contacted by Track and Trace and are required to self-isolate.
- You or someone in your household are self-isolating due to being in contact with someone showing coronavirus symptoms or has been tested positive for coronavirus.
- Your sleep consultant/night nanny is self-isolating due to being in contact with someone showing symptoms or tests positive for coronavirus.

- A national or regional lockdown in your place or your consultants place of residence.

**\*\*Course Cancellation Charges:**

Up to 48 hours prior to course start date, a full refund will be issued minus a £10 administration fee.

Within 48 hours of course start date, there will be a 100% cancellation charge, no refund will be provided.

### **Health Concerns and Medical Conditions**

Both parties (HushaBoo and yourselves) will work together on the understanding that my role will be that of a professional Pediatric Sleep Coach (Consultant) and you agree that none of the advice that HushaBoo Coaching provides shall be considered medical advice nor should it be relied upon by you as medical advice.

You understand that you should always seek the advice of your GP, Health Visitor or Midwife and should consult with any of these, or your child's Pediatrician, if they have one, if you have any healthcare related questions or concerns generally, before embarking on a new sleep program, or if you are concerned about any risks to your baby/child's health or well-being that may result from your participation in HushaBoo's services. If a medical problem appears or persists, do not disregard or delay seeking medical advice from your GP or other qualified healthcare provider.

You agree to disclose any medical condition to HushaBoo that you know, or suspect your child has. Failure to do so could affect your child's health and well-being.

### **Guarantees of Results**

Results of your sleep coaching are entirely dependent on the commitment from you (and any other caregivers) to consistently follow your bespoke sleep plan or advice given to you by HushaBoo. There can be no full guarantee of positive results, as many things can impact sleep at various times, including but not limited to: reflux or food allergies, temporary illness, teething, inconsistent sleep environment, reinforcement of unwanted sleep associations, developmental changes, growth spurts, and neurological developments and differences including undiagnosed (or known) additional needs. However, the assessment process and

Sleep Plan is comprehensive and tailored to your child's needs and family parenting styles. Following the advice given, unless there are underlying unidentified medical issues, should always improve your child's sleep drastically, if followed consistently.

### **Response Times**

HushaBoo will endeavor to answer WhatsApp's, emails, social media messages, correspondence and phone calls within 24 hours, except on Weekends & Bank Holidays when we will answer on the next working day.

If you are on a paid support package, during your support, I strive to respond to you within 24 hours, or as immediately as possible during the hours of 9am and 3pm & 7pm - 9pm. Please be aware that during these hours I may be with a client so am unable to guarantee an immediate response.

### **Confidentiality**

During my work with you it is possible that I could become party to information about your family, career or personal situation. It is understood that this information would always remain completely confidential.

Last Updated: 16/10/2023.