

# BABYWEARING CONSULTATION



## TERMS AND CONDITIONS

### Bookings

1. To book your babywearing consultation please contact me by phone or email.
2. When a date/time for your consultation has been agreed, you will be sent an email confirmation, usually within 1-3 days. If you do not receive this, please check your 'junk mail' and contact me if not received.

### Pre-consultation

1. I may ask for some information to help me prepare for your consultation. This helps to ensure I can meet your needs and requests and allows for the best use of time at your session.
2. At your consultation, I will check in with you and take any additional details before commencing the session.
3. If I feel that I will be unable to meet your requests, or if there are any contraindications to you being able to participate on the day of attendance, I reserve the right to cancel your session and may suggest an alternative professional.

### My home – your consultation

1. Your consultation is held in-person, at my home in Wanstead, London, E11.
2. I do not offer consultations in client's homes unless there are accessibility issues, in which case, I will endeavour to support you myself or refer you to another consultant who offers home visits.
3. My home is a special place where I have welcomed many clients over the years. I prepare the space especially for you and aim to make it as clean and comfortable as possible, but please note it is my sanctuary as well as yours, and not a shop or studio-environment.
4. Please remove your shoes on arrival.
5. Please be aware I have a cat, and whilst she'll mostly keep out of your way, if you have an acute cat allergy or a strong dislike of cats, this may not be the right place for you.

### Trying slings/carriers at your consultation

1. If you are trying different slings/carriers at your consultation I will select three or four options for you to try, according to your needs.
2. I will demonstrate the safe use of the chosen slings/carriers.
3. I will provide clear instruction and guidance when you try the sling/carrier and support you to achieve the best possible fit.
4. All slings/carriers are checked before your session to check they are clean and ensure they are in good condition and working order.
5. Whilst every step is taken to ensure the slings/carriers are clean and in perfect condition, I cannot guarantee there will be no marks or hairs (including animal hair) on the slings/carriers you try.

### Post-consultation

1. Following your session, I will email you (within 1-3 days) with any recommendations made.
2. I may also provide additional information or support, such as links to videos or retailers.

## **Payment**

1. By attending the babywearing consultation you agree to pay the correct fee, given at the time of confirmation.
2. Payment can be made via the website in advance of your consultation or by cash/debit/credit card/Apple Pay at your session.
3. Promotional prices apply only during the period stated.
4. All prices quoted are in UK pounds.

## **Late arrivals**

1. If you arrive late to your appointment, I will reduce the time of your session accordingly. Please note you will be charged the full amount, even if the time is reduced.

## **Cancellation**

1. If you need to cancel your consultation, please let me know as soon as possible, ideally with 24 hours notice, or at least 3 hours in advance.
2. If I need to cancel your consultation due to illness, emergency or any other reason which means I am unable to offer consultation, I will contact you to cancel as soon as possible.
3. I will always aim to rearrange your consultation when possible. If you have paid in advance, I will refund your payment or hold it until you are able to attend, depending on your preference.

## **Services in exceptional circumstances:**

1. **In the event of Public Health enforcement closure of in-person consultations, or where it is deemed as unsafe to run in-person sessions (including but not limited to: severe weather warnings such as snow, ice, high winds, floods, excessive heat waves; the covid-19 pandemic or other exceptional circumstances beyond my control) your consultation will be cancelled.**
2. **Any pre-paid funds that have not been utilised (such as the consultation session itself, or sling hire that has not yet started) will be refunded to you.**
3. **In exceptional circumstances I may, as an alternative, choose to offer support online. This will enable me to provide basic safety and comfort advice with some instruction and demonstration. This service will incur a fee which will be pre-set and communicated to you before any booking is accepted.**

## **Informed consent - clients acknowledge and agree the following:**

1. To abide by all terms and conditions as set out above.
2. To participate in the babywearing consultation at your own risk
3. That you feel physically and emotionally able to participate; and under the understanding that their child's health and safety is your responsibility, at all times.
4. To inform me of any health or wellbeing concerns for yourself or your baby before participating in your consultation and if you experience any pain or discomfort during the session.
5. Not to attend with serious or contagious illness (including but not limited to vomiting, measles, chicken pox) or symptoms of respiratory infection with high temperature.
6. To indemnify and hold harmless, Buddha Baby, including all directors or facilitators, from all such claims or demands of injuries, damages, or causes of action to any person or property which

may arise directly or indirectly out of or connected with participation in the babywearing consultation, the use of facilities, any equipment, or sundries.

**Buddha Baby liability waiver:**

1. The attendance at your babywearing consultation, run by Buddha Baby denotes the acceptance of the risk associated with the activities taught, both during and after the consultation sessions. Buddha Baby, including any directors or facilitators will not be held liable for a) any injury or harm resulting from participation of any activities or from the use of any equipment provided, and b) any damage to or loss of personal property.
2. Any references made to additional support, such as videos and pictorial tutorials are for own educational benefit and must be taken as a guide only.
3. I may refer you to retailers of slings/carriers, and whilst every endeavour is made to ensure these are reputable traders, I cannot guarantee or be held responsible for any actions on their part. Please refer to their terms and conditions. I am not part of a paid partnership with any retailer.

**Buddha Baby, 1 May 2023**