



To the Moon and Stars - Terms and Conditions

To the Moon and Stars Sleep Coaching services are undertaken under the following Terms and Conditions (T&Cs).

By using the To the Moon and Stars Sleep Coaching website and/or engaging with To the Moon and Stars Sleep Coaching's services, you understand and are agreeing to accept these T&Cs.

To the Moon and Stars Sleep Coaching is compliant with GDPR policies and guidelines with the purpose of protecting the rights to privacy of all citizens. Please also read our privacy policy.

1. All representatives of To the Moon and Stars Sleep Coaching have undertaken extensive training and research into sleep, gaining a qualification through The Positively Parenthood Sleep School. They are not medically trained; their advice is not a medical diagnosis and should not be treated as such. However, they can support the identification of issues relating to sleep and suggest when medical support may be necessary. You should always seek advice of your doctor or medical professional should you have any concerns about your child's health or specific medical condition.

2. To the Moon and Stars Sleep Coaching strongly advises that all parents follow the SIDS guidelines when dealing with their child's sleep. Please refer to the Lullaby Trust (<https://www.lullabytrust.org.uk>) for further information.

Payment

3. The fee for To the Moon and Stars Sleep Coaching services is due in full, in advance of the initial consultation.

Cancellation

4. In the event of an unforeseeable or emergency situation, To the Moon and Stars Sleep Coaching reserves the right to cancel any bookings made, with as short a period of notice as deemed necessary by To the Moon and Stars Sleep Coaching. This session will be rescheduled at the earliest convenience for both the client and To the Moon and Stars Sleep Coaching.

5. If the package is cancelled by you, the client, the following terms and conditions apply:

- Less than 48 hours notice: no refund will be given
- 48 hours- 7 days notice: 50% refund will be given
- 7-14 days notice: 75% refund will be given

6. To the Moon and Stars Sleep Coaching accepts that whilst working with small children there are sometimes situations where consultations or home visits need to be cancelled due to illness. If in the event the client needs to postpone due to illness, To the Moon and Stars Sleep Coaching will endeavour to work with the client to arrange another date and there will be no additional charge or cancellation fee as long as the same service is rebooked within one month.

7. To the Moon and Stars Sleep Coaching reserves the right to cancel workshops at short notice due to personal circumstances – in this event all workshop attendees will be offered a full



refund or chance to join another workshop at a later date. Payment for a workshop confirms your place on that given workshop and is non-refundable from the point of booking.

Services

8. Any medical or feeding concerns about your baby or child should be expressed in the early consultation stages of sleep coaching so that these can be addressed before putting together your plan.

9. Following your consultation, the intention will be to send your sleep plan to you within 48 hours.

10. Parents are strongly encouraged to read their sleep plan carefully before embarking on any sleep coaching/new routines/changes.

11. To the Moon and Stars Sleep Coaching advises that the parents are consistent and stick to the sleep plan provided in order to achieve success. The outcome of sleep coaching depends highly on parental consistency and therefore by agreeing to undertake the sleep coaching, the parents agree to work alongside Francesca at To the Moon and Stars Sleep Coaching to achieve the best results possible.

12. All of our methods are tried and tested and work for the majority of families I work with, however, To the Moon and Stars Sleep Coaching does not accept responsibility or liability for sleep coaching that does not achieve the required results during the support package process. My plans are designed to have the baby/child sleeping well within a specific time frame; however, the parent accepts responsibility for this success after I have finished my time in the client's home, on the phone or the support period has finished.

13. I work closely with clients to ensure that they get the results they would like for their babies and children. In the unlikely event that you don't see the intended progress, I will suggest alternatives which could include investigating medical or dietary issues. If after two months, during which you have followed the agreed plan, there are little to no changes in your child's sleep, then I may recommend that you book your child in to see their GP to ensure there are no underlying medical conditions.

Additional services (follow up support or calls)

14. During the support period, I am contactable during the hours of 9am to 8pm from Mondays to Thursdays and on Fridays, 10am-6pm. I do not work on Saturdays and Sundays. During the support period, messages and emails will be responded to as soon as possible within my working hours, and usually within 24 hours, (hopefully sooner). However, there may be times when I am with a client, with my children or due to personal circumstances, cannot reply as quickly as this.

15. To the Moon and Stars Sleep Coaching follow up email and text service includes unlimited text and/or email support for clients following their initial consultation or home support packages for the period stated in the package information.



16. Where stated in the packages, you will receive a 15-minute call free of charge during the follow up support period if needed at any point. Any additional calls or of length over 15 minutes are subject to a charge of £35/15 minutes.

17. The support period is non-refundable and lasts for the designated time post consultation (typically 2 weeks, unless a date has been agreed otherwise). This support period can only be used up to 2 months after the initial consultation. After this time, it is likely that another call will be needed as things may have changed with your little one. Clients must inform To the Moon and Stars Sleep Coaching of their start date to activate their support period. If the support period is not used by the client, there is no refund available. Any further text or email support outside of the initial support package booked is charged at £50 (for 7 days of text/email support) or £100 (14 days of text/email support).

18. The use of any of the guidance To the Moon and Stars Sleep Coaching provides is of your own responsibility and at your own risk. In no event shall To the Moon and Stars Sleep Coaching be liable for any damages including, without limitation, incidental and consequential damages, or personal injury/wrongful death resulting from following or inability to follow the guidance.

19. The content To the Moon and Stars Sleep Coaching provides is for personal use only, not to be shared. You will be in breach of our T&C's if you are buying to use for your own financial gain, including that of use within your own sleep support organisation, buying to share with friends or forwarding your own personal sleep plan to another for their own personal use.