360Sleep's services are undertaken under the following Terms and Conditions (T&Cs). By using the 360Sleep website and/or engaging 360Sleep, you understand and are agreeing to accept these T&Cs.

360Sleep is fully compliant with General Data Protection Regulation (GDPR) requirements as laid out by the Data Protection Act 2018.

The opinions I (Ashley) express and advice I give, as 360Sleep, are a result of extensive training, experience and research. My advice is not a medical diagnosis and should not be treated as such. You should always seek advice of your doctor or medical professional should you have any concerns about your child's health or specific medical condition.

Should I have any concerns about the health of your child and therefore the suitability of sleep coaching, I reserve the right to pause or discontinue the service until my concerns are allayed. Of course, these concerns will be conveyed to you and where applicable, advice will be given about how to move forwards.

My advice and support is based upon the information received from you and is bespoke for your situation and specific child. Therefore, please ensure you provide all the details required to ensure the plan is appropriate, particularly around any feeding or medical concerns.

In some instances, the plan may be modified as the support progresses to ensure we get the best results for your family. All tweaks and the reasons for them will be explained fully to you. In the possible event that we don't see the progress that we would expect, we will look into the reasons and investigate alternative approaches – including considering medical and dietary issues. You agree that you will work with me to look at the situation in its entirety and be willing to try alternative ideas.

To achieve the desired and agreed outcomes, it is paramount that the plan is followed closely and that the parents/caregivers are consistent. Consistency is one of the keys to success!

By starting the sleep plan, you are agreeing to work with me for the agreed results. As there are many factors beyond my control when parents/caregivers implement a sleep plan or follow advice I have given, I do not accept responsibility or liability for not meeting any desired outcomes.

I strongly advise that all parents follow the guidelines laid out by The Lullaby Trust, specifically but not limited to, those around SIDS.

Payment

The fee for all services is due in advance of the services being provided.

Cancellation

The following terms apply should a service be cancelled:

24 hours or less notice – full amount payable

24 hours to 7 days' notice – 50% payable

7 to 14 days' notice – 25% payable

Should a service need to be rearranged due to illness or unforeseen circumstances, no cancellation charge will be made providing that the same service is undertaken at the earliest mutually agreeable time. Should the client need the consultation to be arranged more than twice, then an additional fee of 10% may be charged to the client.

Services

After the consultation, dependent on the service provided, you will be emailed a written sleep plan within 72 hours. This plan is bespoke and personalised to you and as such should not be shared or forwarded to anyone outside of your household.

Once you have received the sleep plan, you should read it and raise any queries or issues you have with me prior to commencement of the plan.

You agree to advise me when you are starting the plan, and any applicable Support period will commence from that day. The standard Support period lasts for 7 days (unless agreed in writing otherwise) and is non-refundable, either in full or part.

The Support provided comprises of unlimited message and email support, and one 15 minute call at any time during the 7 days.

Further days support (email and message only) can be purchased for £15 per day and additional phone calls can be purchased for £30 per 30 mins.

I will respond to your messages/emails within 24 hours, usually sooner, between the hours of 8am and 8pm Monday to Friday, and Saturdays 9am and 6pm.