



Feed Sleep Bond



Lyndsey Hookway BSc RNC HV IBCLC

Lactation Consultant, Gentle Sleep and Parenting Support for Families

Terms and Conditions

Please read these terms and conditions prior to our consultation, and indicate that you have read and accepted them on the sleep diary which has been sent to you.

Disclaimer

Thank you for considering working with Lyndsey Hookway. Support from Lyndsey is not a substitute for medical, nutritional, lactation, psychological, therapeutic care, and it is also not a substitute for counselling, diagnosis, treatment or any other type of medical care. Please consult your doctor or other suitably qualified professional if you have any concerns regarding you or your child's health or wellbeing.

Guarantees

Coaching with Lyndsey is educational, informative and supportive. Lyndsey does not guarantee a particular outcome or result, or within a particular timeframe. Lyndsey 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'.

Lyndsey will endeavor 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. Lyndsey will not 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.

Equality and non-discriminatory practice

Lyndsey 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 Lyndsey to be aware of, please make this clear at the beginning of the consultation.

Scope of practice

By choosing to work with Lyndsey, you understand that she will not tell you what to do, but will work with you to find a solution that is sustainable for your family. Lyndsey will make suggestions and provide education and information based on her training and experience. You are responsible for whether you choose to implement any suggestions offered.



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Lyndsey is also a trained paediatric nurse, public health nurse, IBCLC, birth trauma recovery practitioner, author, speaker and teacher. However, by working with Lyndsey as a sleep coach, you agree that you are consulting her in relation to sleep and wellbeing alone. Any other queries or concerns can be addressed either separately, or by an alternate practitioner.

In particular, by choosing to work with Lyndsey, you agree that:

1. You will work within safe sleep guidelines
2. You will disclose any relevant medical problem that may have a bearing on sleep
3. You understand that if Lyndsey 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
4. You understand that you will be providing certain personal details which are required to be kept. All information is stored on a password protected external drive and will never be shared with any other third party.
5. In the event of you choosing to be invoiced for services, rather than paying online, payment is required within 48 hours of the initial consultation or contact.
6. Your sleep support is bespoke to you, and should not be shared with other third parties, as the information may not be relevant.

Cancellation 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, a 50% refund will be issued.

If Lyndsey has to cancel, she will offer an alternative appointment which will be mutually convenient to both parties.

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

Follow up and availability

Lyndsey will provide support as set out in the package you have purchased. If applicable, Lyndsey will send a written summary of the consultation, with the suggestions discussed in the meeting, within 1 working day of the appointment.



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Lyndsey generally does not work on weekends or public holidays, and therefore any contact on these days will be answered on the next working day.

Lyndsey works internationally, and resides in the UK, on GMT or British Summer Time (GMT+1). She will endeavor to be flexible for her international clients, but will not generally answer emails or calls outside of 9am-9pm UK time.

Lyndsey provides extensive support following an initial consultation. Depending on which package you have chosen, this support may be a scheduled phone call at a mutually agreeable time, or emails. Emails can be initiated by you, and Lyndsey will let you know when your follow up package is drawing to a conclusion. You can purchase additional follow up 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.

Comments, compliments and complaints

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

Lyndsey 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 at any time about this service, please email Lyndsey@feedsleepbond.com