**AGREEMENT**

Definitions

In this Agreement references to:

1. “we” and “us” are to Kate Heaton t/a Sweet Dreams Tiny Tots;
2. “you” are to the recipient of the service; and
3. “the service” is as set out in the selected package outlined on our website.

Obligations

1. You agree to:
2. provide a sleep and routine diary for your child;
3. disclose all medical conditions to us about your child in the Diary and/or prior to consultation. You understand that we are not a substitute for professional medical advice and to always seek advice from your doctor regarding any medical conditions or concerns;
4. follow the SIDS guidelines available at ; and <https://www.lullabytrust.org.uk/safer-sleep-advice/>
5. pay the full consultation fee for the selected package on the day that you provide the Diary to us. You understand that failure to pay the consultation fee will result in the assessment and/or consultation being delayed or cancelled.
6. We agree to provide the service and endeavour to help you to get your child to sleep better. Any changes made to your child’s sleep or eating arrangements are your decision and we only make suggestions for change, which you are responsible for implementing.

Termination

1. If you wish to cancel this agreement less than 24 hours prior to consultation no consultation fee will be reimbursed to you. Should cancellation occur:
2. over 48 hours prior to consultation 80% of the consultation fee will be reimbursed to you; and

1. between 48 hours and 24 hours prior to consultation 50% of the consultation fee will be reimbursed to you.