



Terms & Conditions

Understanding

- Little Ones At Home (LOAH) is not a substitute for medical or mental health advice. The information provided in or through my Website, Programs, Products and Services is not intended to be a substitute for professional medical advice, diagnosis or treatment that can be provided by your own Medical Provider (including doctor, nurse, or any other health professional), Mental Health Provider (including psychiatrist, psychologist, therapist, counsellor, or social worker).
- If you have any concerns regarding you or your child's wellbeing please consult your doctor or other suitably qualified person.
- The date that the potty training consultation takes place shall be deemed to be the start date for the service. Participation by any individual in the coaching session constitutes acceptance of these terms and conditions.
- In return for the fees payable by the client, LOAH agrees to provide the service in accordance with the terms and conditions set out below. The Client agrees to pay fees for the service on the terms and conditions set out below.

Responsibility & Commitment

- Coaching with LOAH is supportive, informative and educational.
- LOAH will seek to enable the client to set and achieve goals that will help to bring about desired outcomes for the client. The client has sole responsibility for any decisions they may make following coaching with LOAH. LOAH accepts no liability for the client's actions. LOAH has no liability for any loss incurred by any client, whether financial or otherwise, following commencement of coaching sessions, or for any perceived failure by the client, whether justified or otherwise, to achieve a material improvement in quality of life or to achieve their desired outcomes or goals.

Services

- LOAH provides advice to clients on potty training children aged 18 months to 5 years old.
- An initial 1 hour consultation session will be provided to discuss the child, their routine, likes/dislikes and develop a tailored potty training plan.
- Follow up support is available via WhatsApp, phone call or email as needed for the duration of the potty training process.





Safe & Ethical Practice

- LOAH operates according to standards of best practice for safe, ethical and developmentally appropriate potty training.
- Under no circumstances will punishment, shaming, criticism or harm of any kind be condoned or recommended as part of the potty training process.
- Positive reinforcement techniques will be advised to build the child's confidence and motivation. Accidents or setbacks will be handled compassionately without blame.
- The safety, wellbeing and healthy development of the child is the top priority at all times. Any practices that could psychologically or physically endanger a child will not be suggested or supported.
- Clients are responsible for ensuring an environment of patience, encouragement and care during potty training sessions with the child. Corporal punishment is prohibited.
- Any safeguarding concerns that arise will be reported by Hayley Stoner (HS) to the appropriate authorities in accordance with legal requirements.

Cancellation Policy

- A minimum of 48 hours notice is required to reschedule or cancel an appointment without charge.
- Less than 48 hours notice may require the full scheduled time to be paid to cover reservation.
- If LOAH has to cancel, a new appointment will be offered at a mutually agreed time and date.
- In exceptional circumstances, such as illness or unavailability due to bereavement or other commitments, inappropriate behaviour by the client, actual or potential conflict of interest, or other reasons, LOAH can decide to terminate the service to the client early or refuse or be unable to provide further coaching sessions to the client. In such a circumstance the client will be given reasonable notice of termination by LOAH where practicable, and will be refunded any advance payments made for coaching sessions not yet provided.
- There may be occasions when LOAH may recommend to the client that they seek an alternative service more suited to their current needs. In this event LOAH will fully discuss the reasons for the recommendation with the client. It is the client's sole responsibility to decide whether to follow the recommendation and LOAH does not accept any liability for the outcome of any decisions the client chooses to make.

Guarantees





- LOAH provides advice and guidance only, success of potty training depends on consistent implementation by the client.
- No guarantees are provided that a child will be fully potty trained within a set time frame.

Liability

- LOAH will not be liable for any accidents, injuries or issues that may occur during the potty training process. Responsibility remains with the client at all times.
- Clients agree to not hold the consultancy liable for potty training outcomes.

Confidentiality

- Personal information to LOAH by the client in coaching sessions will be treated as confidential. It will not be disclosed to a third party without the client's prior permission, save where required by law.
- If HS is concerned about a child's welfare, she has a duty to report this to the relevant health care service and/or safeguarding service in the local area of the child. This will be with the knowledge of the client except in the case where a child is at immediate risk.
- LOAH will respect the client's privacy and seek written permission before disclosing they are a client.
- LOAH requires that the client provide an emergency contact name and telephone number, to be used only in the event of an emergency, such as sudden illness or accident.
- All documentation and information relating to the client will be held according to the Data Protection 2018, except as required by law.
- Feedback about the service is welcomed and encouraged and can be given during a coaching session or by writing to Hayley Stoner via email to littleonesathome@gmail.com.
- LOAH is continually striving to ensure the standard of service provided to clients remains outstanding. If in the unlikely event the client is unhappy with the service and support provided, the client should put this complaint in writing to littleonesathome@gmail.com and HS will try to resolve the dissatisfaction.

Coaching Procedure





- Coaching will take place between the client and their coach face-to-face (venue by mutual agreement), via Zoom (client calls coach), or by telephone (client calls coach). Face-to-face coaching will take place at a mutually agreed venue. Where coaching takes place at a mutually agreed venue the client will be liable for any costs incurred by LOAH at that time.
- LOAH will provide a follow up email with the basis of what we discussed and an action plan, this individual plan should not be shared with any third party. within 48 hours of the coaching session. LOAH will also provide WhatsApp support until the coaching comes to an end, and review phone calls.
- The client may contact LOAH by WhatsApp, phone or email between sessions to share a success or seek clarification on a coaching issue. Support between sessions is seen by LOAH as a necessary part of the coaching process.
- LOAH will respectfully let the client know when a coaching relationship is coming to a close. If the client does not answer calls or emails, or initiate any contact, then it will be assumed that you no longer need or want support.

The Client needs to agree that they have read, understood, and agree to the above terms and conditions on the Questionnaire at least 48 hours prior to the Potty Training Coaching session with Little Ones At Home.

