



Patrice

Keegan

# Gentle Little Sleepers

Childcare Professional and Holistic Sleep Coach

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## Terms and conditions

Please read these terms and conditions before joining your chosen support. These terms and conditions can be changed, without notice, and any updates will be updated on my website & sent to any participants in the support networks.

## 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.

## Support Packages & Consultations

To book this option, you must contact Patrice to book your free up to 30-minute intro call first. This allows us to ensure we align in our values & allows you to get to know us, how we support & share your story. Once you confirm your interest in booking, we 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 that suits both parties, subject to availability. Please contact us if the availability isn't suitable & we can work with you.

The sleep diary documents need to be filled out & sent back to us at least 1 week before you start the support network 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 [patricegentlesleepers@gmail.com](mailto:patricegentlesleepers@gmail.com) If these have not been completed, the call will be rescheduled for another time & this will delay you receiving your customised summary & suggestions.

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, and the detailed summary & suggestions, based on findings will be sent within 1 day of the consultation call at the start of the first week.

We respond & support between the hours of 9am and 9pm Monday to Saturday (excluding Sunday's & Bank Holiday's). Access to the support network will begin at 10am on our start date & questions & queries will be responded to once the support date starts within basecamp, this is a secure hub we use for this network.

In the year-long Bringing Back the Village network, there will be a 3-week on & 1 week off system of support so there will be no coaching calls or support on 1 week each month & how they fall will be

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highlighted in advance. Once to twice per year, the weeks off will fall as 2-weeks together, all highlighted in advance. Any changes to these free weeks will be highlighted in advance also.

## Follow up support

There will be a year-long support network coming soon & you must have completed the 3-week hub before joining in the year.

If your child becomes ill during support, you may need to go with the flow a lot more & you may not be able to join in as freely or follow suggestions as much. Please don't worry as you can still gain support, knowledge, ask questions, learn from others & you will have access to the hub for information, all calls will be recorded for you to review & there is no pressure.

After the 3 weeks is over, there will be no further calls or coaching from Patrice & her team.

If you join the year-long Bringing Back the Village network, it will be in a separate hub where you will still have continued access to the resources, like minded families who have completed the Child Parent Hub, our weekly support & bonus monthly live speakers, as well as your weekly live recorded group call to pop into or listen back to if needed on your journey. You will also have a 30- minute refresher call 1 to 1 call to check in & update your sleep goals or parenting needs.

## Disclaimer

Thank you for trusting Patrice & her team to help your family understand & feel more informed about sleep. 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 or within the group 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.

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Any material provided by Gentle Little Sleepers is subject to copyright and as such, is intended solely for the recipients 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.

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 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.



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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.
6. 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 4 days, a 50% refund will be offered.

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 depends on consistency and 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. If Patrice feels that after the support call, our values really don't meet & a different consultant may be better suited, she will express this to you & give you the choice by offering you a refund for the support & only charge for the support call.

## 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, but will generally answer calls, messages or inquiries within the hours of 9am and 9pm, Irish time Monday to Saturday.

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Patrice is dedicated to providing extensive support & encourages you to ask your questions, seek support & really embrace & join in the group as much as you need so you can benefit as much as possible from the support.

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.

## **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.

## **[GLS 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, and she will try to resolve the dissatisfaction. 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 relationships 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