

Little Sleep School

Gentle Sleep Education for Confident Parents



Terms & Conditions

1. Booking & Payment

Full payment is required to secure your booking and confirms your place in the selected service.

2. Refund Policy

Due to the personalised nature of our services, all fees are non-refundable once your consultation, assessment, or support has commenced.

If you need to reschedule before your service begins, please contact us as soon as possible. We will do our best to accommodate a new booking time where possible.

3. Service Timeframes

Your support program should begin within **14 days** of your scheduled booking date and be completed within **6 weeks** unless otherwise agreed in writing.

This ensures you receive the full benefit of the support provided while your child's sleep information remains current.

4. Our Services

Little Sleep School provides personalised sleep education, guidance, and support for families through services including:

- Sleep assessments

- Individualised sleep plans
- Follow-up support via email, phone, or video call
- Educational resources and recommendations

Our goal is to empower parents with evidence-informed education so they can make confident decisions that feel right for their family.

5. Medical Disclaimer

Little Sleep School provides sleep education and coaching only.

Our services are **not** a substitute for medical, psychological, or allied health advice, diagnosis, or treatment.

If your child has medical concerns, feeding difficulties, poor weight gain, developmental concerns, or any condition that may affect sleep, you should seek advice from your GP, paediatrician, Plunket nurse, or other qualified healthcare professional before implementing any sleep recommendations.

Where appropriate, we may recommend that you seek further medical advice before continuing support.

6. Parent Responsibilities

By purchasing a service, you confirm that:

- You are the child's parent or legal guardian.
- The information you provide about your child is accurate and complete.
- You will notify us of any changes to your child's health or circumstances during the support period.
- You understand that consistency is an important part of improving sleep outcomes.
- You remain responsible for all parenting decisions and the ongoing care of your child.

7. Results

Every child is unique.

While our recommendations are based on current evidence and tailored to your family's goals, we cannot guarantee specific results or improvements within a particular timeframe.

Sleep progress depends on many factors including your child's temperament, age, development, health, consistency, and family circumstances.

8. Confidentiality & Privacy

Your family's privacy is important to us.

Any personal information collected will be kept confidential and used only for providing our services, unless disclosure is required by law.

If we wish to share any part of your family's journey for educational or marketing purposes, we will always obtain your permission first. Identifying information will never be shared without your explicit consent.

9. Intellectual Property

All sleep plans, resources, guides, documents, videos, and educational materials remain the intellectual property of Little Sleep School.

These materials are provided for your personal use only and may not be copied, reproduced, shared, distributed, sold, or used for commercial purposes without prior written permission.

10. Limitation of Liability

By participating in our services, you acknowledge that all recommendations are educational in nature and that implementation is your choice.

To the fullest extent permitted by New Zealand law, Little Sleep School will not be liable for any loss, injury, damage, or dissatisfaction arising from the use of our services.

Nothing in these Terms limits any rights you may have under the Consumer Guarantees Act 1993 or the Fair Trading Act 1986 where those laws apply.

11. Changes to These Terms

Little Sleep School may update these Terms & Conditions from time to time. The most current version will always be available on our website and will apply to future bookings.

12. Acceptance

By booking and purchasing a service with Little Sleep School, you acknowledge that you have read, understood, and agree to these Terms & Conditions.