



Empower. Support. Encourage

Terms and Conditions

The role of Tots to Toddlers is to support, empower and offer practical solutions and suggestions to address the problems parents are experiencing. Any work undertaken by Tots to Toddlers is based on the following terms and conditions. These must be accepted before any work can start, so please read them carefully.

Our fees

1. The fees for any Tots to Toddlers consultant service is due in advance of the initial consultation.
2. If the package is cancelled the following terms and conditions apply:
Less than 48 hours' notice – full amount payable
48 hours to 7 days' notice – 50% of final fee payable
7 to 14 days – 25% of final fee payable
3. Tots to Toddlers accepts that whilst working with young children there are sometimes situations where consultations or home visits need to be cancelled due to illness. If this is the case, Tots to Toddlers will endeavour to work with the client to arrange another date and there will be no charge or cancellation fee as long as the same service is being booked for a later date.

Our contactable hours

1. Tots to Toddlers is contactable Monday – Friday 9am - 5pm. During these times messages and emails will be responded to as soon as possible, usually within 24hours. However, there may be times when the Tots to Toddlers consultant is with a client or due to personal circumstances cannot reply as quickly as this.

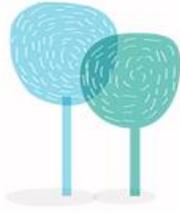
Our advice

1. Tots to Toddlers strongly recommends that all parents follow current SIDS guidelines. These can be found on the [Lullaby Trust Website](#).
2. Tots to Toddlers works closely with parents at all stages and advises parents to read all plans before embarking on any new routine, sleep training, other significant change, or fitness plan.

Our service



Tots Toddlers and you



Empower. Support. Encourage

1. All Tots to Toddlers consultants are experts in their respective fields but are not medically trained. We do not make medical diagnoses and any advice given should not be treated as a substitute for professional medical advice.
2. If you have any concerns about your or your babies health, you should seek medical advice from your GP, Health Visitor or Paediatrician.
3. Before starting any package, all parents and prospective parents will be required to answer a short set of questions. Any concerns about you or your baby should be raised here.
4. All Tots to Toddler advice and support is based on each families unique situation and circumstance. All problems will be investigated, assess and analysed accordingly; therefore any plan provided will be developed specifically for your use only. Please do not share with others.
5. Tots to Toddlers does not accept responsibility or liability for sleep training, routines and plans that do not achieve the required result during the process. The Tots to Toddlers plans are designed to help resolve specific baby/child/parent concerns within a specific time frame; however, the parent accepts responsibility for this success after the consultant has finished their time in the client's home.
6. Tots to Toddlers advises that parents are consistent and stick to the plans provided to achieve success. The outcome of any plan whether sleep training, a change in a routine or fitness depends highly on parental consistency and therefore by agreeing to undertake a plan, the parents agree to work alongside the consultant to achieve the best results possible. It will work – it just takes time and consistency!
7. Tots to Toddlers consultants work closely with families to ensure that you get the results you would like for you, your babies and children. In the small number of cases that you don't see progress with the plan, there is always a reason and the consultant may offer alternative solutions with you. During this process, you will need to work closely with the consultant and maybe be willing to try other things.

