

# Hello Baby

## TERMS AND CONDITIONS

Hello Baby is a provider of pregnancy, birth and parenthood services for expectant and new parents in Bushey, Hertfordshire. Provision of these services are considered to have started when payment has been received and booking confirmations are sent to the client/s.

### Cancellation policy

If you book a service and subsequently wish to cancel, refunds will only be given on the following basis and the following charges will be applicable.

An administration charge of £15 will automatically be charged.

Once this amount has been deducted, a percentage refund of the balance will be calculated based on the number of days' notice of cancellation received (prior to the first session of The Antenatal Course, The 1:1 Antenatal Course, Hypnobirthing , date of private midwifery appointment or first private midwifery appointment if a package). This notice must be given in writing by email.

Notice given	Percentage refund
42 + Calendar days	75%
32-41 Calendar days	50%
22-31 Calendar days	25%
21 Calendar days or less, or 'no show'	0%

In the unlikely event that Hello Baby has to cancel a course, an alternative arrangement will be made or a full refund will be offered. At the discretion of Hello Baby, in exceptional circumstances, a full refund may be offered.

### Transfer Policy

If a course attendee wishes to transfer to an alternative course date this will be arranged subject to availability and a charge of £15 may be made. If an alternative date cannot be found, the cancellation policy will apply.

### General

The information, techniques and exercises provided within the antenatal and hypnobirthing course programmes are for educational purposes only.

Chloe Lewis - Doula, Hypnobirthing Practitioner & Antenatal Educator  
FEDANT National Register Entry Number: 13829

Hannah Simons - Registered Midwife & Antenatal Educator  
NMC PIN: 12G1687E



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Do not practice the techniques or exercises learnt on the courses whilst driving or operating machinery, or if you suffer from epilepsy, clinical depression or any other nervous or psychiatric condition.

The information provided during antenatal classes, hypnobirthing sessions and doula birth preparation sessions is not a substitute for medical advice. If in doubt, please consult your doctor, midwife or licensed medical practitioner.

## Amendments to the Terms

Hello Baby retains the right to amend these terms and conditions in any way it considers appropriate.

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