

Terms and Conditions for Cherubs Club

Cherubs Club conducts business strictly in accordance with the following terms and conditions. These terms are legally binding, so please read them carefully.

Acceptance of Terms

By booking a phone consultation, you acknowledge and agree to be bound by these terms and conditions.

Payment

The fee for Cherubs Club consultation services is payable in advance of the initial consultation.

Cancellation Policy

If a package is cancelled, the following conditions apply:

- Less than 48 hours' notice – full fee payable.
- 48 hours to 7 days' notice – 50% of the final fee payable.
- 7 to 14 days' notice – 25% of the final fee payable.

Illness and Rescheduling

Cherubs Club understands that working with young children can lead to unforeseen circumstances, such as illness. In such cases, Cherubs Club will make reasonable efforts to reschedule the consultation without additional charges or cancellation fees, provided the same service is rebooked for a later date.

Cherubs Club's Right to Cancel

Cherubs Club reserves the right to cancel consultations at short notice due to personal circumstances. In such cases, you will be offered either a full refund or the option to reschedule.

Safe Sleep Recommendations

Cherubs Club advises all parents, legal guardians, and caregivers to follow SIDS (Sudden Infant Death Syndrome) guidelines when managing their child's sleep.

Disclaimer of Medical Advice

All advice provided by Cherubs Club is based on prior experience, training, and personal opinion. It should not be considered a substitute for medical advice from your GP or paediatrician. Cherubs Club does not operate in a medical capacity, and any health concerns regarding your baby or child should be addressed by a healthcare professional.

Limitation of Liability

Cherubs Club is not responsible for results that may not meet expectations during the sleep training support package. While Cherubs Club provides sleep plans designed to promote better sleep within a specified time frame, the responsibility for achieving success rests with the parents, legal guardians, or caregivers. Consistency in following the sleep plan is essential for its effectiveness.

Parental Responsibility

Parents, legal guardians, or caregivers are expected to follow the provided sleep plan consistently. By engaging in sleep training, you agree to collaborate with the sleep consultant to achieve the best possible results.

Disclosure of Medical or Feeding Concerns

Any medical or feeding concerns about your baby or child must be disclosed during the early stages of the consultation process. This allows Cherubs Club to address such concerns before creating the sleep plan.

Delivery of Sleep Plans

The sleep plan and/or routine will be sent via PDF email format within 48 hours of the initial consultation.

Review of Sleep Plan

Parents, legal guardians, or caregivers are advised to review the sleep plan carefully before implementing any sleep training, new routines, or behavioural changes.

Follow-up Support

Cherubs Club provides unlimited text and email support during the support period following the initial consultation. Cherubs Club is available for contact during the following hours:

- Monday to Thursday: 9am to 8pm
- Friday: 9am to 3pm

Responses to messages and emails will be provided as promptly as possible. Cherubs Club will also perform a daily check-in regardless of other communications during each day of the support period.

Additional Support

Additional calls beyond the initial support package are charged at £35/15 minutes. Additional WhatsApp or email support for clients on the Sleep deluxe package is charged at £50 per 7 day period.

Non-Refundable Follow-Up Services

Follow-up support and phone calls included in any package are non-refundable. If these services are not used, they cannot be refunded separately from the consultation fee.

