

## SERVICE AGREEMENT SLEEP CONSULTANCY

### **Purpose of the service agreement**

The purpose of this service agreement is to document the service approach between you (the client) and Sleep Talk Services. When booking with Sleep Talk, your access to and use of the service is conditional on your acceptance of and compliance with this service agreement. By accessing or using the service, you agree to the terms outlined in this agreement. If you disagree with any part of the terms and conditions, then you may not access the service. Any changes to this agreement require prior approval from parties.

By purchasing support from Sleep Talk (either online or otherwise) is deemed acceptance of this service agreement.

### **Service Provision**

You have chosen to receive Sleep Consultancy services from Sleep Talk. The service will be provided online unless other arrangements have been agreed upon prior.

Services will be charged at the following rates (see [www.sleeptalkservices.com.au](http://www.sleeptalkservices.com.au) for details):

- Email package \$190
- Basic online package \$580 (4 weeks support with the option to continue the service for an additional \$98/month)
- Basic long term package \$1380 (12 months support with the option to continue the service for an additional \$98/month)
- The works package \$1680 (12 months support option to continue the service for an additional \$98/month)

### **Client Responsibilities:**

- To be present for the appointment on time.
- To reschedule or cancel the appointment 2 hours or more before the session time. This can be done either via phone or email. Failure to do so will result in a penalty fee of \$100.
- All payments must be received prior to the appointment either via direct deposit, paypal or credit card.
- The client is responsible for ensuring they are able to pay for the service and are financially liable for any funds owing.
- Notify Sleep Talk through email if you wish to cancel the service agreement (see "Refunds").
- Follow safe sleeping guidelines, in line with SIDs recommendations.
- To disclose any medical conditions your baby/child has, discuss these with your medical practitioner prior to the commencement of sleep training, and ensure your child has been given approval to commence sleep training.
- Understand that the sleep plan and information provided to you is for your baby/child only and must not be shared with a third party. Acknowledge that the information provided may not be appropriate for another child.
- Any changes you make to your baby's sleeping or eating arrangements are your decision and we only make suggestions for change of which you are responsible for choosing to implement.
- The support packages must begin on the date of the initial consultation. If your child becomes sick during this time, a postponement date can be discussed. As the information is age appropriate (in weeks and months), delaying the commencement date may mean the information is no longer suitable for your baby's age.

**Service Provider (Sleep Talk) responsibilities:**

- To provide the client with an appropriate and ethical service.
- To provide the client with the link for the online session.
- To be on time or to communicate with the client at the earliest possible chance if there are changes to the time.
- To provide the client with invoices/receipts to confirm payment has been completed.
- To ensure the client has been correctly charged.
- Sleep plans provided in a timely manner.

**Refunds:**

If it is deemed by Sleep Talk Services that it is not suitable for us to work together, you will be provided with a full refund.

Refunds are not available once the consultation session has commenced.

**Disclaimer/Waiver of liability**

The services provided by your Sleep Talk Consultant are not intended to replace or supplement the medical or psychological advice that you receive before, during or after your engagement with the service. You agree that none of the advice provided shall be considered medical advice nor should the advice be relied upon as medical advice. Always seek advice from your medical practitioner, physician or other health-care professional if you have any healthcare related questions before embarking on a new sleep program. If a medical problem appears or persists, do not disregard or delay seeking medical advice. Sleep Talk expressly disclaims any liability, loss, damage or injury caused by the information provided to the client.

You must consult your medical practitioner if you are concerned about any of the risks to your baby/child's health or wellbeing that may result from your participation of services with Sleep Talk. You acknowledge that it is your responsibility to follow instructions from any service provided and to seek help as appropriate. You knowingly and voluntarily agree to waive and release Sleep Talk Services from any and all claims of liability or demands for compensation that I may acquire during my time working with the Sleep Consultant.

**Complaints:**

Every person has the right to be heard and have their concern taken seriously with a view to resolution. If you are unhappy with a situation, you can speak directly with Tsen Bogan (Director, Sleep Talk Services).