

## **Terms and Conditions**

Thank you for considering to work with the Clare Lowry Psychology Sleep Coach. Using the Clare Lowry Psychology Sleep Coach website and making payment for a product and/or service will be deemed as acceptance of the terms and conditions as stated below. Updated 27<sup>th</sup> August 2024.

### **Guarantees**

When you book a sleep package you will receive education, information and support from the Clare Lowry Psychology Sleep Coach. I do not guarantee a particular outcome or result, or within a particular timeframe. I always strive to provide you with current, evidence based, compassionate and age-appropriate information. I ensure the strategies I put forward in my sleep follow up plan are in line with your parenting style and are focused on attachment and responsive parenting. I do not use cry-it-out strategies or any modified versions of it. I will not ever ask you to do something you are not in agreement with or feel comfortable with.

### **Disclaimer**

I do not work in a medical capacity. I always maintain that my consultations, information, education and strategies are not a substitute for medical, nutritional or lactation care. It is always important to consult your doctor, health visitor or a qualified professional if you have specific concerns regarding you or your child's health and well-being.

### **By choosing to work with me you agree to this**

All clients will be expected to complete and return The Clare Lowry Psychology Sleep Coach diary and questionnaire at least 48 hours in advance of the initial consultation.

The fee for The Clare Lowry Psychology Sleep Coach consultation services is due at the end of the agreed timescale for the package purchased. The details for payment will be provided by email.

The Clare Lowry Psychology Sleep Coach advises that all parents follow the SIDS guidelines when dealing with their child's sleep. Please refer to The Lullaby Trust guidelines. <https://www.lullabytrust.org.uk/>

The Clare Lowry Psychology Sleep Coach advises that the parents/carers are consistent with the proposed Sleep Plan provided in order to achieve success. The outcome of the sleep solutions suggested depends highly on parental consistency and therefore by agreeing to undertake the sleep coaching, the parents agree to working alongside The Clare Lowry Psychology Sleep Coach to achieve the best results possible.

Your tailored Sleep Plan will be written and sent through via PDF email format within 3 working days of the initial consultation. A working day is defined as Monday, Tuesday, Wednesday, Thursday or Friday.

The Clare Lowry Psychology Sleep Coach works closely with clients to ensure that you accomplish the results you set out to achieve. In the small number of cases where progress isn't apparent, there is always a reason and The Clare Lowry Psychology Sleep Coach will suggest alternatives, including a review of medical and dietary issues.

The Clare Lowry Psychology Sleep Coach provides you with a Sleep Plan with both packages (aside from the introductory call) and in package 2 whatsapp and email support. The hours and days of this support are as below:

1. for WhatsApp support between the hours of 9am to 8pm seven days a week; and
2. for email support between the hours of 9am to 6pm Monday to Friday.

Following the completion of a Sleep Package support, any additional calls are subject to a further charge per 30 minutes.

The Clare Lowry Psychology Sleep Coach is contactable during the hours of 9am to 8pm from Mondays to Fridays on email [clarelowrypsychology@gmail.com](mailto:clarelowrypsychology@gmail.com) and telephone 07826 542388. During this time texts and emails will be responded to as soon as possible, usually within 48 hours. Please note, however, there may be times when The Clare Lowry Psychology Sleep Coach is with a client or due to personal circumstances is unable to reply as quickly as this.

Any further support outside of the initial Sleep Package booked will incur a 7 day charge, 10 day charge or 14 day charge depending on what period of support is decided.

### **Cancellation & Charges**

If the Sleep Package is cancelled the following Terms and Conditions apply:

- Less than 72 hours notice – full amount payable
- 72 hours to 14 days notice – 50% of final fee payable
- 15 to 21 days – 25% of final fee payable

Should you need to reschedule your Session and your request is received with less than 24 hours notice, you will not be entitled to any refund.

If your request to reschedule is received by providing more than 24 hours notice you will be entitled to reschedule the Session to a date within 30 calendar days of the original Session

The Clare Lowry Psychology Sleep Coach reserves the right to cancel consultation services or Session, at short notice due to personal circumstances – in this event all clients will be offered an alternative date within the following 30 days. If you are

unavailable for those alternative dates, The Clare Lowry Psychology Sleep Coach will refund to you to the cost you paid for that Session.

I am not at this time VAT registered.