

# Nest & Nurture Call Terms and Conditions

## **1 – Service Details**

### **1.1 – Overview:**

Nest & Nurture Call is designed for families who are unsure about which package is right for them and their family. Clients have the opportunity to ask questions about what it's like working with Little Owls Sleep Specialist. However, no advice is given in this call.

### **1.2 – Eligibility**

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

- 1.2.1 – Be a Parent or Guardian of a 3 week to 4 year old
- 1.2.2 – At least 18 years of age

### **1.3 – Inclusions**

Your Nestling Hatchlings Package Includes:

- 1.3.1 – 15 minutes virtual consultation via Microsoft Teams
- 1.3.2 – Comprehensive Digital Intake form (emailed upon booking confirmation)
  - 1.3.2.1 – Must be completed at least 24 hours prior to Consultation or your session may be rescheduled.
- 1.3.3 – If Client decides they want to proceed Little Owls Sleep Specialist can manually create an invoice for payment or Online Payment can be completed.

## **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.

## **3 – Communication and Support Access**

- 3.1 Standard support hours are 8am to 6pm AWST
  - 3.1.1 – Please allow a response window of up to 4 hours. We aim to respond as promptly as possible.
- 3.2 – 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.

## **4 – Fees and Payment Terms**

- 4.1 – Should you choose to proceed with a package payment will be required in full before conformation of consultation

## **5 – Cancellations, Rescheduling and No Shows**

- 5.1 – You must provide at least 2 business days' notice if you need to reschedule your consultation.
  - 5.1.1 If less than 2 business days' notice is provided, the session and its associated cost will be forfeited.

## **6 – Results Disclaimer & Limitations of Service**

- 6.1 – 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.
- 6.2 – Our services do not replace medical advice, diagnosis or treatment. We do not offer medical opinions.

## **7 – Use of Materials and Intellectual Property**

- 7.1 – All resources and materials provided remain the intellectual property of Little Owls Sleep Specialist.
  - 7.1.1 They are for personal and non-commercial use only.
  - 7.1.2 You may not copy, share or distribute without written permission.

## **8 – Termination of Service**

- 8.1 – Little Owls Sleep Specialist reserves the right to end service early if unsafe, disrespectful or inappropriate conduct occurs.
- 8.2 – Clients may choose to end the service at any time, but no refunds will be issued once the service has commenced.

## **9 – Agreement to General Terms and Conditions**

- 9.1 – These service specific terms and conditions operate in conjunction with our General Terms and Conditions, which contains further details such as liability, privacy, cancellations, and Force Majeure.  
By booking this service, you acknowledge and accept both sets of terms.
  - 9.1.1 – Complete General Terms and Conditions can be found on our website or are available via email upon booking.