



## **Terms and Conditions**

- I agree to the following Terms and Conditions:
- I agree to follow the safe sleeping practices in line with AAP safe sleep guidelines and recommendations including. I agree to notify my consultant of any unsafe sleep practices, and understand my consultant is not liable for my babies safety, I am.
- I agree to check with my GP if my baby has any medical conditions which prevent them from being sleep trained safely.
- I agree to disclose any medical condition to the Rich River sleep consultant which my baby has.
- I agree to the information surrounding my baby to be used in case studies, no identifying information will be used, all names will be changed.
- Prices are subject to change without notice; however changes will only affect future options, not ongoing packages. We reserve the right to customize and alter packages and pricing as desired.
- In the event of outstanding invoices, Rich River Sleep Consultant will refer the balance to a collection agency. Any collection costs incurred from the collection agency will be the responsibility of the customer.
- I agree to pay the full invoice prior to the assessment date and acknowledge that if the invoice hasn't been paid that my sleep assessment may not be written.
- Cancellations less than 48 hours prior to assessment schedule date will only be refunded 50% of the fee. Prior to 48 hours 100% will be refunded. Once the personalised sleep plan has been received, no refunds will be issued. Consults can be rearranged for a later date or time with no less than 12 hours notice.
- I understand that any plans and/or advice given to me relate to my child based off of information shared with Rich River Sleep Consultant and agree not to share this plan with any others. I am aware that the plan/advice given may not be suitable for other children and that Rich River Sleep Consultant will not be held liable for plans shared with outside parties. Any party found to be sharing sleep plans and guides will be liable for the cost of the shared program.
- Travel charges: Echuca/Moama area FREE, Travel costs will apply for areas outside Echuca/Moama.

In order to use our service you must accept and comply with our Terms and Conditions. They apply to you, visitors and any other users of this service. By accessing services supplied by Rich River Sleep Consultant, you agree to be bound by these terms. If you do not agree to any of these terms, then you may not contract our services.

Any changes you make to your babies sleeping or eating arrangements are your decision and we at Rich River Sleep Consultant only make suggestions for change, of which you are responsible for choosing to implement.