

## PARENTING WITH PEACE TERMS OF SERVICE

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By accessing the services of Parenting with Peace Pty Ltd, you are agreeing to the Terms and Conditions identified in this document. Please read these terms and conditions prior to our consultation, and I will ask you to please sign a printed copy that I will have at your first appointment.

### DEFINITION

'We/Us/Our' relates to Parenting with Peace Pty Ltd, its subsidiaries, affiliates, employees, officers, agents or assigns.

'Infant/baby/child' are all used interchangeably.

The 'Website' is in relation to [www.parentingwithpeace.com.au](http://www.parentingwithpeace.com.au)

'Services' is any consultation you have with Parenting with Peace including in person, telehealth, phone and email.

### INTELLECTUAL PROPERTY AND COPYRIGHTS

We hold the copyright to the content of our Website. You must not use or replicate our copyright material other than as permitted by law. Specifically, you must not use or replicate our copyright material for commercial purposes unless expressly agreed to by Us, in which case we may require you to sign a License Agreement.

### INFORMATION COLLECTION

Use of information you have provided us with is governed by our Privacy Policy. By using our Website and the Services associated with this Website, you are agreeing to the Privacy Policy.

### LINKS TO EXTERNAL WEBSITES

Our website may contain links that direct you outside of our website. These links are provided for your convenience and are not an implied indication that we endorse or approve of the linked Website, its contents or any associated website, product or service. We accept no liability for loss or damage arising out of or in connection to your use of these sites.

### EQUALITY AND NON-DISCRIMINATORY PRACTICE

Parenting with Peace promotes an inclusive, non-judgmental service and will not knowingly discriminate against anyone on the basis of their ethnicity, religion, gender identity or expression, sexual orientation, parenting style, marital status or their ability. You are all welcome. If there is anything you would like us to be aware of, please make this clear at the beginning of the consultation.

### SCOPE OF PRACTICE

By choosing to work with us, you understand that we will work with you to find a solution that is sustainable for your family. We will make suggestions and provide education and information based on our training and experience but you are responsible for choosing to implement these suggestions or not. If we feel that a different approach with an alternate practitioner would be in your best interests, we will let you know and support you with appropriate referrals.

### GUARANTEES

Sessions with Parenting with Peace are educational, informative and supportive. In regards to sleep, we do not guarantee a particular outcome or result, or within a particular timeframe. We never use cry-it-out, or modified versions of it. We will endeavour 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 gentle parenting. We will not expect you to do anything you do not feel comfortable with. We make no guarantees that your child will be sleeping within a set period of time.

## **SERVICE PACKAGES**

All prices quoted applies to one infant/baby/child only. Discounts apply for additional children, please discuss your needs with us.

## **SERVICE AREA**

In home consultations - Servicing 15km radius around central Ballarat, including Creswick. If you live outside this area a travel fee will apply if you would like me to come to you.

Telehealth consultations are available Australia wide.

## **FOLLOW UP AND AVAILABILITY**

Parenting with Peace will provide support as set out in the Nourish, Connect or Dream package you have purchased. Emails will be replied to within 24 hours Tuesday to Friday. Emails can and 'should' be initiated by you. We will be sure to let you know when your follow up package is drawing to an end, and you can purchase additional follow up if required. If you do not initiate contact, then it will be assumed that you no longer need or want support from us.

## **CANCELLATION POLICY**

For cancellations made more than 24 hours before your scheduled appointment, there is no charge. For cancellations less than 24 hours prior to the appointment, unless due to illness, a 50% charge applies. Please discuss any concerns you may have. If Parenting with Peace have to cancel a scheduled appointment, we will offer an alternative appointment as soon as possible.

## **BY WORKING WITH PARENTING WITH PEACE, YOU AGREE THAT:**

You will parent within safe sleeping guidelines.

You will disclose any relevant medical problem you or your child has.

You understand that if we are concerned for the welfare of your child, we have a duty to report this to the relevant agencies. This will always be with your knowledge except in cases where the immediate safety of the child takes priority.

Your holistic 'Dream' and 'Nourish' services are tailored to you and your child, and should not be shared with others, as the information may not be relevant.

Your holistic 'Connect' services are individualised to you and your current situation, so any recommendations should not be shared with others, as the information may not be relevant to them.

Payment is required on the day of consultation. Please discuss with me if there are unforeseen circumstances in which this isn't possible.

## **DISCLAIMER**

Thank you for trusting Parenting with Peace. We believe that all information we provide is accurate and reliable. Reliance upon any information or material on the website, or advice received from Parenting with Peace shall be at your sole risk. Support from us is not a substitute for the consultation, diagnosis, and/or medical treatment from your doctor or healthcare provider. You must consult your doctor if you have any concerns regarding you or your child's health or wellbeing. Although Parenting with Peace has attempted to provide accurate information to you, we assume no responsibility for any errors, inaccuracies, omissions, delays or other defects in any of the information provided. Parenting with Peace expressly disclaims all responsibility, and shall have no liability, for any damages, loss, injury, or liability whatsoever suffered by you or any third party as a result of your reliance on any information or guidance we provide you with. Further, all of our Services are provided without a warranty. We are not liable for any damages whatsoever, incurred as a result of or relating to the use of the Website or our Nourish, Connect and Dream Services.

## **COMMENTS, COMPLIMENTS AND COMPLAINTS**

Parenting with Peace strives to provide a high-quality service that meets your needs. If you have enjoyed working with us and feel that you and your family have benefitted from our services, please consider sending in a review, or you can leave one on the Parenting with Peace Facebook page. In the unlikely event that you are not satisfied with the service we have provided, within the terms and conditions stated here, then in the first instance, please contact us personally and we will try to resolve the dissatisfaction. If there is no resolution, you can contact the International Institute for Complementary Therapists on 02 5629 7777. We have full Professional Indemnity Insurance.

Thank you for allowing us to be a part of your village. We really love supporting you in your parenting journey. We value the therapeutic relationships we develop with you and your family and would love to hear updates in the near future. If you have any questions, please reach out to us via email [connect@parentingwithpeace.com.au](mailto:connect@parentingwithpeace.com.au)

I have read and I agree to all terms and conditions set out in this 3-page document.

NAME

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ADDRESS

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SIGNATURE

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DATE

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