

The Behaviour Fairy

Here to grant your wish for a happy home!

Terms & Conditions

These terms and conditions apply to all services provided by The Behaviour Fairy, upon accessing our website or services you are automatically agreeing to the following terms and conditions. Please read these terms carefully before using this website ("Site"). By using this site you agree to be bound by these terms and conditions ("Terms"). If you do not agree with these terms and conditions do not use this site and contact thebehaviourfairy@gmail.com for further information.

1. DEFINITIONS

The following definitions are words and phrases used by The Behaviour Fairy and have the following meaning except where the context otherwise requires:-

"Client" refers to you as the individual receiving the professional service.

"Child" a child of the client, paying for a professional service by The Behaviour Fairy, and **"children"** shall be construed accordingly.

"Parent" The parents/carers, the partners or the Guardians of the child

"Payment" a fee to cover the cost and administration of the service provided by The Behaviour Fairy.

"Consultation" meetings in person, by email or over the phone between client and The Behaviour Fairy. Consultations are considered as discussions between client and The Behaviour Fairy whereby factors surrounding the evaluation of behavioural issues are made.

"Support package" a type of service that includes consultation, a written behaviour plan and a range of email and telephone support.

"Behaviour Support Plan" is a written report compiled by a The Behaviour Fairy after an initial consultation and evaluation of the child's behavioural issues. This consists of a brief analysis of the issues discussed including and conclusions drawn, this is followed by a step by step guide to enable the client to follow with the support of The Behaviour Fairy.

"Booking" a formal arrangement made between client and The Behaviour Fairy requesting for a service provided by The Behaviour.

"Visit" a formal meeting between the client and The Behaviour Fairy in the client's home or suitable, specified location to deliver a service.

2. OBLIGATIONS OF THE BEHAVIOUR FAIRY

The Behaviour Fairy shall:-

- Provide consultations by email, phone and or in clients home.
- Work in partnership with parents to help resolve their child's behavioural issues. Behaviour Support Plans will be made available to the client within 7 days of the initial consultation.
- Will aim to make contact with the client at least once a week.
- The client is entitled to make contact using phone or email within opening hours during the Behaviour Support Plan implementation.
- Aim to provide a professional yet unique and personally tailored service.
- The Behaviour Fairy aims to develop a good parent partnership with families providing them with tools, skills and confidence needed to manage their child's behaviour independently.

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3. OBLIGATIONS OF THE PARENT/CLIENT

Parents shall:-

- Provide full and honest answers to all questions set out in The Behaviour Fairy's information and assessment documentation.
- Pay all fees promptly and in accordance with the terms of section 4 (FEES)
- Have open and honest discussions with The Behaviour Fairy and work collaboratively at all times.
- View the materials provided by The Behaviour Fairy for their own personal use only (non-commercial).
- You may not reproduce or publicly display, perform or distribute or otherwise use the materials provided by The Behaviour Fairy for any public or commercial purpose.

4. FEES

Parents shall pay the total cost of the service at the time of booking, late payment of fees shall incur a late payment charge of £20. An additional £5 shall be added to the balance for each week the payment is overdue.

The Behaviour Fairy shall fully refund payment where they have been unable to provide a service for reasons beyond The Behaviour Fairy's control.

The Behaviour Fairy may make changes to the materials and services, or to the services and prices described, at any time without notice.

All fees are non-refundable once the working relationship (when booking has been made) has commenced. The Behaviour Fairy is under no obligation to return part of/all of the fees if the client chooses to cease the working relationship once it has begun.

5. LIABILITY

Nothing in these Terms shall exclude or limit The Behaviour Fairy's liability for (i) death or personal injury arising as a result of its negligence, (ii) fraud, or (iii) any other liability which by applicable law may not be excluded or limited. In no event will The Behaviour Fairy or any of its Associated Companies, their suppliers, or other third parties be under any Liability for any loss or damages whatsoever, including without limitation loss of actual or anticipated profits, loss of goodwill, loss of revenue or the use of money, loss of contracts, loss of anticipated savings, loss of data or business interruption, damages relating to the procurement of substitute goods and services, any special, indirect or consequential loss (whether or not such loss or damage is foreseeable, known, foreseen or otherwise), arising out of: any use of, or inability to use.

6. CANCELLATION/CHANGES

Where a cancellation is made by The Behaviour Fairy every effort will be made to offer the client the next available appointment as close to the original date as possible. A client upon giving 48 hours' notice or more is entitled to change and amend their booking at a time convenient to both client and The Behaviour Fairy. Where a client makes a cancellation of service without 48 hours' notice they shall be liable to pay the full cost of the service.

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Either party shall be entitled to terminate or change the booking at any time, upon giving the other 48 hours or more.

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The Behaviour Fairy

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