

# In-Home Visit Packages Terms and Conditions

## **1 – Service Details**

### **1.1 – Overview:**

In-Home Visit packages are designed for children aged 12 weeks to 4 years old to help address and improve sleep challenges you may be facing with hands on coaching and support in the comfort of your own home. It's designed to empower, educate, and support you during our time together so you feel confident continuing your sleep journey beyond our time together!

### **1.2 – Eligibility**

To book, you must meet all the following criteria:

- 1.2.1 – Be a Parent or Guardian of a 12 week to 4-year-old
- 1.2.2 – At least 18 years of age
- 1.2.3 – Your baby must be gaining weight steadily and in generally good health.
  - 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 Package Includes:

- 1.3.1 – Initial 15 – minute video chat via Microsoft Teams to discuss needs and select a time slot for your home consultation.
- 1.3.2 – In Home Visit Consultation; one of the following
  - 1.3.2.1 – 4 Hours; Or
  - 1.3.2.2 – 12 Hours
- 1.3.3 – Comprehensive Digital Intake form (emailed upon booking confirmation)
  - 1.3.3.1 – Must be completed at least 24 hours prior to Consultation or your session may be rescheduled.
  - 1.3.3.2 – Please upload a photo of your baby's sleep environment (without your child in the photo).
- 1.3.4 – Multipage Tailored, Holistic Sleep Guide or Plan that includes:
  - 1.3.4.1 – Supporting informational guides
  - 1.3.4.2 – Assessment of Sleep Environment & Feeding Patterns
  - 1.3.4.3 – Tailored, age-appropriate routine
- 1.3.5 – In – Person Safe Sleep Environment Assessment
- 1.3.6 – Hands on coaching and support during the visit to help implement discussed changes so you feel confident implementing the changes.
- 1.3.7 – Tips for creating a soothing, safe and welcoming sleep space
- 1.3.8 – Daily tracking and analysis of sleep log using the Rested App.
- 1.3.9 – 14 Days of unlimited written support (Monday – Friday AWST, within business hours)

- 1.3.9.1 Messages received outside of business hours will be responded to on the next business day.
- 1.3.10 – Final Assessment including follow-on routines and tips for continued progress.
- 1.4 – Little Owls Visits are only available on weekends. Limited spots are released in advance and subject to availability.

## **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 – Sleep Log and App Use:
  - 2.6.1 It is your responsibility to regularly log sleep data and communicate through the Rested App to receive timely support. Delays may impact the effectiveness of your support plan
- 2.7 – Health & Medical Clearance
  - 2.7.1 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.
  - 2.7.2 If on the day or day before you or your child is unwell please inform us as soon as possible and we will reschedule your consultation without hesitation and at our discretion.

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

- 3.1 – Unlimited Support is available for 14 days after your in-home visit, during business hours (Monday – Friday, 8am to 6pm AWST).
- 3.2 – 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 responses are not guaranteed but will be prioritized.
- 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@littleowlsleepspecialist.com](mailto:hello@littleowlsleepspecialist.com).
  - 3.4.3 – Text Message or WhatsApp 0433 015 348

- 3.4.4 – Scheduled Follow up Calls as Needed
- 3.4.5 Daily message check ins by your consultant
- 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 – Inclusive Follow Up Support starts the day after your home visit and must be accessed within 14 days.
- 4.2 – We will be checking in regularly, but it is your responsibility to stay engaged with your consultant and the sleep logging process.

## **5 – Fees and Payment Terms**

- 5.1 – Full payment is due at the time of booking.
  - 5.1.1 Your booking is not confirmed until payment is received. Consultations may be cancelled or rescheduled if unpaid.

## **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.
- 6.2 – Exemptions will be made if your child or you are sick or unwell at the discretion of Little Owls Sleep Specialist.

## **7 – Service Expiry**

- 7.1 – Your included 14-day support must begin within 14 days following your consultation.
  - 7.1.1 If not initiated, the support will expire and additional support will need to be purchased.

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

- 8.1 – We will do our utmost to guide you and your child towards improved sleep. However, results may vary depending on multiple factors, including consistency and child's individual needs.
- 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.
- 10.3 – If at any time we feel unsafe or that our safety is threatened, your consultation will be terminated.

## **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.

Published 14<sup>th</sup> June 2025