

Nest Tweaks Terms and Conditions

1 – Service Details

1.1 – Overview:

Nest Tweaks package is designed for families who need a little bit of support working through small issues or who have previously worked with Little Owls Sleep Specialist within the past 6 months. Who have a child aged 3 weeks to 4 years old

1.2 – Eligibility

To book the Nest Tweaks 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
- 1.2.3 – 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 Nest and Nurture Call.

1.3 – Inclusions

Your Nesting Hatchlings Package Includes:

- 1.3.1 – Up to 60 minutes virtual consultation via Microsoft Teams
- 1.3.2 – A follow up email with a summary of our discussion in the consultation.
- 1.3.3 – Assessment of Sleep Environment & Feeding Patterns
 - 1.3.3.1 – Please upload a photo of your baby's sleep environment (without your child in the photo).
- 1.3.4 – Comprehensive Digital Intake form (emailed upon booking confirmation)
 - 1.3.4.1 – Must be completed at least 24 hours prior to Consultation or your session may be rescheduled.
- 1.3.5 – Tips for creating a soothing, safe and welcoming sleep space
- 1.3.6 – Age – Appropriate routine resource
- 1.3.7 – 10% Discount on Nesting Hatchlings or Nestling Owls Packages
 - 1.3.7.1 Contact Little Owls Sleep Specialist directly for instructions on how to purchase this.
 - 1.3.7.2 May not be used in conjunction with any other promotion or rewards.

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 – 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 – No support is available with this package and cannot be purchased separately. It can only be purchased if you have one of the following packages:

- 3.1.1 Nesting Hatchlings
- 3.1.2 Nestling Owls
- 3.1.3 Little Owls Visit
- 3.1.4 Nocturnal Visit

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 – Full payment is required at the time of booking.

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

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.
- 5.1.2 You can contact us directly via email, message or online contact form.

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.

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 information and details such as liability, privacy, cancellations, and Force Majeure.

By booking this service, you acknowledge and accept both sets of terms.

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