

Teens & Young Persons Sleep Support – Standard Terms & Conditions

Contact Details

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Definitions

Client: The teenager or young person receiving sleep coaching services.

Parent/Guardian: The legal guardian of the Client.

Sleep Coach: Amy Cheseldine, the provider of sleep coaching services.

Overview

The Sleep Coach agrees to provide holistic sleep coaching services to the Client with the goal of addressing and improving their sleep-related issues and overall wellbeing.

Scheduling

Consultations are scheduled via the website at the time of booking. If it is a phone consultation, I will call at the agreed time on the mobile number provided. If it is a video consultation, you will receive video dial in details in a separate email.

Please provide 24 hours' notice if you need to reschedule in exceptional circumstances. Scheduled appointments that are not cancelled or postponed with 24 hours' notice will be considered as redeemed in full.

If the Client is running late, the Sleep Coach will wait for 15 minutes before the session will be ended and noted as missed.

The Sleep Coach reserves the right to cancel or reschedule coaching sessions due to unforeseen circumstances. In such cases, the Client will be provided with reasonable notice, and an alternative session will be arranged.

Session Procedure

Appointments will be by either telephone or video call as agreed. If using telephone or video call, please find a quiet place where you / The Client won't be distracted and avoid talking in the car, in public places, etc. so you / The Client can be fully present within the session.

My typical working hours are Monday to Thursday from 9am to 5pm. Any interim support or communication outside of scheduled sessions will be conducted via email and will typically be responded to during this period. I will aim to respond to you as soon as possible, within 24 hours.

Termination & Refunds

Fees are non-refundable once payment has been made. If you do not wish to continue with your full package of sessions, please inform me in writing. My aim is to be as helpful as I can during our sleep coaching sessions. If, at any time, you feel that sleep coaching is not meeting your needs, please let me know so we can discuss any changes that might be required.

Parental Involvement In Sessions

The Parent / Guardian must consent to the sessions taking place with the Client. The Parent / Guardian is not usually required to attend the consultations as they are designed to empower teenagers & young people, helping to develop independent skills to optimise sleep & improve their overall wellbeing. Parent / Guardian support is beneficial to ensure that sleep strategies are supported at home and their child is set up for success. If the Parent / Guardian would like to attend any part of the sessions please send me an email to request this. The Parent / Guardian will be informed if the Client does not attend a scheduled session for any reason.

Services

Holistic sleep coaching is a collaborative process with the Client, aimed at addressing sleep challenges, setting goals and improving long term health and wellbeing.

Client and / or their Parent / Guardian acknowledges that it may involve different areas of their life, including but not limited to school / work, home environment, health, relationships and recreation. The Client and / or their Parent / Guardian agrees that deciding how to incorporate sleep recommendations and coaching principles into those areas is exclusively the Client and / or Parent / Guardians responsibility.

Responsibilities

As an Accredited Sleep Consultant Practitioner, the Sleep Coach understands, respects and agrees to abide by the Global Code of Ethics and standards of behaviour set out by the [Association for Coaching](#), and engages in Continuous Professional Development (CPD).

The Client and / or their Parent / Guardian agrees to provide accurate and honest information about their sleep patterns, health, and lifestyle to the Sleep Coach.

The Client and / or their Parent / Guardian acknowledges that the Sleep Coach is an Accredited and Certified sleep practitioner, but is not a medical doctor or therapist, and if any medical or psychological issues arise during the sleep coaching process, the Client and / or their Parent / Guardian will seek appropriate professional advice. Client and / or their Parent / Guardian understands sleep coaching is not mental health therapy and does not substitute for therapy if needed, and does not prevent, cure, or treat any mental disorder or medical disease.

The Client and / or their Parent / Guardian understands the Sleep Coach will not be held responsible for any given advice and will not be liable for any alleged harm or ill health that may result at any time (before, during or after testing or consultation). The Client and / or their Parent / Guardian understands that the sleep coaching relationship and recommendations are voluntary and that advice given may be opinion or anecdotal in some cases.

The Client and / or their Parent / Guardian will keep their GP or any additional relevant professionals informed of their medical health concerns and make them aware the Client is consulting with a Sleep Coach (if needed). Upon any changes in health, the Client and / or their Parent / Guardian will notify the GP or any additional relevant professionals immediately. The Client and / or their Parent / Guardian is aware that the Sleep Coach may refuse consultation if they feel it necessary.

Confidentiality

The Sleep Coach agrees to maintain the confidentiality of all information shared by the Client during the consultation. The Sleep Coach will not disclose any personal or sensitive information to third parties (including to The Parent / Guardian) at any time without the Client's explicit consent (excluding disclosure of illegal activities). In extreme cases of concerns for life or safety I will contact the emergency services and the Client's

emergency contact or Parent / Guardian. Sleep Action Plans will only be shared with the Parent / Guardian if the Client consents to this. The Parent / Guardian will be informed if the Client does not attend a scheduled session for any reason.

Duty of Care

As a Sleep Coach working with teenagers in the UK, the Sleep Coach is committed to providing a safe, supportive, and confidential environment for clients. The primary goal is to help young individuals improve their sleep habits and overall well-being through professional guidance and evidence-based practices.

The Client & Parent / Guardian understands that The Sleep Coach has a duty of care to always act in the best interests of the Client. This includes ensuring their physical and emotional safety during sessions. Should The Sleep Coach suspect that the Client is in any danger of harm or abuse, it is their obligation to report these concerns to the relevant authorities promptly. This action is necessary to protect the client and ensure they receive the appropriate support and intervention.

The trust and safety of clients are paramount, and the Sleep Coach is dedicated to upholding the highest standards of care and professionalism in all interactions.

GDPR

By booking this consultation, you are giving me permission to hold your personal data as per GDPR guidelines.

Liability

The Client and / or their Parent / Guardian is entering into the consultation with the understanding that sleep coaching results cannot be guaranteed. The Sleep Coach shall not be held liable for any direct or indirect damages, losses, or injuries arising from the coaching services.

These terms shall be governed by and construed in accordance with the laws of the United Kingdom.

Agreement

By booking this appointment and joining the consultation, The Client and / or their Parent / Guardian are acknowledging that you agree with these terms and conditions.

Thank you for your booking and I look forward to our consultation.