

Beauchamp Baby – Terms & Conditions

These Terms and Conditions (“Terms”) govern all consultations and services provided by **Beauchamp Baby**. By proceeding with a consultation, you confirm that you have read, understood, and agreed to be bound by these Terms.

1. Acceptance of Terms

By booking and/or attending a consultation, you acknowledge that you accept these Terms, which are legally binding.

2. Nature of Advice

All guidance, recommendations, and information provided by Beauchamp Baby are based on professional experience. Such advice must not be regarded as a substitute for medical advice. You should always seek the advice of your doctor, paediatrician, or other qualified healthcare professional regarding your child’s health.

3. Health of the Child

If your baby is unwell, has a fever, or shows signs of illness, you must seek immediate medical attention. Sleep training must not be undertaken while your baby is unwell. Should your child become unwell during a sleep training process, you must stop immediately and consult a medical professional.

4. Safe Sleep Guidelines

Clients are responsible for ensuring safe sleep practices. Beauchamp Baby advises that you follow the safe sleep guidelines of *The Lullaby Trust* and the *NHS* (www.lullabytrust.org.uk).

5. Payment & Cancellations

- Full payment is due at the time of booking confirmation.
- Cancellation refunds:
 - Less than 24 hours’ notice: 25% refundable.
 - 24–48 hours’ notice: 50% refundable.
 - 3–6 days’ notice: 75% refundable.
 - 7 days or more: 100% refundable.
- Appointments may be rescheduled in cases of illness affecting the child or family.

6. Follow-On Support

- Available Monday–Friday, 8:30am–7:30pm via WhatsApp.
- Unlimited support is provided during this time; however, responses may be delayed if another consultation is in progress or due to personal circumstances.
- Additional follow-up calls may be purchased at £60 per 30 minutes.
- The weekend break in follow-on support is added back into your support period.

7. Child Illness During Support

- If your baby is unwell on the date of a consultation, Beauchamp Baby will make reasonable efforts to reschedule.
- If your child becomes unwell during the follow-on support period, support will be paused and the remaining time resumed once the child is well, within two weeks of illness.

8. Non-Refundable Support

Follow-on support is included within all packages and is non-refundable if unused within two weeks of the consultation.

9. Delivery of Sleep Plan

A personalised sleep plan will be provided within 48 hours of the consultation, unless otherwise advised.

10. Client Responsibilities

You remain responsible for your baby's health, safety, and wellbeing at all times. It is your duty to:

- Implement advice safely and appropriately.
- Monitor your child's condition and seek medical advice where necessary.
- Follow safe sleep practices as outlined in these Terms and in official NHS/Lullaby Trust guidance.

11. Intellectual Property

All written materials, sleep plans, and resources provided by Beauchamp Baby remain the intellectual property of Beauchamp Baby. They are provided for personal use only and must not be copied, distributed, or resold without prior written consent.

12. Force Majeure

Beauchamp Baby shall not be liable for any failure to provide services where such failure is due to circumstances beyond reasonable control, including but not limited to illness, emergencies, power failures, or technical disruptions.

13. Amendments to Terms

Beauchamp Baby reserves the right to update or amend these Terms at any time. Any changes will be communicated to clients and will take effect from the date of publication.

14. Limitation of Liability

To the fullest extent permitted by law, Beauchamp Baby and Francesca Beauchamp shall not be liable for any direct, indirect, incidental, special, or consequential damages, or any loss arising from the use of services, advice, or materials provided. **Nothing in these Terms shall limit or exclude liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be limited or excluded under applicable law.**

15. Severability

If any provision of these Terms is found to be invalid, illegal, or unenforceable, the remaining provisions shall remain in full force and effect.

16. Governing Law & Jurisdiction

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising under or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts of England and Wales.