

Nurturing Touch

Terms & Conditions

Terms & Conditions of Service.

When booking a consultation with Nurturing Touch, the client agrees to these Terms & Conditions of Service.

Guarantees

Coaching with Karla is educational, informative and supportive. Karla does not guarantee a particular outcome or result, or within a particular timeframe. Karla does not endorse or recommend night weaning for babies and children under 18 months, unless there are specific circumstances which make this necessary. She also never uses cry-it-out, or modified versions of it, sometimes referred to under the synonyms; 'controlled comforting', 'spaced soothing', 'rapid return', 'delayed comforting', 'scheduled comforting', 'modified extinction', 'graduated extinction', 'crying down'.

Karla will provide appropriate education about the many factors that can impact sleep & behaviour at various times for baby. These include but not limited to: reflux or food allergies, temporary illness, teething, inconsistent sleep environment, reinforcement of unwanted sleep associations, developmental changes, growth spurts, parental stress and anxiety, baby's temperament and neurological developments and differences including undiagnosed (or known) additional needs.

Karla will endeavour to provide you with current, evidence-based, compassionate, developmentally and age appropriate, respectful information that fits with your parenting style and does not compromise attachment or responsive parenting.

When parents have chosen a “strategy” to experiment with, it is up to the parent to be consistent with that/those strategies and allow enough time to support baby and sleep. Karla will not tell you what to do or ask you to do anything you do not feel comfortable with, and there will never be a requirement for you to stop breastfeeding or bed-sharing (when applicable) as long as this is in the best interests of you and your child.

Payment of Fees

Fees for service are currently listed on the Nurturing Touch website and are required in full at time of booking.

Payment in full and agreement to these terms are required to secure your booking, until then, your booking remains provisional.

You may rebook further sessions/support with Nurturing Touch to provide any additional follow-up support as needed, in addition to your original package. Further support sessions or service bookings are subject to the same terms and conditions as this original agreement.

Travel Bookings

Travel charges are set at the first 20km (return travel to agreed destination) FREE then 89c per km thereafter will be added to the home consultation or coffee group bill.

Term/Termination

This agreement will terminate after the agreed timeframe within your chosen package, daytime or overnight booking. Any continuing support packages may be purchased separately and will be subject to the same terms and conditions explained in this contract, thus extending the agreement length.

Changes/Cancellations

Any changes made to these Terms and Conditions must be made in writing and signed by all parties.

- Cancellations 24 hours after package purchased will receive a full refund less stripe processing fee.
- Cancellations made seven days after package purchase where no work has been completed will receive an 80% refund.
- Cancellations made after Karla has spent time supporting you via client diary assessment, one on one contact, booking time in business calendar, plan formation/s and any other works regarding your personalised sleep plan. 25% of the package may be refunded or a \$100 per hour charge out rate maybe charged at the discretion of Karla.
- All further cancellations will be at the discretion of Karla.

All the above terms and conditions relate to any sleep package purchased from Karla whether package is active or on pause.

If the client is unhappy with any part of the service that has been provided by Karla, it is the client's responsibility to voice these concerns immediately and 14 days before the end of current package. This provides Karla ample opportunity to address the clients concerns asap and do everything within her ability to rectify the situation.

Packages on Pause: If for any reason both parties agree to place the current package on hold, the client has 10 days to re-engage with Karla to complete the booked package. If the client doesn't re-engage with Karla during this 10 days on pause, there will be no refunds of remaining time/monies within the previously booked package, once the 10 days have past. Any other arrangements is at the discretion of Karla in communication with the client.

Disclaimer, Acknowledgement, and Waiver of Liability

By entering into this agreement, you understand that your and your family's use of the services, sleep strategies/plans, overnight support and workshops offered by Nurturing Touch are voluntary, and that any injuries, accidents, or other complications resulting from your participation are your responsibility and no liability of Nurturing Touch.

You acknowledge and agree that it is your responsibility to follow instructions for any service provided or advice given to you, to seek help from Nurturing Touch if you have any concerns or questions, and to seek medical advice should you have any concerns about your child's health.

Health Concerns and Medical Conditions

Both parties (Nurturing Touch, and yourselves) will work together on the understanding that my role will be not be providing medical advice and you agree that none of the advice that Nurturing Touch provides shall be considered medical advice nor should it be relied upon by you as medical advice.

You understand that you should always seek the advice of your GP, WellChild Nurse or Midwife and should consult with any of these, or your child's Paediatrician if they have one, if you have any healthcare related questions or concerns generally, before embarking on any adjustments to your baby/child's sleeping and/or routine, or if you are concerned about any risks to your baby/child's health or well-being that may result from your participation in Nurturing Touch's services. If a medical problem appears or persists, do not disregard or delay seeking medical advice from your GP or other qualified healthcare provider.

You agree to disclose any medical condition to Nurturing Touch that you know, or suspect your child has. Failure to do so could affect your child's health and well-being.

Safe Sleep

The client agrees to follow safe sleep practices in line with the SIDS recommendations.
<http://www.sidsandkids.org.nz>

The client understands the safety guidelines of co-sleeping.

The client understands it is their responsibility to follow these guidelines at all times throughout consultations and sleep strategies discussed with Nurturing Touch.

Professional Indemnity Insurance

Nurturing Touch is fully covered by Professional Indemnity Insurance via IICT insurance.

Confidentiality

During the course of my work with you it is possible that I could become privy to information about your family, career or personal situation. This personal information will be used in complete confidence to provide a holistic support package for the best outcomes for your family, in consultations between Nurturing Touch and the client only. It is understood that this information would remain completely CONFIDENTIAL at all times and never disclosed to anyone without written consent, or a court order. In a similar manner I expect my clients to retain confidentiality also and not to share, duplicate (except for personal use), or plagiarise any documents that I send to you, and to keep these for your families personal use only, and that of any caregivers.

Response Times

Nurturing Touch will endeavour to answer to emails, social media messages, correspondence and phone calls within 24 hours, but usually within 12 hours maximum, except for Sundays. During the support period as part of your package, I will endeavour to respond to you within 8 hours, or as immediately as possible during the hours of 9.00am to 7.00pm.

By booking an appointment with me or contracting my services in any way, you are giving your specific and explicit consent to hold the personal data outlined above and for its use as laid out in this policy, and acknowledge that you have fully read and understand this document, and also agree to the terms and conditions above.

Email: karla@nurturingtouch.co.nz

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