



## Terms and Conditions

Please read through these terms and conditions prior to our consultation and if consulting with me, indicate that you have read and accepted them on the sleep questionnaire that has been sent to you.

### Disclaimer

Thank you for choosing to work with Kamala. Please note that Kamala is not a medical professional and her support is not a substitute for counselling, diagnosis, treatment or any other type of medical care. Nor is it substitute for medical, nutritional, lactation, psychological, or other therapeutic care. Please consult your doctor or other suitably qualified professional if you have any concerns regarding you or your child's health or well-being.

### Guarantees

When consulting with Kamala, the information and advice she gives is supportive, educational and informative. She does not guarantee a particular outcome or result, or within a particular timeframe. Kamala will always aim to provide you with current, evidence-based, developmentally appropriate information that compliments your parenting style and takes into account your views and your wishes that we have discussed in our consultation. Kamala will not ask you to do anything that you are not comfortable with and she will encourage you to continue to co-sleep and breastfeed if you wish to do so, as long as it is in the best interest of you and your child and within safe sleep guidelines. Kamala will never use cry-it-out methods, or any modified version of them, and she will always endeavour to give you advice that promotes attachment and responsive parenting.

Kamala's style of work is coaching-based. When working, you understand that you and Kamala will work together to find a solution that is best (appropriate and sustainable) for your family. Kamala will not tell you what to do but provide age-appropriate, evidence-based suggestions. It is your responsibility to implement any techniques suggested. Kamala is a holistic sleep coach so by working with her, you agree that we will be consulting about sleep and wellbeing alone. If you have any other queries, these will be addressed with a separate, appropriately qualified practitioner.

### Equality and non-discriminatory practice

Kamala promotes an inclusive, non-judgmental service, and will not knowingly discriminate against anyone on the basis of their race, sexual orientation, parenting style, disability, cultural beliefs, marital status or religion. If there is anything you would like Kamala to be aware of, please make this clear at the beginning of the consultation.

### Agreement

By choosing to consult with Kamala, you and her must enter into an agreement. Depending on the sleep package chosen, Kamala, of Rest and Grow, agrees to provide her sleep service and confirms that she will:

- Provide a pre-consultation sleep diary
- Undertake a sleep consultation of 30-120 minutes (depending on the package chosen)
- Provide a full, written summary and sleep plan within 48 hours of the consultation
- Provide follow-up in the form of WhatsApp or email during Kamala's working hours (Monday-Saturday, 9AM - 8PM) Kamala will not be available on Sundays. Kamala is based in the UK so generally won't be available to contact outside 9am-8pm UK time.
- Follow up will be provided for a period of 1-6 weeks, depending on the package you choose. In the case of the Q&A call and sleep plan only package, there is no follow-up offered as the package is the call itself.

#### You confirm that you:

- Will discuss any concerns with Kamala in regard to your child's sleep and notify her of any existing medical conditions that could affect sleep in the first instance.
- Will pay the specified fee: Once you and Kamala have agreed to work together, you will be sent an invoice which needs to be paid in full 24 hours before the consultation (or relevant alternative, depending on the package).
- Understand that if Kamala is concerned for the welfare of your child, she has a duty to report this to the relevant health and/or safeguarding service in your local area. This will always be with your knowledge except in cases where the immediate safety of the child takes priority.
- Will make every effort to carry out the sleep plan consistently as mutually agreed at the time of consultation.
- Follow safe sleep guidelines.
- Understand that you are providing personal details which are required to be kept. These will never be shared with a third party.
- Your sleep plan is bespoke to you and should never be shared with any third parties, as the information may not be relevant.
- If you have purchased the Q&A call or sleep plan only package, this is not a substitute for a full consultation package. Kamala will endeavour to help you work through your concerns.

#### Follow up support

Kamala will provide follow up support as set out in the package you have purchased. If applicable, Kamala will send a sleep plan within 48 hours of your online/face-to-face consultation. In regards to any follow-up WhatsApp or email support, this will be available from Monday-Saturday (9am-8pm) UK time. Kamala will not be available on Sundays. Kamala will try to be flexible where possible but it is likely that she will not be able to reply to your message outside of these times.

WhatsApp/Emails will be initiated by you, and Kamala will let you know when your follow up package is drawing to a conclusion. Kamala will let you lead the communication in regards to how much or little you choose to communicate. You can purchase additional follow-up support if required, though this is rarely necessary. If you do not answer calls or emails, or initiate contact, then it will be assumed that you no longer need or want sleep support.

#### Cancellation/refund policy

It is your parental right to cancel at any time if you do not feel that sleep coaching is right for you or your child. For cancellations made more than 48 hours before, or for re-scheduled appointments due to illness etc there is no charge. For cancellations less than 48 hours prior to the appointment, no refund will be issued. If Kamala has to cancel, she will offer an alternative appointment which will be mutually convenient to both parties.

If, after reading your sleep diary, Kamala genuinely feels that a different approach with an alternate practitioner would be more in your interest, then she will issue a full refund, regardless of how soon the appointment is.

Kamala Dodd  
restandgrowsleep.co.uk  
restandgrowsleep@gmail.com



Gentle and Holistic  
Infant and Child Sleep  
Support

### Comments, compliments and complaints

Kamala strives to provide a high-quality service that meets your needs. If you have enjoyed working with Kamala and feel that you and your family have benefitted from her expertise, please consider sending in a review or testimonial, or you can leave one on her Instagram page, or through her Google reviews page. In the unlikely event that you are not satisfied with the service Kamala has provided, within the terms and conditions stated here, then in the first instance, please contact Kamala personally, who will try to resolve the dissatisfaction. If there is no resolution, you can contact the International Association of Child Sleep Consultants. **Kamala is fully insured through Westminster Insurance.**

### Contract

By agreeing to work with Kamala, it is important that you understand these terms and conditions. By paying the invoice and confirming that you have read and accepted these terms and conditions, you are stating: I, the undersigned client, hereby warrant that I am competent to contract in my own name. I confirm that I have read the herein the Agreement prior to its execution and I am fully familiar with the contents thereof. This Agreement shall be binding upon me and my legal representatives and assigns. I agree to the terms and conditions of this contract.

Kamala enjoys good working relationships with all her clients and she looks forward to hearing all about you and your family in the near future. If you have any questions or queries, please do get in touch by emailing Kamala at [restandgrowsleep@gmail.com](mailto:restandgrowsleep@gmail.com)