

Little Owls Online Package Terms and Conditions

1 – Service Details

1.1 – Overview:

Designed for 3 months to 4 years helping establish healthy sleep habits, address sleep challenges and empower, educate, and support you during our time together so that you have the confidence to keep going and thrive!

1.2 – Eligibility

To book, you must meet all of the following criteria:

- 1.2.1** – Be a Parent or Guardian of a 3 month to 4 year old
- 1.2.2** – At least 18 years of age
- 1.2.3** – Your baby must be gaining weight steadily.
 - 1.2.3.1 – Little Owls Sleep Specialist will assess this from your intake form or during a Starting Sleep Journey Call

1.3 – Inclusions

Your Tailored Sleep Support Package Includes:

- 1.3.1** – 60 minutes virtual consultation via Microsoft Teams or Email Communications
- 1.3.2** – Sleep Assessment & Tailored Sleep Plan
- 1.3.3** – Access to easy to follow supporting resources and guides
- 1.3.4** – Tailored, age-appropriate routine
- 1.3.5** – Comprehensive Digital Intake form (emailed upon booking confirmation)
 - 1.3.5.1 – Must be completed at least 24 hours prior to Consultation or your session may be rescheduled.
- 1.3.6** – Daily review of sleep log using the Rested App.
- 1.3.7** – Daily Check ins
- 1.3.8** – 4 x 15 Scheduled check in calls
- 1.3.9** – 2 Weeks of WhatsApp support M-F (excl. public holidays)

Messages received outside of business hours will be responded to on the next business day.

2 – Client Responsibilities

- 2.1** – You agree to provide accurate, honest information regarding your child's sleep, health and routine.
- 2.2** – We treat all clients with warmth, kindness and respect and we ask for the same in return.
- 2.3** – Any form of abuse, unkindness or inappropriate conduct may result in immediate termination of services.

- 2.4** – You must follow safe sleep practises outlined by RedNose.org (Refer to General Terms and Conditions for more information.)
- 2.5** – If any concerns arise that are outside the scope of sleep consulting, you may be referred to a medical professional before we proceed.
- 2.6** – Use of Rested App and Sleep Log
It is your responsibility to regularly log sleep data and communicate through the Rested App to receive timely support. Delays in doing so may impact the effectiveness of your personalised advice.
- 2.7** – Health & Medical Clearance
If your child shows signs of illness, developmental delays, or feeding/growth issues beyond the scope of sleep consultancy, we may pause services and request clearance from your GP, paediatrician, or relevant health professional.

3 – Communication and Support Access

- 3.1** – Support will be available for the full 14 days period, during business hours (Monday – Friday).
- 3.2** Standard support hours are 8am to 8pm AWST
 - 3.2.1** – Please allow a response window of up to 4 hours. We aim to respond as promptly as possible.
- 3.3** – In the event of an urgent situation, please:
 - 3.3.1** – Call: 0433 015 348
 - 3.3.2** – Or mark your message as “urgent”
 - 3.3.2.1** – Urgent support is not guaranteed but we will do our best to respond promptly.
- 3.4** – Support is available via:
 - 3.4.1** – Rested App (chat feature, access is given prior to your consultation)
 - 3.4.2** – Email: hello@littleowlssleepspecialist.com. (check your junk/spam mail)
 - 3.4.3** – Text Message or WhatsApp 0433 015 348
 - 3.4.4** – Scheduled Follow up Calls as Needed
- 3.5** – Technology and App Limitations
We rely on third party platforms such as Microsoft Teams and Rested App. While we make every effort to ensure smooth communication, technical issues may occur that are beyond our control.
- 3.6** – Scope of Unlimited Support
Unlimited support refers to written support and responses during business hours. It does not include daily phone calls or in person support unless otherwise stated in your package.

4 – Aftercare and Follow – Up Support

- 4.1** – Follow up support is outlined in Section 1.3 (Inclusions).
 - 4.1.1** – Inclusive Follow Up Support must be accessed within 14 days of receiving your sleep guide.
 - 4.1.2** We will initiate contact with you on your first day of support and check in regularly. However, it is your responsibility to engage and utilise your support.

5 – Fees and Payment Terms

5.1 – Full payment is required at the time of booking.

5.1.1 Your booking is not confirmed until payment is received and may be cancelled or rescheduled if not paid.

6 – Cancellations, Rescheduling and No Shows

6.1 – You must provide at least 2 business days' notice if you need to reschedule your consultation.

6.1.1 If less than 2 business days' notice is provided, the session and its associated cost will be forfeited.

7 – Service Expiry

7.1 – You must begin accessing your support within 14 days after your consultation.

7.1.1 If support is not initiated within that time, it will expire and additional support will need to be purchased.

8 – Results Disclaimer & Limitations of Service

8.1 – While we make every effort to support you and your child's journey to better sleep, outcomes may vary depending on your circumstances and consistency.

8.2 – Our services do not replace medical advice, diagnosis or treatment. We do not offer medical opinions.

9 – Use of Materials and Intellectual Property

9.1 – All resources and materials provided remain the intellectual property of Little Owls Sleep Specialist.

9.1.1 They are for personal and non-commercial use only.

9.1.2 You may not copy, share or distribute without written permission.

10 – Termination of Service

10.1 – Little Owls Sleep Specialist reserves the right to end service early if unsafe, disrespectful or inappropriate conduct occurs.

10.2 – Clients may choose to end the service at any time, but no refunds will be issued once the service has commenced.

11 – Agreement to General Terms and Conditions

11.1 – These service specific terms and conditions operate in conjunction with our General Terms and Conditions, which contains further information and details such as liability, privacy, cancellations, and Force Majeure. By booking this service, you acknowledge and accept both sets of terms.

11.1.1 – The full General Terms and Conditions can be found on our website or are available via email upon booking.

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