

## Beauchamp Baby Terms & Conditions

- 1.** Proceeding with a consultation with Beauchamp Baby will be considered as acceptance of the following terms and conditions. These terms and conditions are legally binding
- 2.** All advice and guidance provided by Beauchamp Baby is based upon professional experience and should not be taken as a substitute for medical advice from your doctor, paediatrician or healthcare professional
- 3.** If baby is unwell on the date of consultation, we can change your appointment to another date
- 4.** If your child becomes unwell, we will stop follow-on support and resume the remaining time from when your child is well again
- 5.** Follow-on support is inclusive within all packages and therefore the follow-on support period is non-refundable. Follow on support needs to be used within 2-weeks of consultation. If your child is unwell during the follow-on support period, we can pause and resume the remaining follow-on support days within 2-weeks from that time
- 6.** Following a consultation, your sleep plan will be sent out to you within 48-hours if not sooner
- 7.** Payment is due at time of confirmation of booking. The following fees apply to cancelled support, - less than 24-hours-notice 25% of fee is refundable, 48-hours or less notice then 50% of fee is refundable, 3-6 days-notice 75% of fee is refundable, 7 days-notice 100% refundable
- 8.** Follow-on support hours are Monday-Saturday 8am-8pm. Text, email and voice note support is unlimited during this time frame. Francesca will always endeavour to get back to you at the earliest convenience. However, if conducting another consultation or due to personal circumstances Francesca may not be able to get back to you until after that time. Follow-on support is conducted via WhatsApp/ voice note, text message and email. If you need to add additional calls during the 7-day follow-on support period these can be purchased at £60 per 30-minute catch-up call
- 9.** If you feel your baby is sick, has or has had a temperature or is otherwise unwell in any way she/he must be attended to. Sleep modifications are therefore not advised and medical attention must be sought as sleep changes are not recommend for an unwell baby. You should consult a Doctor if your baby is unwell and we shall stop our follow on support and resume from when baby is well again
- 10.** From a safety point of view sleep in the same room as your baby at night for the first six months of their life and make sure they are supervised during their daytime naps too. Follow 'The Lullaby Trust' & NHS safe sleep guidelines [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk). Have no loose blankets/bedding or toys in the cot and keep a check on the temperature of the bedroom- which should be between 18-20c with a suitable tog sleeping bag for the season. Place your baby on their back to sleep at the 'feet to foot' position of the cot and make sure they have nothing covering their head so as not to overheat
- 11.** In no event shall Francesca Beauchamp acting Beauchamp Baby be liable for any losses, special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, or arising out of or in connection with the use of the Service or the contents of the service