



Patrice

Keegan

Gentle Little Sleepers

Childcare Professional and Holistic Sleep Coach

Terms and conditions

Please read these terms and conditions before your purchase of products or services. These terms and conditions can be changed, without notice, and any updates will be updated on my website & sent to any participants booked in.

Online Education purchases

Online workshops and sleep guides are to be used as an educational tool. They are a one-off purchase and are non-refundable. They are subject to copyright laws and cannot be edited or used for future sale by individuals.

Consultations

Before booking your consult, you must contact Patrice to book your free up to 20-minute intro call first. This allows us to ensure we align in our values & allows you to get to know me, how I support & gives you opportunity to share your story. Once you confirm your interest in booking, I will send a payment link with booking form for payment with these terms & conditions attached to the email for your viewing. You must read & agree to the terms before booking. The required intake documents, some parenting & sleep resources & other information will be sent to you prior to starting the support network & a link will be sent for you to secure your 1 to 1 with Patrice at a time & day that suits both parties, subject to availability. Please contact me if the availability isn't suitable & I can work with you.

The sleep diary documents need to be filled out & sent back to me the week of our call & at least 24 hours before our scheduled call and this enables Patrice to be prepared for the call and properly assess your family's circumstances and needs, making the most of your call. It is essential that these forms are filled in and sent back to patricegentlelittlesleepers@gmail.com. If these have not been completed, the call will be rescheduled for another time.

Contact will be made on the date and time agreed and 3 attempts will be made by Patrice if there is no answer. If no contact can be made, the call will be rescheduled.

I encourage you to record the call for you to review any time & if you would like me to record & send to you, please state this at the beginning of the call.

A comprehensive summary of our discussion & suggestions, based on findings will be sent within 3 days of the consultation call.

I respond & support between the hours of 9am and 9pm Monday to Saturday (excluding Sunday's & Bank Holiday's).



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Follow up support

I offer all 30 minute follow up support calls for clients who have previously had 3 or more calls, been part of a hub or a 3 week + support package at a rate of €60. You must have previously come from a support package or had more than 3 paid calls with Patrice to avail of this option.

If your child becomes ill, you may need to go with the flow a lot more & you may not be able to follow suggestions as much & progress varies between families & circumstances.

Disclaimer

Thank you for trusting Patrice & her team to help your family understand & feel more informed about sleep or your child's behaviour. Support from Patrice is for educational and support purposes and is not a substitute for medical, nutritional, lactation, psychological, therapeutic care, & it is also not a substitute for counselling, diagnosis, treatment or any other type of medical care.

Patrice is a qualified Holistic Sleep Coach & Childcare Professional, therefore all suggestions outside of sleep are for information purposes only. All of the information Patrice will give you is backed by evidence & experience & is offered because it may be affecting your situation, you are advised to seek support from the appropriate care, based on findings & your own gut feeling. Please consult your doctor or other suitably qualified professional if you have any concerns regarding you or your child's health or wellbeing or a specific diagnosis.

The discussions & information Patrice will share is for educational purposes & it is your responsibility to ensure you are following safe practices & guidelines in regard to things like co-sleeping, bedsharing, feeding & the choice of the products you use & how you use them.

Confidentiality

All correspondence that takes place with Patrice are confidential and will not be shared with anyone without the permission of the client, however if there are any concerns around child welfare, this information may need to be passed on to appropriate authorities. This will always be discussed with the client in the first instance.

Any material provided by Gentle Little Sleepers is subject to copyright and as such, is intended solely for the recipient's personal use only.

Guarantees

There is no time frame on when results should be seen, this varies from one family to another. Due to the nature of the service, guarantees cannot be provided, however, results are best shown and heavily reliant on consistency, perseverance and dedication from the client being coachable & open-minded & vary based on what's going on for the family.

Coaching with Patrice is educational, informative and supportive. Patrice does not guarantee a particular outcome or result, or within a particular timeframe. Patrice does not endorse or recommend



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night weaning for babies and children under 12 months & prefers to support this over 16 months, when children are more communicative, unless there are specific circumstances which make this necessary. She also never uses techniques of leaving a child to cry alone for any period, or modified versions of the techniques that involve crying alone.

Patrice will at all times, provide you with current, evidence-based, compassionate, developmentally and age appropriate, respectful information that fits with your parenting style and does not compromise attachment, feeding or responsive parenting. Patrice 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. All strategies and suggestions will be individual to you and following Patrice's recommendations, you will be able to choose the path to suit your family.

Equality & non-discriminatory practice

Patrice 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 Patrice to be aware of, please make this clear at the beginning of the support & if anything arises throughout our support, we ask that you please contact us directly so we can support you.

Scope of practice

By choosing to work with Patrice & her team or purchase her products, you understand that she will not tell you what to do, but will work with you to find a plan that is sustainable for your family. Patrice will make suggestions and provide education and information based on her training and experience. You are responsible for whether you follow the suggestions and strategies, maintain consistency and progress varies between families & circumstances so no one is ever WRONG or BAD!

In particular, by choosing to work with Patrice or buy her products, you agree that:

1. You will work within safe sleep guidelines.

<https://www.llli.org/the-safe-sleep-seven/>

<https://www.lullabytrust.org.uk/safer-sleep-advice/co-sleeping/>

2. You will disclose any relevant medical problem that may have an impact on sleep.
3. You understand that if Patrice 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 Patrice is required to keep. 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 will need to be within 48 hours of the initial consultation, event or contact.



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- Your sleep support is unique to you, and should not be shared with other third parties, as the information may not be relevant to others.

Cancellation policy and refunds

You are within your rights to cancel any time, if you do not feel that Patrice is the right sleep coach to help you or your family. If cancellations are made within 4 days prior to our support, there is no charge, there is no charge for re-scheduled appointments. If cancellation is less than 48 hours prior to the support starting, there will be a 25% refund issued & if the cancellation is within 3 days, a 50% refund will be offered.

If a client does not arrive to our scheduled call, they will be offered an alternative call & Patrice is under no obligation to give a refund.

If support has commenced and the client decides they no longer wish to continue with the services, Patrice is under no obligation to offer a refund.

Refunds are not offered based on results of services provided as results very much depend on individual circumstances.

If Patrice has to cancel any calls for any reason, she will offer a re-scheduled call or appointment, which will be mutually convenient for both parties if 1 to 1 or of the agreement of the group if it is a group call.

If Patrice genuinely feels, after reading your diary, that another approach, with another practitioner would be better suited to your needs, she will express this and give a full refund no matter when the appointment is scheduled.

Follow up & availability

Patrice will provide the support that is set out in the package you purchased.

Patrice is happy to help families from anywhere in the world, subject to availability and time differences. Patrice resides in Ireland, on GMT or Irish summer time (GMT+1). She will be as flexible as she can with international clients for the 1 to 1 calls. Patrice will generally answer calls, messages or inquiries within the hours of 9am and 9pm, Irish time, Monday to Saturday.

Patrice is dedicated to providing extensive support & encourages you to ask for what you need & be open minded about changing your current situation.

If you do not answer calls, messages or emails from Patrice, or make contact, then it will be assumed that you no longer need or require sleep support from Patrice.

*Patrice**Keegan*

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Comments, compliments and complaints

Patrice strives to provide a high-quality service that meets your needs. If you have enjoyed working with Patrice and feel you and your family have benefitted from her help, please consider sending a review via the google link below, email or on the Gentle Little Sleepers Facebook page.

[Google review](#)

If you are not satisfied with the service Patrice has provided, within the terms and conditions stated here, then in the first instance, please contact Patrice personally on patrigentlelittlesleepers@gmail.com and she will aim to resolve the dissatisfaction with you. We welcome all feedback as it helps us to improve our service & give parents what they truly need from our support.

Patrice strives to & has developed a great working relationship with her clients, and she loves hearing all about you and your family on your journey now & in the future.

If you have any questions at any time about this service, please email:

patricegentlelittlesleepers@gmail.com