

Terms of Use & Service Agreement

Pediatric Sleep Consulting Services

Effective Date: 9/1/2025 | Last Updated: 3/6/2026

1. Agreement to Terms

By booking, purchasing, or using any services offered by Lolli Sleep Solutions, LLC ("Consultant", you ('Client')) agree to be bound by these Terms of Use. If you do not agree to these terms, please do not proceed with any booking or purchase.

2. Services Offered

The Consultant provides pediatric sleep education and coaching services, which may include:

- Virtual one-on-one consultations via video or phone
- In-person home or location-based consultations
- Personalized written sleep plans and guides
- Pre-recorded educational courses and digital programs

All services are educational in nature and designed to support and empower parents.

3. Not Medical Advice

The Consultant is a certified sleep consultant, not a licensed medical professional. All information, recommendations, and materials provided are for educational and informational purposes only and do not constitute medical, psychological, or clinical advice. Always consult your child's pediatrician or qualified healthcare provider regarding any health, developmental, or medical concerns before implementing any sleep strategy.

4. Client Responsibilities

To receive the full benefit of our services, the Client agrees to:

- Provide accurate and complete information about the child's health, development, and sleep history.
- Notify the Consultant of any known or suspected medical or developmental conditions.
- Consult with the child's pediatrician before beginning any new sleep program.
- Engage actively and consistently with the recommended sleep plan.
- Ensure the child's sleeping environment meets current safe sleep guidelines (AAP recommendations).

5. Results Disclaimer

Sleep consulting results vary from child to child and family to family. The Consultant makes no guarantees regarding specific outcomes, timelines, or results. Success depends on many factors including the child's temperament, age, health, and the consistency with which the plan is implemented. The Consultant will provide guidance and support, but ultimate implementation responsibility rests with the Client.

6. Payment Terms

Full payment is due at the time of booking or purchase unless a payment plan has been explicitly agreed upon in writing. We accept payment via credit. All prices are in USD and subject to change without notice. Current pricing is displayed on our website or provided in individual service proposals.

7. Confidentiality

The Consultant agrees to keep all Client and child information strictly confidential in accordance with our Privacy Policy. The Client agrees not to share proprietary materials (sleep plans, guides, course content) with third parties or reproduce them for commercial use.

8. Intellectual Property

All materials provided — including sleep plans, guides, worksheets, course content, and website content — are the intellectual property of Lolli Sleep Solutions, LLC. These materials are licensed for personal, non-commercial use only. Reproduction, distribution, resale, or derivative use without written permission is strictly prohibited.

9. Communication & Response Times

The Consultant will make reasonable efforts to respond to client inquiries within 1 business day. Support is available during business hours: Monday – Friday, 7:00 a.m.- 12:00 p.m. and again from 5:00 p.m.- 8:00 p.m. After-hours messages will be addressed on the next business day.

10. Limitation of Liability

To the fullest extent permitted by law, the Consultant shall not be liable for any indirect, incidental, or consequential damages arising from the use of our services or materials. The Consultant's total liability shall not exceed the amount paid for the specific service in question.

11. Termination of Services

The Consultant reserves the right to terminate services at any time if the Client engages in abusive, threatening, or inappropriate behavior, or if it is determined that the services are not appropriate for the child's needs. In such cases, a prorated refund may be issued at the Consultant's sole discretion.

12. Governing Law

These Terms of Use shall be governed by and construed in accordance with the laws of the State of North Carolina, without regard to its conflict of law provisions. Any disputes shall be resolved in the courts of Haywood County, NC.

13. Changes to Terms

We reserve the right to update these Terms at any time. Continued use of our services after changes are posted constitutes acceptance of the revised terms.

14. Contact

For any questions regarding these Terms of Use:

- Email: carrie@lollisleepsolutions.com
- Phone: 828-558-2399
- www.lollisleepsolutions.com